

RESOLVING DISPUTES.
STRENGTHENING COMMUNITIES.

73,163

PEOPLE ASSISTED WITH
DIRECT SERVICES
(INCLUDING 2,308 YOUTH)

22,309

YOUTH IMPACTED

70,720

INFORMATION &
REFERRAL CONTACTS

8,454

COMMUNITY MEMBERS
TRAINED

2,366

DISTRICT, SUPERIOR,
TRIBAL & JUVENILE
COURT CASES
MEDIATED

7,222

CASES COMPLETED



**EVICTION RESOLUTION
PILOT PROGRAM**

*Where outcome known.

13,679

PEOPLE SERVED
WITH ERPP

86%

OF ERPP CASES
SETTLED

92%

OF TENANTS
CONTINUED TENANCY*



Resolution Washington and the state's 21 Dispute Resolution Centers **empower** Washingtonians to **resolve disputes** effectively with the support of community-based mediation services and training. Established by RCW 7.75, Dispute Resolution Centers' **highly-trained staff**, certified mediators, and volunteers provide **cost-effective** and efficient services that bridge divides to resolve disputes, address conflict in our communities, and provide alternative **access to justice** pathways for all Washingtonians.

"It's so nerve racking to even talk about money, let alone housing, especially when it's in jeopardy and during a pandemic. You really empowered me."

-ERPP Tenant Client; King County

"[DRCs] are one of the few positive things going on in terms of trying to address and trying to prevent homelessness. So thank you."

