

# 2014 ANNUAL REPORT

## Presidents' Report

Dispute Resolution Centers (DRCs) across the state continue to be a valuable resource our communities rely on for high quality conflict resolution services. Working in partnership with courts and communities, DRCs saved Washington taxpayers \$5.7 million in 2014. Nineteen DRCs provide mediation training, certification and mediation services in a variety of venues. You can find our staff and highly trained professional volunteer mediators training in our community colleges, mediating at the courthouse, facilitating a neighborhood conflict, or helping divorcing parents craft a parenting plan. These dedicated professionals willingly go into conflicts knowing they have been prepared to empower the parties to find lasting resolutions.

Two of our DRCs received honors this past year we would like to highlight: The Bellingham/Whatcom Chamber of Commerce recognized the Whatcom Dispute Resolution Center as Non-Profit of the Year for 2014! And Maralisse Hood Quan, Executive Director of the Pierce County Center for Dispute Resolution, was named Citizen of the Year by the Washington State Chiropractic Association (WSCA). The 1000-member WSCA is the only statewide association that represents the chiropractic profession in Washington State. These are powerful examples of how beneficial DRCs have become to the business communities we serve.

In 2014, DRCs mediated or facilitated 6,128 cases and performed training to 11,538 community members. We relied on the generous support of 1,247 volunteers who donated 42,520 hours to other Washington residents. These volunteer professional mediators commit to 180 hours of training and co-mediating with a mentor mediator prior to certification. This can take 18 months to 2 years to complete certification. Once certified as mediators, many stay on as volunteers with their local DRC to mentor others through certification and continue providing essential mediation services.

DRCs remain a vital partner and the largest provider of foreclosure mediation services over the past 4 years of the Foreclosure Fairness Act. This program ensures that homeowners facing foreclosure have the opportunity to sit down with a bank representative to review mortgage modification options. All of the necessary decision makers and documents come together in one meeting with the guidance of a foreclosure mediator. To date, DRCs across the state have conducted more than 2,746 mediations between homeowners and lenders.

We remain grateful for the support of our community leaders and dedication of our staff, board members and volunteers who gave generously of their time and skills in 2014. We truly could not reach those most in need of our services without you!

Paul A. Shelp  
Co-President, Resolution Washington  
DRC of Tri-Cities

Ladessa Croucher  
Co-President, Resolution Washington  
DRC of Snohomish Island & Skagit Counties



## THE NUMBERS

### We are serving more people

This past year, Resolution Washington members served over 78,451 clients and mediated over 6,128 cases. Children represented 22% of the people served this year.

In reaching the number of people served, the volunteers were critical in 2014. The 1,247 volunteers contributed an average of 34 hours each over the course of the year for a total of 5,315 8-hour days.

### We continue to reach people

The impact of the 19 DRCs was much broader than just serving people directly and indirectly through cases. More than 23,949 people attended a community presentation. Member centers experienced 120,176 website hits and a combined total of 5,247,223 exposures (stories, articles and advertisements) were achieved through traditional media (newspapers, radio, television). Plus, 1,225,399 contacts were made through social media, newsletters and community calendars.

## 2014 State Totals

Number of Cases.....6,128

People Served  
(Children are 17,247 of total).....78,451

Number of Volunteers.....1,247

Volunteer Hours .....42,520

### Settlement Rates

Voluntary.....70.7%

Court Mandated.....62.1%

Training Participants.....11,538

RESOLUTION  
WASHINGTON

### CENTRAL WASHINGTON

Columbia Basin DRC  
(Grant County)  
(509) 760-0706

DRC of Tri-Cities  
(Benton & Franklin Counties)  
(509) 783-3325

DRC of Yakima & Kittitas Counties  
(509) 453-8949

Okanogan County DRC  
(509) 826-1776

Six Rivers Community Mediation  
Services (Klickitat/Skamania Counties)  
(541) 368-1283

Wenatchee Valley DRC  
(Chelan/Douglas Counties)  
(509) 888-0957

### EASTERN WASHINGTON

Fulcrum Institute Dispute  
Resolution Clinic  
(Spokane County)  
(509) 838-2799

