



2009 ANNUAL REPORT

Association of Dispute Resolution Centers

RESOLUTION WASHINGTON

WESTERN WASHINGTON

Bellevue Neighborhood Mediation
(425) 452-4091

Community Mediation Services
(Vancouver/Clark County)
(360) 619-1140

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

DRC of Lewis County
(360) 748-0492

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

Snohomish & Island Counties
(425) 339-1335

DRC of Thurston County
(360) 956-1155

King County DRC
(206) 443-9603

Mediation & Settlement Center
(Pacific & Grays Harbor 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

CENTRAL WASHINGTON

Benton Franklin DRC
(509) 783-3325

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

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

Okanogan County DRC
(509) 826-1776

Six Rivers Community Mediation Services
(Klickitat/Skamania Counties)
(888) 628-4101

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

EASTERN WASHINGTON

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

Neutral Ground
(Walla Walla County)
(509) 522-0399

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



PRESIDENT'S REPORT

For many businesses, families and individual people, 2009 was a balancing act. It was no different for Dispute Resolution Centers (DRCs). With resource limitations, our focus remained on meeting client needs. Like so many families and businesses, we had to find a balance between spending our financial resources frugally in order to meet the serious needs of our clients and neighbors.

Our most dynamic resource is, of course, our human resource. Ninety-four percent of all Washington citizens have access to a neighborhood DRC and its Mediators. Our Mediators and volunteers gave over 45,483 hours of their time and expertise to meet needs in their communities. They listened. They taught. They coached. They modeled. They mediated. They did so much more.

Resources had to cover a continually growing case load for many DRCs. Cases continue to grow in number and diversity. Divorcing and never married parents need state mandated parenting plans. Families need elder care and parent/teen mediations. Communities need neighborhood mediation. Victims are given a voice in Victim Offender Mediations. With this growing diversity of cases, DRCs handled 5,946 cases in 2009.

DRCs mediate small claims cases in District Courts across the state and decrease the number and severity of the cases that must be seen in Superior Court. Our services DIRECTLY address both the state and local budget deficits. According to Governor Gregoire's own budget numbers, the \$500,000 that goes to DRCs across the state annually, or \$7.69 per state resident, saves the courts \$13.65 million, or \$210 per person.

Our financial resources, like many things in 2009, saw declines. Although many DRCs receive funds from United Way, District Court surcharge fees, local and state grants and our most loyal, individual donors, funds from these sources are decreasing. We are especially thankful to Washington State Legislators for preserving our state funding for 2009-2010. This amount of money will keep mediation centers open that might otherwise close and helps others provide vital services.

We will continue to balance our resources. We will continue to support our clients, communities, and courts. With the current stresses facing all of us, balancing life and conflict is more important than ever.

Laura O'Neal
Resolution Washington President
Executive Director, Peninsula DRC
Clallam and Jefferson Counties

THE NUMBERS

This past year Resolution Washington member centers served 15,988 more people than in 2008. These additional clients represented a 20% increase in those served directly and indirectly. Children represented 13% of the people served this past year. Not surprisingly the number of cases was also up, though only by 2.8%, continuing the trend of the past three years. This points to the fact that each case in 2009 involved more participants than in the past, making DRCs' even more valuable to their local communities.

The number of volunteers at Resolution Washington member centers increased by more than 250 over 2008. These 2,604 volunteers contributed an average of 17.5 hours each over the course of the year, for a total of 5,685 8-hour days.

The impact of the 20 DRCs' was much broader than just those directly involved in cases. More than 11,600 people attended a community presentation. An additional 335,964 accessed a member center's website and a combined total of 7 million exposures (stories, articles, or advertisements) were achieved through traditional media (newspaper, radio, and television).

2009 State Totals

Number of Cases	5,946
People Served (Children are 10,424 of total)	80,176
Number of Volunteers	2,604
Volunteer Hours	45,484
Settlement Rates	
Voluntary	74%
Court Mandated	62%
Training Participants	8,643

Resolution Washington is a statewide association of local Dispute Resolution Centers (DRCs). DRCs provide mediation and training services in twenty-five counties, which cover 94% of the state's population. Resolution Washington promotes community-based mediation throughout the state as well as the mutual support of its member centers in order to assure the health and vitality of community mediation in Washington State.

