

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)

Executive Officers 2016-2017:

Co-President: LaDessa Croucher

Co-President: Maralise Hood Quan

Vice President: Kathy Rice

Membership Chair: Karen L. Brown

Recording Secretary: Donna Hallock

Treasurer: Gayle Cooper

2016 ANNUAL REPORT



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.

Deepening our Conflict Resolution services by investing in Restorative Practice (RP):

Trained DRC Executive Directors, Educational Service Districts, Office of Superintendent of Public Instruction (OSPI), and DRC staff in the International Institute for Restorative Practices model.

DRCs are recognized in OSPI's Behavior Menu of Best Practices & Strategies as a resource for implementation of Restorative Practice in schools.

February 2017, DRC Executive Directors and staff will be trained in a school specific trauma-informed care Restorative Practice model. The training will address behavioral challenges and disproportionate discipline. ResWA will have the statewide capacity to train and offer services in Restorative Practice to our local schools.



Co-Presidents' Message

Thank you for your support and investment in Dispute Resolution Centers this past year.

In 2016, citizens have increasingly turned to their DRCs for skills in civil and productive dialogue to resolve community disputes, including intolerance in the political and social arenas.

While mediation is the foundation of all DRCs, you can call upon your center to facilitate or train people to respectfully explore differences and have productive dialogue in a variety of community settings.

Resolution Washington continues to offer and expand our services statewide through our partnerships.

We partner with Department of Enterprise Services to improve workplace relations, efficiency and productivity through conflict resolution services.

We continue to partner with Department of Commerce to help families stay in their homes through foreclosure mediation services.

We are strengthening our relationships with OSPI, Educational Service Districts, and local School Districts; to create a restorative culture in our schools and communities.

In 2017, our centers will respond to our communities' needs with skilled facilitators to create safe places for dialogue and to bring our communities together through civil discourse.

LaDessa Croucher

Maralise Hood Quan

DID YOU KNOW?

How some DRCs serve our communities beyond mediation:

Snohomish DRC partners with their county Health & Human Services to prevent homelessness through conflict coaching with individuals and families at risk for eviction.

Peninsula DRC partners with Juvenile Services to provide a program for teens and parents to strengthen family relationships, reduce youth recidivism, address bullying, and connect families with community services.

Whatcom DRC partners with Superior Court to keep parents and kids connected through supervised visitation.

Fulcrum Institute DRC partners with SNAP to provide an employment program that offers a chance for low income individuals to support their families, find careers, build confidence and live lives based on respect and purpose.

DRC of Thurston County partners with local school districts to empower youth with communication and conflict resolution skills via circle processes – youth engage in authentic dialogue that builds relationships.

Contact your DRC about community programs.

HOW WE SERVE OUR COMMUNITIES

Our volunteers are vital for the work we do at each of our DRCs. There are **1,136 volunteers** who provide the following services at our centers: mediations, facilitations, office help, Board service, trainings, education, restorative practice, community circles, youth programs, and outreach activities. The worth of our volunteer services statewide is **\$1.4 million**.

The DRCs use professionally trained mediators, the majority of whom donate their time. These individuals are your neighbors, co-workers and fellow citizens giving back to our communities.

Total savings to Washington State Superior and District courts was **over \$6 million**.

Through outreach activities the DRCs made an impact on more than **31,903 citizens** who attended a community presentation.

A POSITIVE IMPACT!

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

“The mediators were wonderful. I really appreciate their time, input, knowledge, and professionalism. The setting was comfortable and relaxed. They helped us set an agenda and helped us stick to it”.
Mediation Client

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

“This was a great experience to be able to openly communicate without fear made the entire situation much better.”
Mediation Client

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

“Wonderful experience! Great balance between both mediators in speaking to feelings and needs and keeping us on point and focused.”
Family Mediation

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

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

2016 Statewide Totals

People We Served	
Adults	64,988
Youth	14,794

The Value of Our Volunteers	
Number of Volunteers	1,136
Volunteer Hours	47,427

Number of Mediations	5,555
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Our Settlement Rates	
Volunteer Mediations	70%
Court ordered Mediations	57%

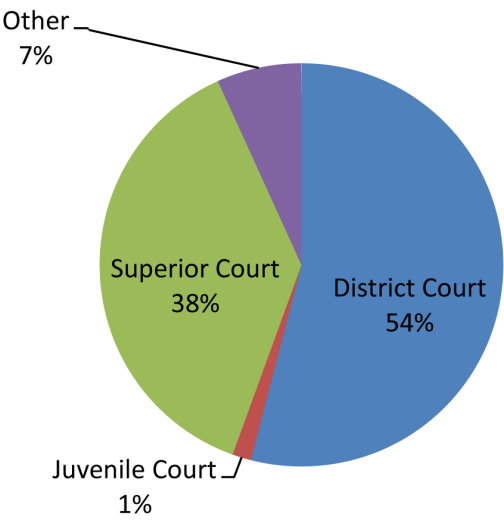
Savings to WA State Courts	
Superior Courts	\$4,876,000.00
District Courts	\$1,286,250.00

Conflict Resolution Trainings	790
Number of Attendees	12,261

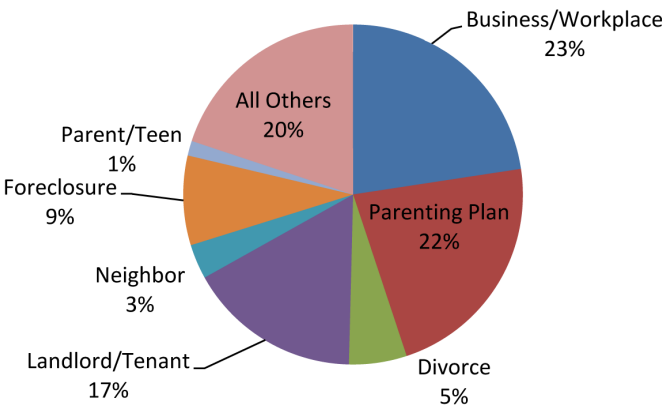


MEDIATION STATS

Cases by Court Type



Cases by Type



CLIENT FEEDBACK

99%	Mediators fair and impartial
87%	Situation improved by mediation
92%	Helped to communicate with other party
90%	Helped to better understand the issues
99%	Would recommend mediation to others
85%	Reached an agreement



SETTLEMENT % BY TYPE

62%	Business/Workplace
71%	Parenting Plans
57%	Landlord/Tenant
72%	Divorce
63%	Neighbor
87%	Victim/Offender
100%	School
80%	Parent/Teen
82%	Elder
69%	Foreclosure
63%	Other