

RESOLVING DISPUTES. STRENGTHENING COMMUNITIES.

166,255

PEOPLE ASSISTED WITH
DIRECT SERVICES,
INCLUDING ERPP

54,945

YOUTH IMPACTED

7,675

COMMUNITY MEMBERS
TRAINED

2,498

DISTRICT, SUPERIOR,
TRIBAL & JUVENILE
COURT REFERRED
CASES MEDIATED

20,577

MEDIATION AND
DISPUTE RESOLUTION
CASES



EVICITION RESOLUTION PILOT PROGRAM 2022 IMPACT

*Where outcome known.

110,142

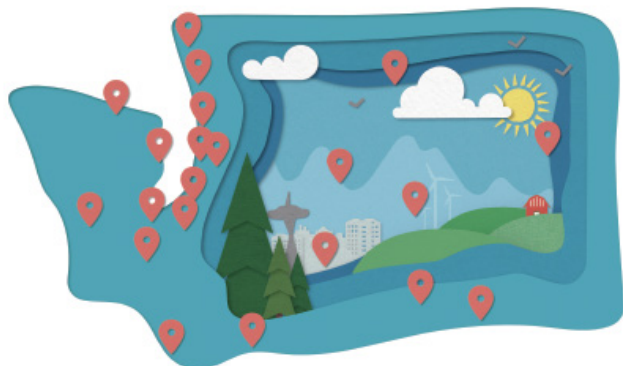
PEOPLE SERVED
WITH ERPP

75%

OF ERPP MEDIATIONS
SETTLED

94%

OF TENANTS
CONTINUED TENANCY*



Resolution Washington and the state's 21 Dispute Resolution Centers (DRCs) provide free or affordable **community-based mediation and training** with a **focus on equity**. DRCs support community dialogue, family stability, and youth and community restorative practices statewide. Our highly trained staff, certified mediators, and volunteers **empower people** to shape their own solutions to **resolve conflicts**.

DISPUTE RESOLUTION:

- Bridges divides to resolve disputes
- Reduces conflict in our lives and communities
 - Repairs relationships
 - Stabilizes housing
 - Provides access to justice
- Nurtures family and child well-being

QUICK LINKS

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[Conflict Resolution P. 4](#)

[Family Mediation P. 5](#)

[Community Training P. 6](#)

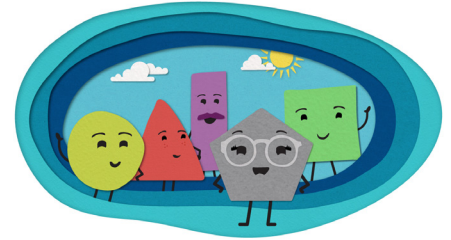
[Message from Our Co-Presidents P. 7](#)