DRCs are authorized under the Revised Code of Washington, Section 7.75.

A POSITIVE IMPACT!

“I am very impressed with the process the mediators moved us through & their level of professionalism. Nice job.”
Landlord/Tenant Client

“[The mediator] was excellent at focusing on the positive and trying to redirect toward a solution.”

“Process was very effective, simple and disarming. I appreciate that people are willing to volunteer their time to help others through difficult situations.”
Neighbor Client

“All that we hoped for. Please continue this valuable service.”

“This was the best mediation I have been involved in over the past 8 years.”

“I am so very thankful that the attorney referred me to you. This service is exactly what our family needed, to stay a family.”
Family Client

“Great! Solved a lot of issues; would never (have) come to agreement without mediation.”

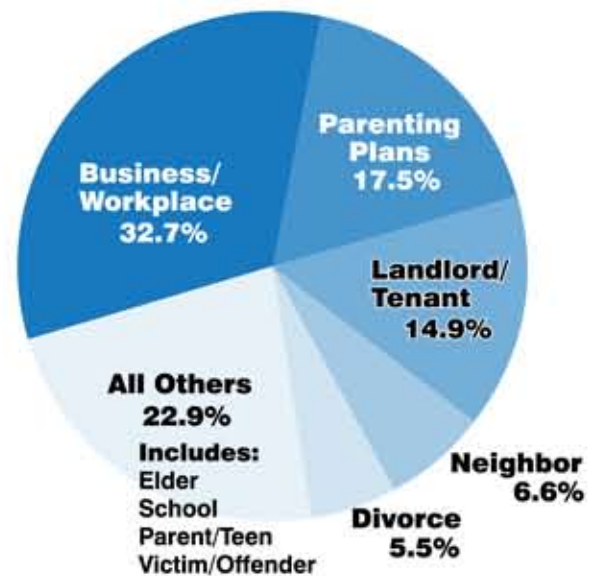
“I'm thankful we came.”

“We wish to thank you for providing this generous and invaluable service. We recently had two mediation sessions with the help of (two of your mediators) to help us resolve a dispute with a neighbor. With their help, we avoided a lengthy and expensive court battle and were able to maintain our relationship with our neighbor.”

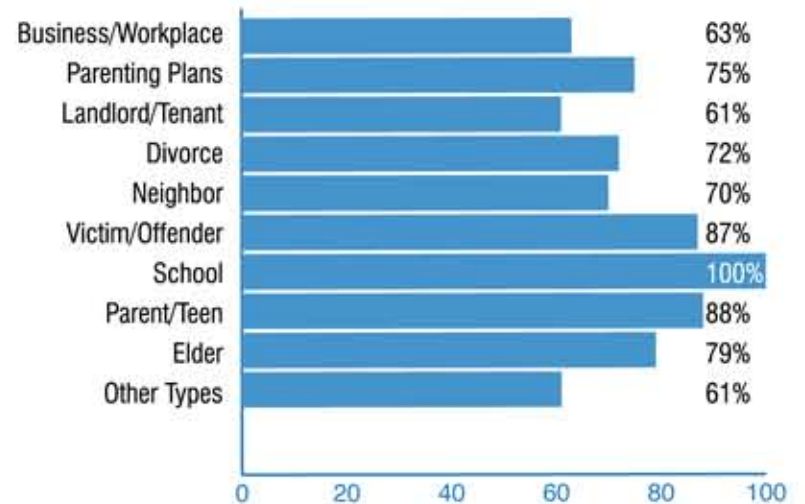
Neighbor Client

“Mediator did an excellent job facilitating settlement. Prior to settlement conference date there was 0% chance of settlement. Mediator was professional, courteous, and insightful regarding legal issues.”

2009 CASES BY TYPE



SETTLEMENT % BY TYPE



DRCs MAKE AN IMPACT IN MANY WAYS

For more than 25 years Dispute Resolution Centers (DRCs) have provided affordable conflict resolution services throughout the State. The member centers of Resolution Washington offer a wide array of services and specialized programs. These programs include: mediation, group facilitation, conflict coaching, telephone conciliation, facilitated conversations, training, help with the public input process, as well as specialized mediation at small claims court, with family law matters, with parents and teens, business and consumers, with victims and offenders, and in the area of elder care.