-Justice Mary Yu, Washington Supreme Court

QUICK LINKS 

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80%

OF CLIENTS REPORTED
THAT MEDIATION
IMPROVED THEIR
SITUATION

55%

OF CLIENTS
REPORTING WERE
LOW-INCOME

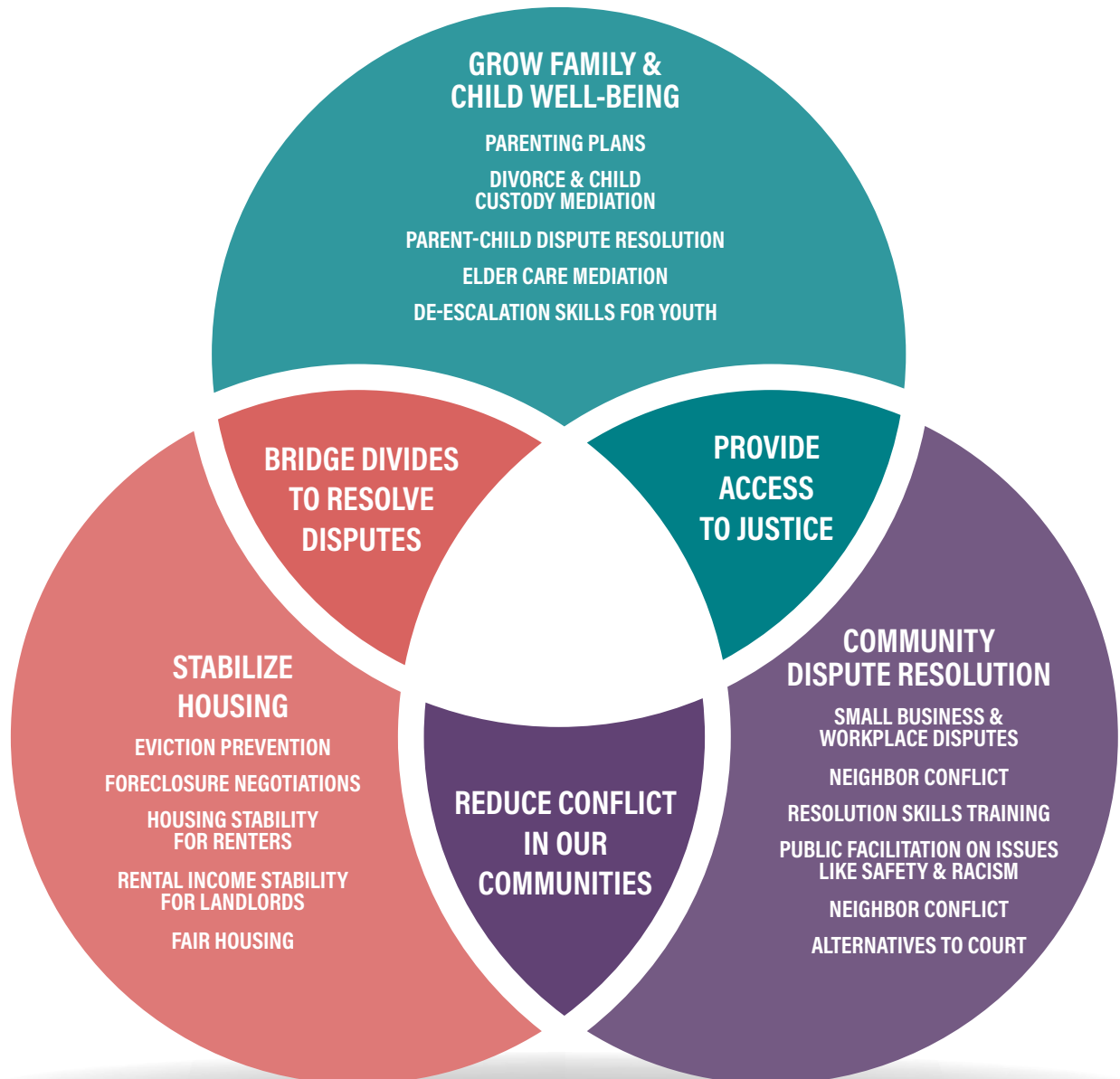
68%

OF FAMILY
MEDIATIONS
SETTLED

COMMUNITY IMPACT

Dispute Resolutions Centers (DRCs) work with communities statewide to build capacity to navigate conflict effectively and creatively with a continuum of services from public forums to parenting plans to restorative justice.

HOW DO DISPUTE RESOLUTION CENTERS SERVE OUR COMMUNITIES?



Legislative Agenda 2022: [Click Here](#)

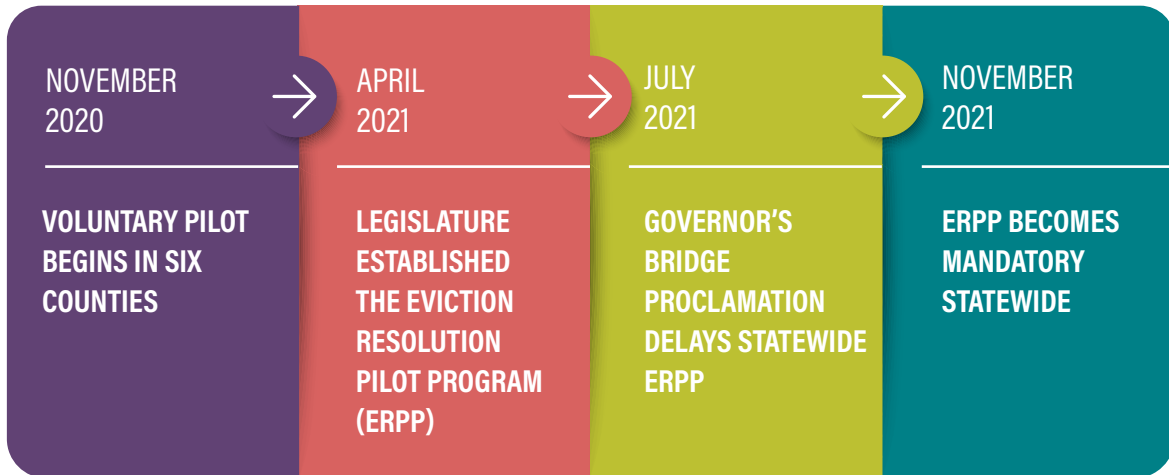


EVICTION RESOLUTION PILOT PROGRAM

EVICTION RESOLUTION PILOT PROGRAM SUPPORTS THOUSANDS OF RENTERS AND HOUSING PROVIDERS

The innovative Eviction Resolution Pilot Program (ERPP) provides cost-effective and efficient early resolution of complex housing stability issues around rent owed, before they reach the courts or eviction. The program empowers participants with resources and support in a confidential setting to make decisions in their own best personal and financial interests.