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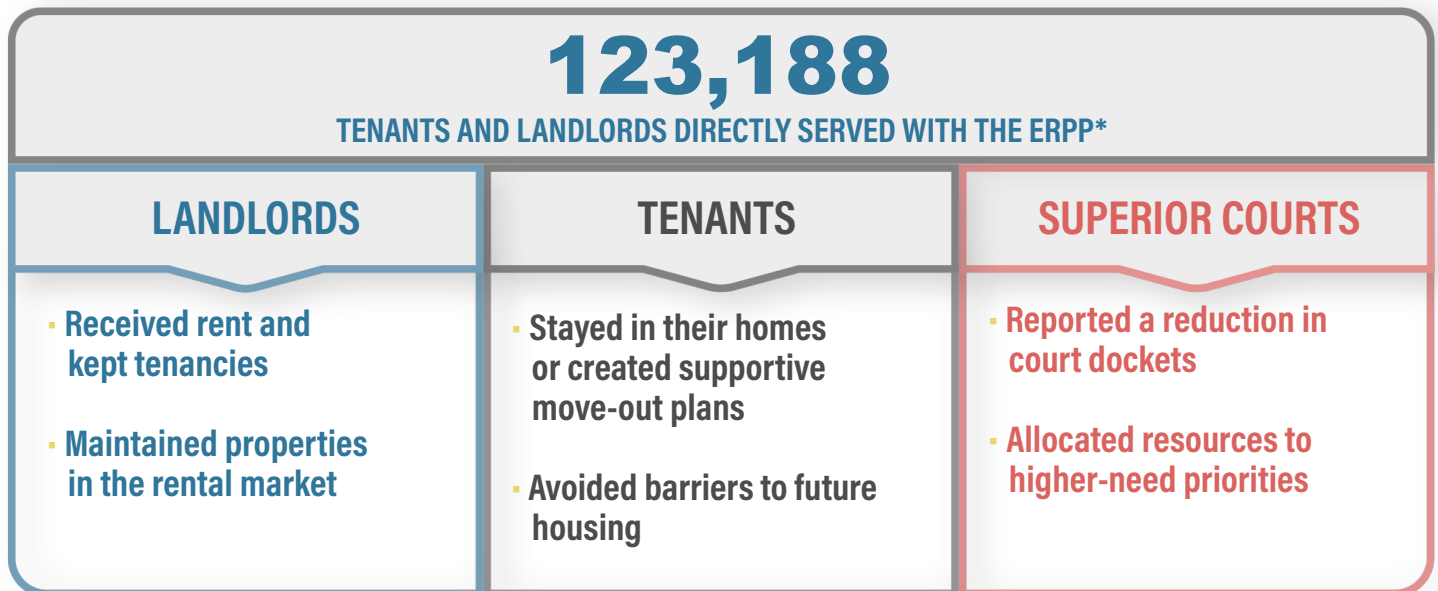
EVICTIION RESOLUTION PILOT PROGRAM

PILOT'S FIRST YEAR BRINGS UNPRECEDENTED DISPUTE RESOLUTION CASE VOLUMES AND TENS OF THOUSANDS OF TENANCIES PRESERVED

Washington's Eviction Resolution Pilot Program (ERPP) brings tenants with rent owed and landlords together with a professionally trained, impartial mediator to help them resolve conflicts before an unlawful detainer (eviction) case is filed in court. DRC staff help tenants and landlords communicate around their needs and access local community resources where available (e.g., rental assistance, re-housing, mental health, and legal aid).



The ERPP process fosters equity and increased self-determination that empowers people to advocate in their own best interests. Participation is mandatory for landlords, but settlement is not required from either party. Seventy-three percent of cases that went to mediation settled without having to go to court, reflecting a voluntary resolution through the ERPP and countless hours, dollars, and stress saved.



*From Jul. 1, 2021 to Dec. 31, 2022.

To manage unexpectedly high public demand for the ERPP, DRCs diverted funding from other essential programs. An infusion of new funds for program implementation in July 2022 from the Legislature allowed DRCs to recalibrate staffing and resources to the actual high-volume caseload of the pilot program. As rental assistance and other pandemic-related resources dwindled or shifted toward the end of 2022, critical program resources were focused on more complex problem solving with landlords and tenants with the resources still available to them.

75% of ERPP tenants served at or below 200% of the Federal Poverty Level*

54% of ERPP clients served reported a race or ethnicity other than White**

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

**Census data shows 32.5% of all residents statewide reported a race or ethnicity other than White.

The ERPP was established by the state legislature with the guidance of the Washington State Supreme Court in RCW 59.18.660 and implemented through the Administrative Office of the Courts and Resolution Washington.

More about the ERPP and videos in English and Spanish:

[Click Here](#)



BOLSTERING HOUSING STABILITY AND EQUITY IN WASHINGTON FOR 40 YEARS

Resolution Washington and DRCs deliver critical services and training that reduce conflict, strengthen relationships, and stabilize housing for not only tenants and landlords, but also homeowners, housing professionals, social service providers, neighbors, and within communities navigating housing stability challenges.

Decades of deep community experience enabled DRCs to rapidly and effectively add ERPP services during the pandemic in addition to their existing dedicated housing stability programs. Conflict around housing also arises within other DRC work such as parenting plans, neighbor conflict, and elder care mediations.

