

2017 ANNUAL REPORT

VISION

We envision a State where Dispute Resolution Centers and collaborative processes are used as the first choice for conflict resolution. The Dispute Resolution Centers are stable, valued, and supported as a key means to provide a civil and respectful society.

RESOLUTION WASHINGTON Center list by area

Western

Bellevue Neighborhood Mediation
Center for Dialogue & Resolution
Pierce Co.

Community Mediation Center of
Lewis County

Community Mediation Services
(Clark County)

DRC of Grays Harbor &
Pacific Counties

DRC of King County

DRC of Kitsap County

DRC of Snohomish & Island Counties
Volunteers of America

DRC of Skagit County

Volunteers of America

DRC of Thurston County

Peninsula DRC
(Clallam/Jefferson Counties)

Whatcom Dispute Resolution Center

Central

Columbia Basin DRC

DRC of Tri-Cities

DRC of Yakima & Kittitas Counties

Okanogan County DRC

Six Rivers DRC
(Klickitat and Skamania Counties)

Wenatchee Valley DRC

Eastern

Fulcrum Institute Dispute Resolution
Clinic (Spokane County)

Neutral Ground (Walla Walla County)

Northwest Mediation Center
(Spokane County)

Officers 2017-2018:

Co-President: Maralise Hood Quan

Co-President: Jody Suhrbier

Vice President: LaDessa Croucher

Membership Chair: Karen Brown

Recording Secretary: Marty Dane

Treasurer: Gayle Cooper



Resolution Washington is a statewide association of Dispute Resolution Centers (DRCs). There are 21 DRCs that provide conflict resolution services, covering 95% of the state.

Resolution Washington (ResWa) provides community-based mediations, facilitations, education, and social/family programs throughout the state.

Our commitment to create healthy, supportive, respectful, and understanding communities is based on the relationships we build. We accomplish our goals by working together to strengthen each center.

Restorative Practices

In 2017 Resolution Washington continued its statewide investment in a Restorative Practices initiative. All 21 Directors and staff completed an Evidence Based Training in Restorative Practices which included principles of nonviolent communication, resiliency, and trauma-informed care. In recognition of our work, DRCs were also included in OSPI's Menu of Best Practices & Strategies as a resource for implementing Restorative Practices in schools. Here are a few of the innovative and diverse applications of Restorative Practices happening around Washington:

Youth:

- Facilitated Restorative Circle processes in partnership with students, staff and administrators to address harm and strengthen the school community.
- Empowered youth through school-based Peace Clubs and Peer Mediation Training, focused on building communication and conflict resolution skills. These programs assist youth to engage in authentic dialogue that builds relationships.
- Provided Coordination of Services, a research based program for (At Risk Youth/teens) and parents to strengthen family relationships, reduce youth recidivism, address bullying and connect families with community services.

Family/Elder:

- Partnered with the Administrative Office of the Courts and the Legal Foundation of Washington to respond to conflicts between Guardians, Elders and their families.
- Implemented Supervised Visitation Programs to provide a positive environment for children and their non-residential parent to connect safely.

Higher Ed:

- Supported Colleges and Universities to integrate Restorative Practices on campuses, creating and maintaining a trusting and respectful climate conducive to powerful learning.

Community:

- Partnered with Children's Wellness Coalition to help create trauma informed service organizations using Restorative Practices for all social services.
- Collaborated with certified trainers from the REACH Center, a nationally-recognized non-profit organization, to provide training in equity



and cultural humility, honoring human diversity and promoting cultural self-awareness and understanding.

- Provided training in civility and dialog, which allows engaged community members to disagree in respectful and productive ways.

Co-Presidents' Message

Ambassadors and supporters of Resolution Washington and our 21 community mediation member centers make civil discourse and respectful resolution a reality. Thank you to all who advocate, donate and invest in this vital work!

Throughout 2017, citizens in every community across the state have increasingly turned to their local Dispute Resolution Center (DRCs) to improve their skills in communicating effectively, seeking understanding, and bridging divides in their relationships at work, at home, in their religious communities and in their families.

While mediation is the foundational service of all DRCs, individuals can also call upon their local center for information on community resources, to facilitate meetings, to provide training, and to support schools – all with the intent to strengthen productive dialogue in a variety of community settings.

As Washington State focuses on improving educational outcomes for our youth, we continue to grow our relationships with OSPI, regional Educational Service Districts, and local School Districts. We have the tools needed as they explore and adopt evidence-based models for a restorative school culture.

As we step into a new year in 2018, our centers will continue to respond to our communities' needs, creating safe places for dialogue and bringing our communities together through civil discourse and respectful resolution.

Maralise Hood Quan

Jody Suhrbier

HOW OUR COMMUNITIES ARE SERVED

Washington citizens are better equipped than ever to resolve problems and manage conflicts. 11,174 people trained with our centers in 2017 to improve their conflict management skills in a wide variety of trainings and classes.