For ERPP program information: [Click Here](#)



DRCs have delivered conflict resolution services, including mediation, to help tenants and landlords to communicate and resolve disputes for almost 40 years. In 2021, they quickly expanded activities including language and technology access, and extensively trained staff and volunteers to meet the service demands of the public and the expectations of the Courts and Legislature through the ERPP. DRCs now support housing stability statewide with the ERPP.

DRCs work closely with local legal aid programs and designated rental assistance agencies to refer participants to external resources as well as providing dispute resolution services. In the first two months of the fully operational ERPP in 2021 (November and December), DRCs facilitated resolution of 1,830 cases. Housing was preserved in 92% of those cases where the outcome was known.

73% of ERPP clients served at or below 200% of the Federal Poverty Level*

36% of ERPP clients served reported a race or ethnicity other than White*

The ERPP was established by the Washington State Legislature in 2021 in RCW 59.18.660 and within the guidance of the Washington State Supreme Court. The program is implemented through the Administrative Office of the Courts and Resolution Washington, in collaboration with the state's superior courts, the Superior Court Judges Association, the Washington State Association of County Clerks, and the Office of Civil Legal Aid.

"I was so relieved there's someone who can help me with my landlord. I wasn't aware until I received a notice that I would have to pay back the rent I haven't been able to afford."
- ERPP Tenant Client; Klickitat & Skamania Counties

"In 15 years as a landlord, I had never experienced this kind of hardship. Now with the ERPP, the rent is all caught up and I have a good relationship with my tenant again."
- ERPP Landlord Client; Snohomish County

* Excludes "No Response" and "Unknown" categories for Race/Ethnicity and Annual Household Income

EVICTIION RESOLUTION PILOT PROGRAM STORIES

“ I was jeopardizing my savings and my rental business, not able to pay my own expenses to keep the tenant in my unit. I honestly lost hope, so I am profoundly grateful to you for your good efforts on my and my tenant’s behalf.
-ERPP Small Landlord Client; Whatcom County ”

“ In the effort to provide access to justice, there are many players and partners. Given the stresses and problems we have encountered during the last two years with the pandemic and other concerns, we’ve needed to lean on some of our partners a bit more heavily. In this environment, you [Washington’s DRCs] have stepped up.
-Chief Justice Steven C. Gonzalez, Washington Supreme Court ”

“ The ERPP’s rental assistance navigation empowered a single parent who lost his job due to COVID-19 to resolve his rent owed. Now he can focus on his goals of finding work and going back to college to improve his future.
-Successful ERPP Resolution; Columbia Basin ”



“ A single mother planned to use her first paycheck from a new job to start paying back rent—including the pay she had budgeted for food. Through the help of the DRC and legal aid, she and her landlord worked together to create a payment plan that worked for both of them and kept food on the table.
-Successful ERPP Resolution; Pierce County ”

“ Sometimes even the best of us need a little help. Thanks for checking in.
-ERPP Tenant Client; Chelan County ”

“ It literally made the difference in me having a place to live and being homeless.
-ERPP Tenant Client; Clark County ”

For more stories: [Click Here](#) 

A MESSAGE FROM RESOLUTION WASHINGTON'S PRESIDENT



As economic, social, and pandemic challenges have unfolded, the need for conflict resolution skills and services have intensified. At home, in neighborhoods, schools, and workplaces, processes that help people navigate and reduce conflict through non-violent means are critical to well-being across the state.

Washington's Dispute Resolution Centers (DRCs) have successfully risen to meet that need for almost 40 years, providing mediation, training, facilitation, and restorative practices that empower people to create solutions that work for them. As needs surfaced in the last few years, DRCs responded by augmenting services that are in demand including the Eviction Resolution Pilot Program; increasing conflict resolution training; and strengthening commitments to equity and adding more multilingual and diverse staff and volunteers from within communities being served.

As Washington state and local communities also rise to meet emergent challenges, DRCs are helping them move solutions forward in powerful ways. For example:

- Amid increased public dialogue about challenging issues such as racism, housing security, and public safety, DRCs have: facilitated public forums on topics such as police reform, homelessness, and vaccines; coached more than 8,400 people to manage conflict in their own communities; and mediated thousands of cases on an individual level that intersect with these issues such as eviction resolution, restorative justice, and fair housing.
- With an impending eviction and financial crisis for tenants and property owners due to the pandemic, Washington state passed and implemented the Eviction Resolution Pilot Program. DRCs are in a pivotal role, facilitating resolutions around housing and preventing evictions in collaboration with service partners.
- In response to an uneven economic recovery that is bypassing many Washingtonians, DRCs are joining new coalitions and strengthening existing partnerships that address root causes of poverty such as housing stability, systemic racism, and equitable access to justice. DRCs empower people to craft solutions that meet their individual experience, values, and needs, including a channel for resolution apart from the courts and systems that have historically been problematic for many people of color and low-income people to navigate.