The non-profit Resolution Washington member centers keep prices affordable by regularly communicating best practices throughout Resolution Washington and because most conflict resolution services are provided by dedicated professionals volunteering their time. Many of the mediators in private practice in Washington State received their training from DRCs. Resolution Washington member centers are the only programs providing services in the court system. This devoted service has resulted in a number of positive comments from judges at all levels. District Court Judge David Grant called his local DRC “an invaluable resource.” Superior Court Judge Craig Matheson said, “Mediation results are always superior to court decisions.” District Court Judge James P. Swanger pointed to one of the DRCs’ greatest strengths when he said, “Mediation has allowed us to cut the ‘wait for trial’ time by more than half.” It is clear DRCs help the state, its residents and businesses save time and money with every case.

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

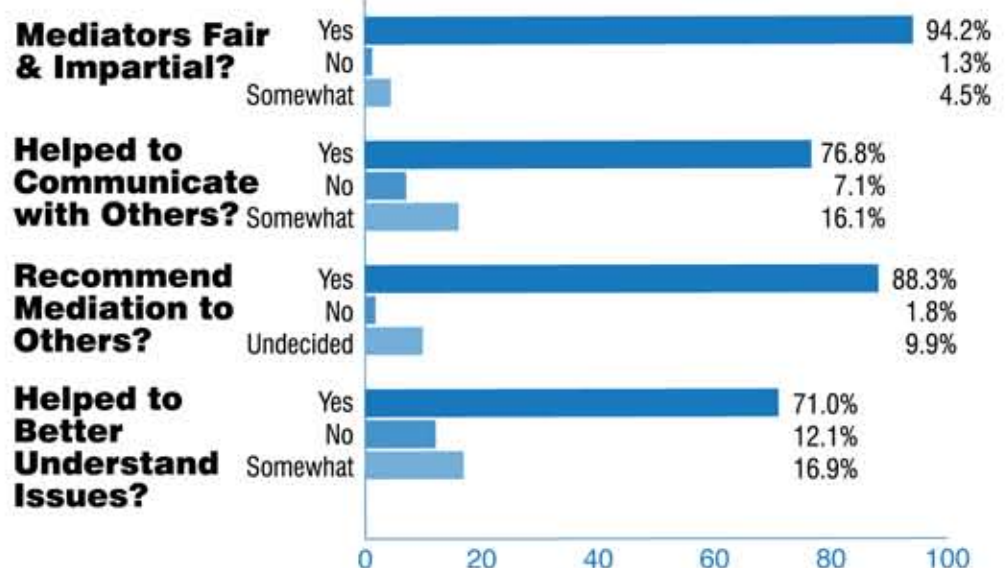
HISTORY OF DRCs

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:

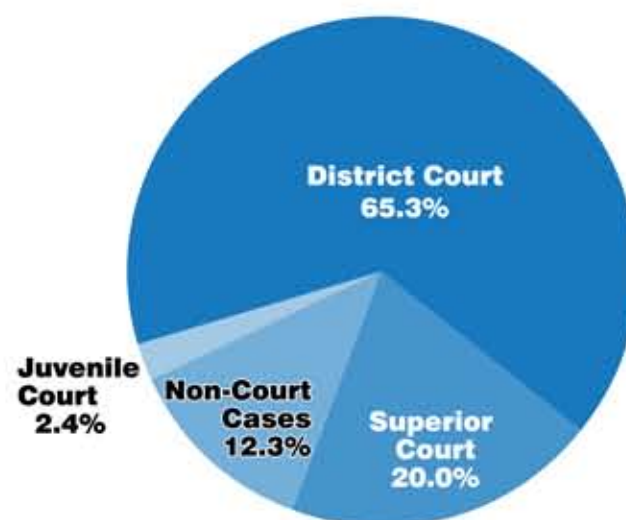
- to stimulate the development and use of centers as an alternative to the courts for certain issues;
- to encourage community participation in local programs;
- to develop structures which can serve as models for other centers;
- to resolve disputes within the community, and;
- to educate the community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

CLIENT RESPONSES



CASES BY COURT TYPE



ADDITIONAL INFORMATION

1 (800) 280-4770 • www.resolutionwa.org

Resolution Washington

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