

21 nonprofit Dispute Resolution Centers (DRCs) statewide provide accessible services to all Washington residents as established by the Washington State Legislature and in collaboration with local communities. RCW 7.75 established DRCs in 1984 and set the following Legislative intent:

The legislature finds and declares that:

- a. The resolution of many disputes can be costly and complex in a judicial setting where the parties involved are necessarily in an adversary posture and subject to formalized procedures; and
- b. Alternative dispute resolution centers can meet the needs of Washington's citizens by providing forums in which persons may voluntarily participate in the resolution of disputes in an informal and less adversarial atmosphere.

**Empowering people across sectors for effective, long-term solutions.**



## Types of Agencies Served

State Agencies  
 District Courts  
 Schools  
 Superior Court  
 Courts  
 Government  
 Law Enforcement  
 Non-Profits

Corrections  
 Community Organizations  
 Human Services  
 Neighborhood Associations  
 Tribes

Businesses

BELLEVUE CONFLICT RESOLUTION CENTER  
 CENTER FOR DIALOG & RESOLUTION | PIERCE COUNTY  
 COLUMBIA BASIN DRC  
 COMMUNITY MEDIATION SERVICES | CLARK COUNTY  
 DRC OF GRAYS HARBOR & PACIFIC COUNTIES  
 DRC OF KING COUNTY  
 DRC OF KITSAP COUNTY  
 DRC OF THURSTON COUNTY  
 DRC OF TRI-CITIES  
 DRC OF YAKIMA & KITTITAS COUNTIES  
 FULCRUM INSTITUTE DRC | SPOKANE COUNTY  
 LEWIS COUNTY CENTER FOR CONSTRUCTIVE RESOLUTION AND CONVERSATION  
 NEUTRAL GROUND | WALLA WALLA COUNTY  
 NORTHWEST MEDIATION CENTER | SPOKANE COUNTY  
 OKANOGAN COUNTY DRC  
 PENINSULA DRC | CLALLAM & JEFFERSON COUNTIES  
 SIX RIVERS DRC | KLICKITAT & SKAMANIA COUNTIES  
 VOLUNTEERS OF AMERICA DRC: SKAGIT COUNTY  
 VOLUNTEERS OF AMERICA DRC: SNOHOMISH & ISLAND COUNTIES  
 WENATCHEE VALLEY DRC  
 WHATCOM DISPUTE RESOLUTION CENTER

### **OFFICERS 2019-2020**

**CO-PRESIDENT**  
**Moonwater**  
 Whatcom Dispute Resolution Center

**VICE PRESIDENT**  
**Andrea Pacheco**  
 Six Rivers Dispute Resolution Center

**TREASURER**  
**Gayle Cooper**  
 Fulcrum Institute Dispute Resolution Center

**CO-PRESIDENT**  
**Astrid Aveledo**  
 Dispute Resolution Center of Grays Harbor & Pacific Counties

**RECORDING SECRETARY**  
**Jennifer Talbot**  
 Wenatchee Valley Dispute Resolution Center

**MEMBERSHIP SECRETARY**  
**Janice Juntunen**  
 Center for Constructive Resolution & Conversation of Lewis County

## EMPOWERING TOMORROW'S PROBLEM SOLVERS

DRCs support individuals, groups and organizations to manage conflict, improve relationships, and grow a culture of understanding and effective problem solving. Our services are open to the entire state, with a focus on accessibility for low-income residents and youth participants.



## 2019 IMPACT

**1,022**  
VOLUNTEERS

VALUE OF VOLUNTEER SERVICE

**\$2,027,972**



**90%**

CLIENTS REPORTED  
MEDIATION IMPROVED  
THEIR SITUATION



FAMILY  
MEDIATIONS  
SETTLED

**77%**

“Mediation at Neutral Ground DRC exceeded even my high expectations by an order of magnitude; it saved much time and money, but more importantly, it saved so much energy and good will, and enabled us to get through perhaps the most anxiety-ridden part of the separation process.”

-Family Mediation Client, Walla Walla

## CONVENING COMMUNITIES TO RESOLVE OUR MOST DIFFICULT ISSUES

Resolution Washington's member DRCs provide a safe space for dialogue, helping individuals and groups build skills around diversity, equity, and inclusion, in addition to communication around challenging community and family issues. We help individuals from different backgrounds truly listen to and build understanding with one another. Because we are embedded in communities across the state, our work reflects local needs. Following are four examples of 2019 solutions member DRCs helped facilitate:

### Facilitating Homeless Shelter Planning Community Dialogue

#### BELLEVUE CONFLICT RESOLUTION CENTER

The issue of homeless shelters had fractured the community. So Bellevue Conflict Resolution Center staff and volunteers facilitated small group dialogue to get input from the community for amendments to the land use code amendment governing shelters. Two new shelters are now being built reflecting the community's needs, including on-going dialogue. Ten of the 21 DRCs provided dispute resolution or training services directly related to preventing or addressing homelessness in 2019.

