

2013 ANNUAL REPORT

Presidents' Report

Dispute Resolution Centers (DRCs) across the state continue to find innovative ways to provide conflict resolution services that meet community needs. Mediation, facilitation and trainings are being conducted in a variety of venues to resolve conflict, reduce stress and improve skills for addressing conflicts. DRCs provide high quality, cost effective services to our District, Superior and Juvenile Courts as well as customize programs to address conflict resolution needs in their local communities.

In 2013, DRCs mediated or facilitated 5,913 cases and performed training to 9,986 community members. We relied on the generous support of 1,337 volunteers who donated 44,093 hours to other Washington residents. In September Resolution Washington successfully obtained a contract with the Department of Enterprise Services to provide mediation services. We look forward to providing conflict resolution resources, skills and services to our state employees, city and county agencies and clients served by them.

DRCs were a vital resource and partner in the third year of the Foreclosure Fairness Act. To date, centers across the state have conducted more than 1,470 mediations between homeowners and lenders. As the program continues, we are collaborating with stakeholders to ensure the program's success. We maintain key partnerships with the Washington State Department of Commerce, housing counselors, legal aid programs, WA State Attorney General and banking institutions.

In 2013, the National Association for Community Mediation highlighted Resolution Washington as being amongst the most innovative mediation program providers across the nation in its report "The State of Community Mediation 2013: Successful Approaches to Generating New Revenue Streams". We were honored to be recognized and Resolution Washington members participated in presentations at the Association for Conflict Resolution conference in October that focused on the report.

We are 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 2013. During the next year, we will continue to listen in our communities, collaborate with partners and develop innovative conflict resolution programs. We are committed to making our services accessible to all of those in need. Please join us in addressing those needs by connecting with your local Dispute Resolution Center.



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



Matt Fairbank
Co-President, Resolution Washington
DRC of Yakima and Kittitas Counties



THE NUMBERS

We are continuing to serve

This past year, Resolution Washington members served over 71,000 clients and mediated just under 6,000 cases. Children represented 17% of the people served this year.

In the number of people served, the volunteers were critical in 2013. The 1,337 volunteers contributed an average of 33 hours each over the course of the year for a total of 5,511 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 21,258 people attended a community presentation. Member centers experienced 126,408 website hits and a combined total of 4,388,000 exposures (stories, articles and advertisements) were achieved through traditional media (newspapers, radio, television and other types of media). Plus, 2,385,429 contacts through social media, newsletters and community calendars.

2013 State Totals

Number of Cases.....	5,913
People Served (Children are 12,133 of total).....	71,292
Number of Volunteers.....	1,337
Volunteer Hours	44,093
Settlement Rates	
Voluntary.....	73.4%
Court Mandated.....	57.1%
Training Participants.....	9,986

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 Dispute Resolution Center
(Klickitat/Skamania Counties)
(541) 386-1283

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 Grays Harbor
& Pacific Counties
(360) 532-8950

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
(800) 280-4770
Snohomish & Island Counties
(425) 339-1335
(800) 280-4770

DRC of Thurston County
(360) 956-1155

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

In today's trying economic times, more and more clients are opting to resolve legal entanglements 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.

The trained mediators work tirelessly everyday to continue to make an impact on their clients with the programs offered. Each year, thousands more are helped, allowing them to resolve the situation affordably, calmly and often times resolving the disputes with a positive outcome.

A family mediation client stated:

"I was really reluctant to sit down and participate in mediation. I had never done it before and I knew there were hot button issues that needed to be addressed. The facilitators were wonderful to work with and their attention to what was said and expertise made the final agreement reachable. Thank you!"

Time and time again the DRCs strive to make a difference in people's lives and the outcomes of their situations. Striving to do so, is why the DRCs have reached fair and workable solutions for over 30 years.

"I felt very good about the quality of my experience. I appreciate the experience and knowledge provided by the mediators and commend them for their assistance in this dispute."

- family mediation client

DRCs of Washington continue to provide the amount of services that assist the countless needs for everyone such as: mediation, conciliation 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 their twenty-five county communities and beyond.

The work of the DRCs help the state, its residents and businesses through the work of trained mediators. They are unbiased, neutral third parties, who guide parties through a structured negotiation process providing a safe, neutral environment and promote effective communication.

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 seven years. Please join other DRC supporters in advocating that the state funding continue into the future.

"The mediators were kind, thoughtful, focused and professional. The process felt safe and productive."



A POSITIVE IMPACT!



"Mediation was a great way to communicate with each other. Each need of the person was expressed and an agreement was made. It was a simple process in achieving our goals."

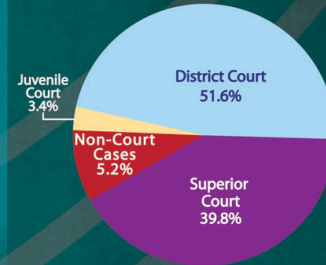
HISTORY OF DRCs

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:

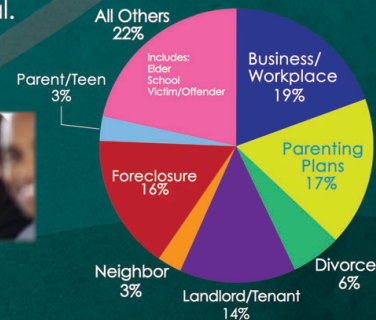
- to stimulate the development and use of centers as an alternative to the courts for certain issues;
- to encourage community participation in local programs;
- to develop structures which can serve as models for other centers;
- to resolve disputes within the community, and;
- to educate the community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

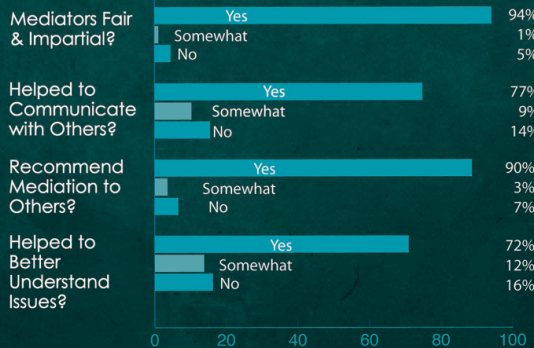
CASES BY COURT TYPE



2013 CASES BY TYPE



CLIENT RESPONSES



SETTLEMENT % BY TYPE