Northwest Mediation Center  
(Spokane County)  
(509) 456-0103

### WESTERN WASHINGTON

Bellevue Neighborhood  
Mediation  
(425) 452-4091

Community Mediation Center  
of Lewis County  
(360) 748-0492

Community Mediation Services  
(Clark County)  
(360) 334-5862

DRC of King County  
(206) 443-9603

DRC of Kitsap County  
(360) 698-0968 • (800) 377-6583

DRC of Snohomish, Island  
& Skagit Counties  
Skagit County  
(360) 542-8487  
Snohomish & Island Counties  
(425) 339-1335

DRC of Thurston County  
(360) 956-1155

DRC of Grays Harbor  
& Pacific Counties  
(360) 532-8950

Peninsula DRC  
(Clallam/Jefferson Counties)  
(360) 452-8024

Pierce County Center for Dispute  
Resolution  
(253) 572-3657

Whatcom DRC  
(360) 676-0122



# DRCs MAKE AN IMPACT

Dispute Resolution Centers in Washington State help individuals, businesses, groups and organizations resolve conflicts as an alternative to prolonged litigation, destructive confrontation, avoidance or even violence. Mediators empower the parties to discuss or resolve conflict in the way that works for them.

"I would have lost my home if it wasn't for you folks. I support your services 100%. I started getting behind on house payments when I was diagnosed with cancer and it was tough to travel to Wenatchee every other day for two rounds of chemotherapy and then radiation. I didn't qualify for help to pay my medical, but I still had travel, food and other bills that were piling up. I didn't know what to do or who to turn to for help. I was so thankful when the mediators helped me to stay in my home and work out a new loan with the lender. Now my cancer is in remission and I can still live in my house."

- Foreclosure mediation client, home owner outside Brewster, WA.

This is a familiar story to most. Whether it is for legal, financial, marital, family, interpersonal, business or workplace entanglements, more and more clients are opting to resolve their issues through alternative dispute resolution methods. Such methods have long been viewed as a faster, better and a cheaper way to resolve certain matters. The Dispute Resolution Centers of Washington (DRCs) have continued to keep prices affordable because of their dedicated professionals volunteering their time and regularly communicating best practices through the association.

### Family mediation clients stated:

"I appreciate the impartial conversation, the help with communication and help with fairness. I was not intimidated nor forced to do anything I did not agree with. Thank you very much."

"Our mediators were very helpful in our mediation meeting. I'm glad that we got to be involved with this because it was better than going to court."

Trained mediators work as unbiased, neutral third parties to assist their clients to create positive outcomes to contentious conflicts. Through a structured negotiation process which provides a safe, neutral environment and enhances effective communication, thousands of people successfully resolve their conflicts affordably, calmly and with win-win outcomes.



**RESOLUTION WASHINGTON**  
An Association of Dispute Resolution Centers

DRCs continue to provide services such as: mediation, reconciliation and group facilitation, processes that are applicable to a broad range of family, youth, school, housing and business issues as well as specialized mediation at small claims court, family law matters, with parent and teens, victims and offenders and more. Additionally, DRCs are a leading resource for educational training and workshops in the twenty-five counties in which they serve and beyond.

The DRCs' statewide coverage and growth in the array of services has been aided by the Washington State funding that has been available the past eight years. Please join other DRC supporters in advocating that the state funding continue into the future.

"Thank you for your patience and time. These two ladies deserve to be showered with gifts and treated to drinks with little umbrellas."

- Mediation client

“Great job! I was able to relax and communicate with confidence! Thank you.”



## A POSITIVE IMPACT!



“Very respectful, pleasant experience, made a potentially adversarial mediation less so.”