84,905 Washington citizens found assistance with their conflicts through conversations, facilitations, and mediations with Resolution Washington centers.

People who try mediation know that it works. Out of more than 4000 mediation clients surveyed, 98% would recommend mediation to others.

Resolution Washington Centers handle more parenting plan cases than any other type of mediation. Of these families, 72% were able to find a resolution through mediation, saving on court costs, and the emotional strain and upheaval inherent in these difficult cases.

Over 5 million Washington citizens had opportunities to learn about our work and our services through community outreach.

2017 Statewide Totals

People We Served

Adults	84,905
Youth	19,015

The Value of Our Volunteers

Number of Volunteers	1188
Volunteer Hours	40,220

Number of Mediations	5,201
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Our Settlement Rates

Volunteer Mediations	73%
Court ordered Mediations	56%

Conflict Resolution Trainings

Number of Attendees	11,174
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A POSITIVE IMPACT!

Yo me siento más mejor y tranquilo después de llegar a un acuerdo con mi ex pareja por medio de las mediadoras. Mediation Client

“Excellent mediators!! Very surprised case settled tough matter! Both worked very well with each other and parties” Attorney

“This was a great venue for discussing our struggles. It really helped us come to an agreement and preserve our friendship. Thank you.” Mediation Client

“It is really helpful to have a place like this to communicate, clarify and make concrete plans for the future” Mediation Client

“Estoy definitivamente contenta de haber encontrado este medio para arreglar mi situación y que pueda servir para muchos”

We came in butting heads and walked out with a better relationship for the sake of our son. Thank you.
Family Mediation

“(...)..would not have been able to reach an agreement without mediation. Glad I’m not going to court.” Small Claims Mediation

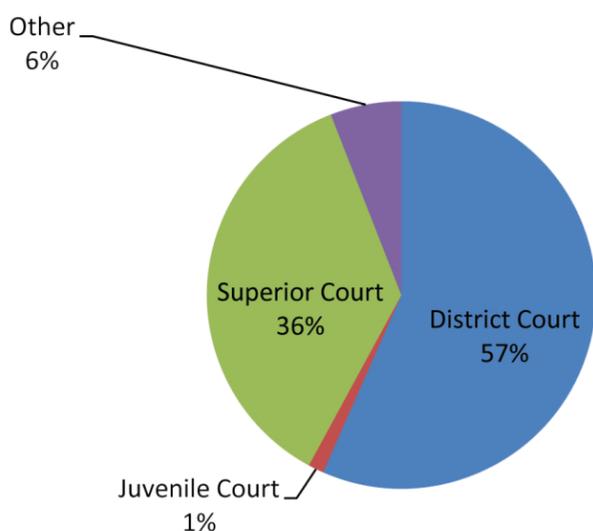
“Mediation training through the DRC changed my life. It has affected the way I communicate with my wife, teenager, coworkers, and friends. Once I replaced assumptions with questions, the number of conflicts in my life dropped dramatically.” Training Student

“It’s really helpful to have a space/ scenario like this to communicate, clarify, and make concrete steps/plans for resolution. Thank you!

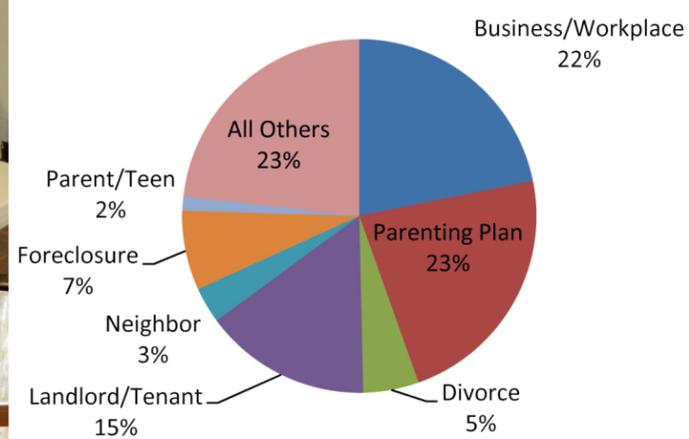


MEDIATION STATS

Cases by Court Type



Cases by Type



CLIENT FEEDBACK

- 98% Mediators fair and impartial
- 87% Situation improved by mediation
- 92% Helped to communicate with other party
- 90% Helped to better understand the issues
- 98% Would recommend mediation to others
- 78% Reached an agreement

SETTLEMENT % BY TYPE

- 61% Business/Workplace
- 72% Parenting Plans
- 55% Landlord/Tenant
- 77% Divorce
- 60% Neighbor
- 100% Victim/Offender
- 100% School
- 74% Parent/Teen
- 67% Elder
- 74% Foreclosure
- 63% All Others