DRCs are cost-effective and efficient alternatives to courts. Yet demand for DRC services is growing faster than current infrastructure and funding. With increased need overall combined with demand for ERPP services, DRCs managed and completed almost double the number of cases in 2021 from 2020. Resolution Washington's vision for the coming year is to expand and improve capacity to meet needs for these effective resources, continue to strengthen communities and families, and support individuals' well-being with services focused on equity and access to justice for all of Washington.

Jennifer R Talbot

Jennifer Talbot

Wenatchee Valley Dispute
Resolution Center

PRESIDENT

Resolution Washington

“Without mediation, my family, my finances,
and my heart would still be broken.”

-Mediation Client

RESPONSIBLE STEWARDS OF PUBLIC DOLLARS

DRCs provide cost-effective and efficient service alternatives to courts. Through highly-trained staff and volunteers, DRCs deliver 322,748 hours of services across the state annually.

DRCs are funded by a combination of state, city, and county funds; grants and contributions; local court filing fees; and sliding scale fees for services from individuals and organizational contracts. Additionally volunteers provide more than 27,505 service hours annually, an in-kind value of \$1,177,921.

HOW ARE DRC MEDIATORS CERTIFIED AND TRAINED?

Mediators are impartial facilitators who guide the parties in conflict through an exploration of the issue and help them find mutually agreeable solutions. DRC mediators are extensively trained and highly experienced at resolving conflicts peacefully.

DRC mediators are certified according to the policies and requirements of Resolution Washington and the Washington Mediation Association. Certification includes a minimum of 40 training hours, a written exam, supervised observations and mediation practice sessions, and a minimum 24 hours of supervised mediation experience. Certified Mediators must adhere to the Standards of Practice of Resolution Washington and the Washington Mediation Association, including continuing education and practical experience.

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**DISPUTE
RESOLUTION
CENTERS
STATEWIDE**

- [BELLEVUE CONFLICT RESOLUTION CENTER](#)
- [CENTER FOR DIALOG & RESOLUTION | PIERCE COUNTY](#)
- [COLUMBIA BASIN DRC](#)
- [COMMUNITY MEDIATION SERVICES | CLARK COUNTY](#)
- [DRC OF GRAYS HARBOR & PACIFIC COUNTIES](#)
- [DRC OF KING COUNTY](#)
- [DRC OF KITSAP COUNTY](#)
- [DRC OF THURSTON COUNTY](#)
- [DRC OF TRI-CITIES](#)
- [DRC OF YAKIMA & KITTITAS COUNTIES](#)
- [FULCRUM INSTITUTE DRC | SPOKANE COUNTY](#)
- [LEWIS & COWLITZ COUNTY CENTER FOR](#)
- [CONSTRUCTIVE RESOLUTION & CONVERSATION](#)
- [NEUTRAL GROUND | WALLA WALLA COUNTY](#)
- [NORTHWEST MEDIATION CENTER | SPOKANE COUNTY](#)
- [OKANOGAN COUNTY DRC](#)
- [PENINSULA DRC | CLALLAM & JEFFERSON COUNTIES](#)
- [SIX RIVERS DRC | KLICKITAT & SKAMANIA COUNTIES](#)
- [VOLUNTEERS OF AMERICA DRC: SKAGIT COUNTY](#)
- [VOLUNTEERS OF AMERICA DRC: SNOHOMISH &](#)
- [ISLAND COUNTIES](#)
- [WENATCHEE VALLEY DRC](#)
- [WHATCOM DISPUTE RESOLUTION CENTER](#)

Resolution Washington is a partner of the Washington Race Equity & Justice Initiative and is committed to **equal justice** for all marginalized community members and **empowers** people of color and low-income residents in gaining access to **equitable** opportunities across the entire state.

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