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### Building a Restorative School Climate

#### DRC OF THURSTON COUNTY | OLYMPIA

"Judge and suspend" was the way conflicts had long been handled at one high school, like many others. The DRC spent two years working with the school, shifting the response from punitive to restorative, giving staff and students supportive and impactful methods to process conflict. The changes resulted in record low suspension and repeated offense rates, and an overall more peaceful school climate. In 2019, 14 DRCs addressed school discipline issues in collaboration with schools and community partners across the state.

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### Supporting Intercultural Family Decisions

#### VOLUNTEERS OF AMERICA DRC OF SNOHOMISH, ISLAND & SKAGIT COUNTIES | EVERETT

Separated immigrants struggling with cultural and legal expectations between their Mexican heritage and American home successfully navigated their values to develop a parenting plan meeting the unique needs of their family with Spanish language mediators. DRCs are committed to providing access to their services, providing Spanish language services, using interpreters, and meeting needs for cases involving domestic violence or other special considerations.

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### Youth Success through Restorative Juvenile Diversion

#### DRC OF YAKIMA & KITTITAS COUNTIES | YAKIMA

Rather than stay in the system, first time offenders found jobs, stayed in school, applied for trade school grants and rented their own apartments after being engaged in the court-referred Yakima DRC pilot youth program. Restorative circles helped restore these youth, sparing them lives of shame and incarceration. DRCs directly served 3,322 youth statewide in 2019 through diversion programs, training, restorative practices, parent-teen mediation and peer mediation.

## RESPONSIBLE STEWARDS OF PUBLIC DOLLARS.

To be fiscally responsible and engage our communities, the majority of DRC services are powered by volunteers with supervision by dedicated staff. In 2019, DRC revenue included the following sources: 11% state funds, 13% city and county funds, 9% filing fee revenue, 20% contracts, 17% individual fees, 23% grants, 6% contributions, and 2% other.

**58,368**

PEOPLE DIRECTLY SERVED

**12,147**

COMMUNITY MEMBERS TRAINED

**4,746**

DISTRICT, SUPERIOR & JUVENILE COURT CASES MEDIATED

**24,186**

INFORMATION AND REFERRAL CALLS



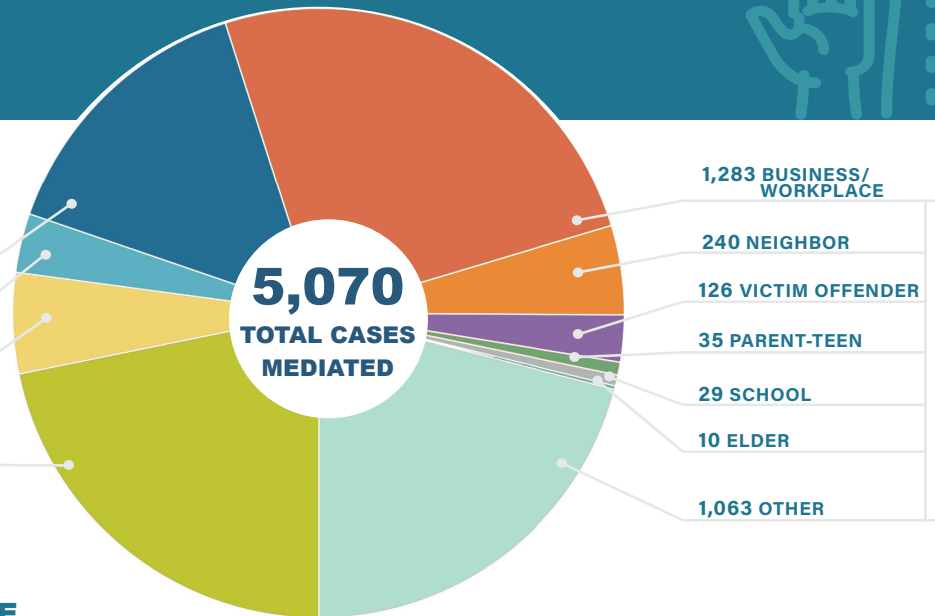
### CASES MEDIATED STATEWIDE BY DRCs

749 LANDLORD/TENANT

159 FORECLOSURE

271 DIVORCE

1,105 PARENTING PLANS



### CO-PRESIDENT'S MESSAGE

While communities across the nation and throughout our State have experienced significant conflict during the past year, Resolution Washington's 21 member DRCs have worked tirelessly to meet our communities' rising demand for support. The scope of our assistance and the depth of our impact has continued to grow-permeating throughout homes, schools, courts, businesses, community based organizations, and city, county, state, and tribal governments.

Together, with an expansive network of skilled practitioners, our DRCs have strengthened their respective communities through the provision of mediation services to resolve myriad contentious issues, group facilitation to support courageous conversations, and coaching to offer a confidential listening ear to those in need. Each DRC also has responded to the unique needs of their local area, customizing additional services, waiving fees, and collaborating with partners to ensure access to conflict prevention and intervention supports are available to all. To this end, we were honored to be recognized with the 2019 Access to Justice Community Leadership Award which recognized Resolution Washington for "...playing a strategic, significant and courageous leadership role in improving access to the justice system."

Our DRCs' staff and volunteers are steadfast in their commitment to community resiliency. While the issues before us continue to build in their complexity, together we are confident in our communities' growing capability to work together for a healthy future.

Sincerely yours,

**Moonwater**

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