INVESTING IN MORE COOPERATIVE COMMUNITIES

Resolution Washington is a network of nonprofit Dispute Resolution Centers (DRCs) across the state of Washington that provide cost-effective conflict resolution services and expertise. We convene individuals, organizations, and communities, empowering them to work together to resolve conflict and find solutions.

PROVIDING A HIGH-QUALITY RESOLUTION ALTERNATIVE

The state Legislature established our member DRCs as a court system alternative for resolving certain types of disputes and providing dispute resolution service and education to local communities. As such, we adhere to the highest standards of professional conduct for mediation. We offer many of our services at low- or no-cost.

The best solutions emerge when we listen to each other & work together to make informed decisions.
EMPOWERING PEOPLE ACROSS SECTORS FOR EFFECTIVE, LONG-TERM SOLUTIONS.

Conflict occurs at every level of society, and it can either strengthen or destroy relationships. DRCs equip individuals, groups and organizations to manage conflict, improve relationships, and support a culture of understanding and effective problem-solving. Mediation of parenting plans, small claims cases, community disputes, and training and certifying mediators remain core services of DRCs. Many of our DRCs also respond to community needs by adapting existing programs or building new programs centered around communication and collaboration.

IN 2018 DRCs IN WASHINGTON STATE

<table>
<thead>
<tr>
<th>71% VOLUNTARY MEDIATIONS SETTLED</th>
<th>53% COURT-ORDERED MEDIATIONS SETTLED</th>
</tr>
</thead>
<tbody>
<tr>
<td>80,398 ADULTS &amp; YOUTH SERVED THROUGH DISPUTE RESOLUTION, TRAINING &amp; EDUCATION</td>
<td></td>
</tr>
<tr>
<td>40,976 CLIENTS REPORTED MEDIATION IMPROVED THEIR SITUATION</td>
<td></td>
</tr>
</tbody>
</table>

VOLUNTEER HOURS SERVED TO MEET COMMUNITY NEEDS THROUGH DRCs

Homeless Services CENTER FOR DIALOG & RESOLUTION | PIERCE COUNTY
The key skills of impartiality and self-determination are used to train front line workers to help those experiencing homelessness make their own housing plan. This work in Pierce County has reduced the number of new people entering homelessness services by 20 percent. This training model has become nationally recognized and is now being used in communities in Indiana, Nebraska, and Georgia.

Community Facilitations SIX RIVERS DRC | KLICKITAT & SKAMANIA COUNTIES
Agricultural maintenance of orchards and vineyards impacted air quality with seasonal burn piles. Six Rivers DRC facilitated important dialog between affected parties, land managers, and city government to ensure public health standards were met.

Alternatives to Juvenile Detention DRC OF GRAYS HARBOR & PACIFIC COUNTIES
Looking to create alternatives to juvenile detention, DRC of Grays Harbor & Pacific Counties (in partnership with Juvenile Courts) offers the We’re In This Together Program, a community-based program for youth and adults aimed at restoring relationships and connecting families to local resources. The program served over 40 court-involved or at-risk teens and their families in 2018, including 21 percent Native American and 7 percent Latinx families.

At-risk Youth Homelessness Intervention WHATCOM DRC
Conflict in the home is the leading cause of homelessness for at-risk youth. To address this issue, the Whatcom DRC created a parent/teen mediation program, now partly funded by the City of Bellingham, to address family conflict. In the last year alone 63 family members, including 28 youth, participated, and 94 percent of respondents reported reaching agreement.
CONVENING COMMUNITIES TO RESOLVE OUR MOST DIFFICULT ISSUES.

In addition to core mediation, facilitation and training services for court cases, families and communities, we bring together people with diverse viewpoints and interests to address problems like truancy, homelessness, racial equity, and more. Because we are embedded in communities across the state, our work reflects local needs. Following are a few 2018 solutions we helped facilitate in the communities we serve:

**Homeless Services**

**CENTER FOR DIALOG & RESOLUTION | PIERCE COUNTY**

The key skills of impartiality and self-determination are used to train front line workers to help those experiencing homelessness make their own housing plan. This work in Pierce County has reduced the number of new people entering homelessness services by 20 percent. This training model has become nationally recognized and is now being used in communities in Indiana, Nebraska, and Georgia.

**Community Facilitations**

**SIX RIVERS DRC | KLICKITAT & SKAMANIA COUNTIES**

Agricultural maintenance of orchards and vineyards impacted air quality with seasonal burn piles. Six Rivers DRC facilitated important dialog between affected parties, land managers, and city government to ensure public health standards were met.

**Alternatives to Juvenile Detention**

**DRC OF GRAYS HARBOR & PACIFIC COUNTIES**

Looking to create alternatives to juvenile detention, DRC of Grays Harbor & Pacific Counties (in partnership with Juvenile Courts) offers the *We’re In This Together Program*, a community-based program for youth and adults aimed at restoring relationships and connecting families to local resources. The program served over 40 court-involved or at-risk teens and their families in 2018, including 21 percent Native American and 7 percent Latinx families.

**At-risk Youth Homelessness Intervention**

**WHATCOM DRC**

Conflict in the home is the leading cause of homelessness for at-risk youth. To address this issue, the Whatcom DRC created a parent/teen mediation program, now partly funded by the City of Bellingham, to address family conflict. In the last year alone 63 family members, including 28 youth, participated, and 94 percent of respondents reported reaching agreement.
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 2018, DRC revenue included the following sources: 8% state funds, 5% city and county funds, 10% filing fees, 20% grants, 7% contributions, 32% contracts, 15% individual fees, and 3% other.

1,104 VOLUNTEERS
40,976 VOLUNTEER HOURS
13,389 TRAINED COMMUNITY MEMBERS
927 CONFLICT RESOLUTION TRAININGS
3,072 DISTRICT & SUPERIOR COURT CASES SETTLED*

*Reducing docket sizes and wait time for cases needing a trial, while supporting self-determination and effective solutions created by the people those decisions will affect.

CO-PRESIDENT’S MESSAGE

Throughout this last year, Resolution Washington’s 21 member DRCs worked closely together to strengthen our respective communities by sharing best practices, maintaining statewide standards to ensure quality provision of services, and promoting and delivering effective dispute resolution throughout Washington.

While mediation is the foundational service of all DRCs, we remain invested in supporting individuals, organizations and communities to resolve conflict in a variety of ways. Our range of services includes facilitating outcomes for workgroups, training direct service providers in effective communication, coaching individuals through difficult conversations, supporting cultural shifts in school discipline models to keep youth engaged, and more.

Our DRCs’ staff and volunteers remain passionate and dedicated about the work we do and its significant impact in support of thriving communities. We are hopeful for the future that we are co-creating together, and in the spirit of courage and good will, we invite collaboration and creativity in 2019 and beyond.

Sincerely yours,

Jody M. Suhrbier
EXECUTIVE DIRECTOR
Dispute Resolution Center of Thurston County
CO-PRESIDENT
Resolution Washington

Moonwater, MPA
EXECUTIVE DIRECTOR
Whatcom Dispute Resolution Center
CO-PRESIDENT
Resolution Washington

Post Office Box 6184
Olympia, WA 98507-6184
RESOLUTIONWA.ORG
(360) 280-0384