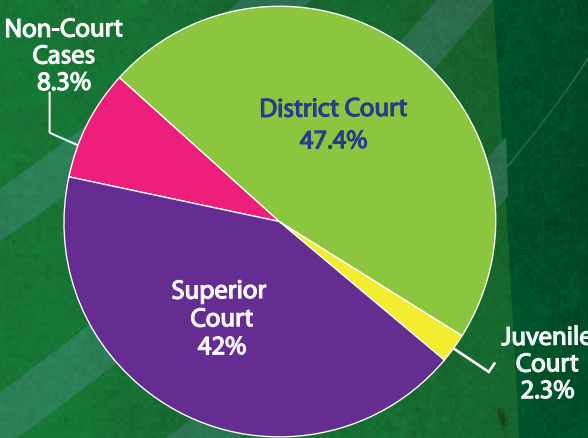
# HISTORY OF DRCs

In 1984, the Legislature adopted the Court Improvement Act. As incorporated in the Revised Code of Washington (RCW), the legislation's five goals were outlined for dispute resolution centers:

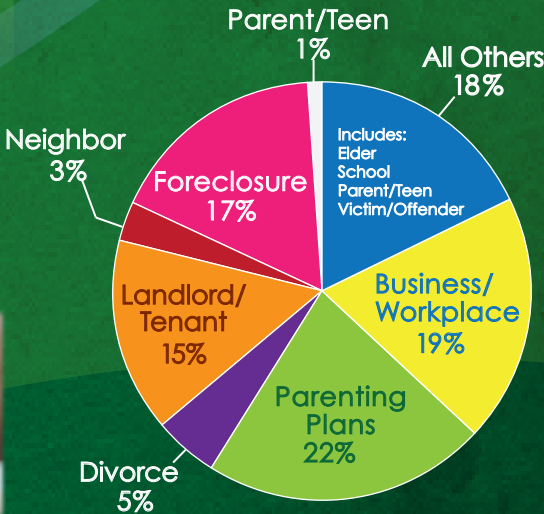
- to stimulate the development and use of centers as an alternative to the courts for certain issues;
- to encourage community participation in local programs;
- to develop structures which can serve as models for other centers;
- to resolve disputes within the community, and;
- to educate the community about dispute resolution and prevention.

All DRCs must operate as non-profit, city or county organizations and must offer services to clients regardless of their ability to pay. The vast majority of mediation services provided by DRCs are delivered by mediators who volunteer their time.

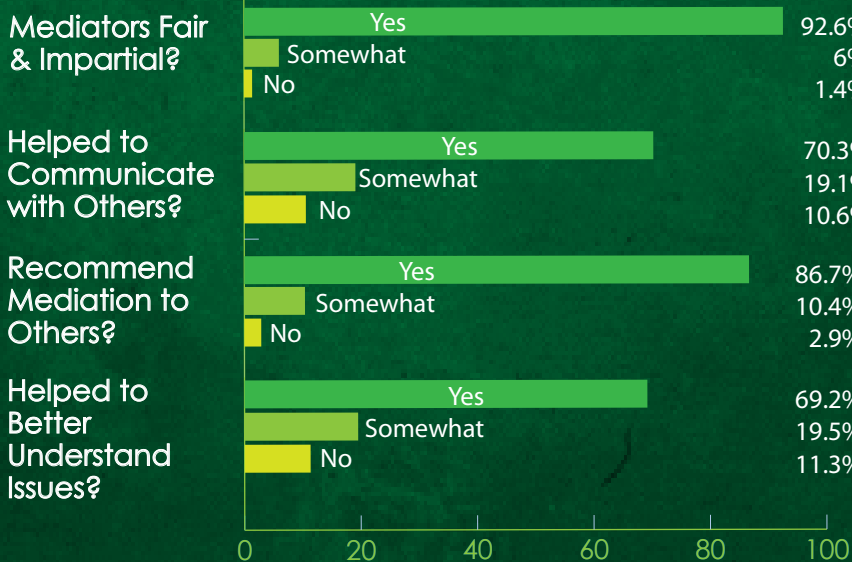
## CASES BY COURT TYPE



## 2014 CASES BY TYPE



## CLIENT RESPONSES



## SETTLEMENT % BY TYPE