Here is just a partial snapshot of the diverse housing stability services DRCs delivered recently:

- **Mediated 5,541 foreclosures statewide between 2012 and 2022 and trained foreclosure mediators.** In 2022, 80% of DRC foreclosure mediations reached an agreement. DRCs are currently reporting increased demand for foreclosure mediations and other non-ERPP housing mediations.
- **Created a pathway back into stable housing with a Renter Certification program supporting folks re-entering their communities from involvement in the justice and corrections system.** Modeled on 14 years of a successful Snohomish DRC program, this program recently launched as a pilot in Thurston, Mason, Grays Harbor, Pacific, and Wahkiakum counties. The program provides education on fair housing and communicating about barriers with landlords and offers free conflict resolution services to any landlord who houses a 'renter certified' tenant.
- **Promoted housing stability for veterans with free dispute resolution services** to prevent evictions and foreclosures and connect veterans to housing and services.
- **Established an inter-agency partnership to coordinate services for people experiencing homelessness and tenants facing eviction** with collaboration between DRCs, affordable housing departments, legal assistance organizations, and service agencies.
- **Facilitated community conversations and neighbor-to-neighbor mediations addressing housing issues, and trained others to do so.** DRCs facilitate conversations that address community issues around housing and within housing complexes such as supporting LGBTQ+ communities with safety plans, supporting violence and drug activity reduction programs, roommate mediations, and housing resource allocation discussions.

“

I had no hope of either evicting my defaulting tenant nor of ever recovering the accrued debt, but somehow, almost by magic, (the DRC and rental assistance agency) streamlined the process.

*-Housing Mediation Client (Pre-ERPP),
Whatcom County*

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WORKING TOWARD FULLY REPRESENTATIVE COMMUNITY DISPUTE RESOLUTION CENTERS

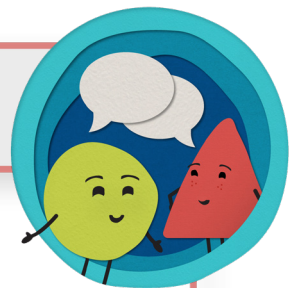
Resolution Washington is a partner of the Washington Race Equity & Justice Initiative (REJI). We are committed to equal justice for all marginalized community members and empowering people of color and low-income residents in gaining access to equitable opportunities across the entire state.

We are engaged in long-term, intentional work to grow from many historically white-led organizations into multi-cultural, fully representative community dispute resolution centers. In 2023, Resolution Washington and DRCs will be laying additional groundwork by setting equity goals and benchmarks, statewide training, and introducing a toolkit for decision-making with an equity lens.

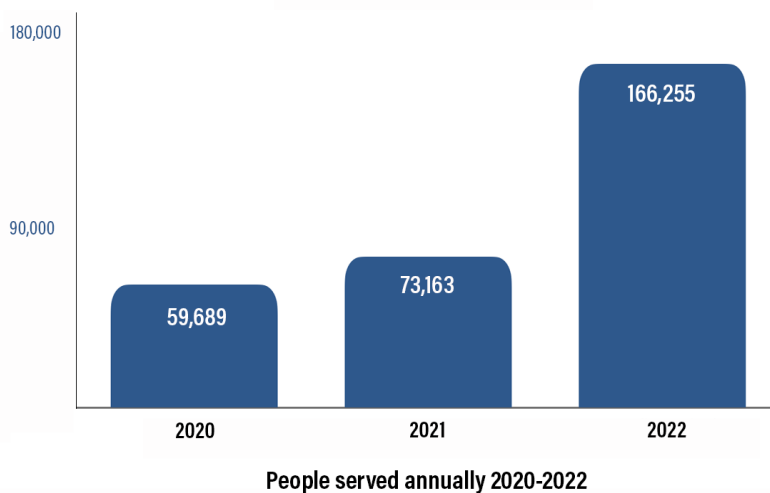
Currently, 48% of DRC clients and 35% of DRC staff identify as a race or ethnicity other than White (when known). Census data shows 32.5% of Washington's population reported a race or ethnicity other than White. DRCs are working to scale diverse representation across all areas of the organizations including in leadership and among volunteers.

DRC CONFLICT RESOLUTION:

- Is trauma-informed and equity-based
- Is free or affordable, and confidential
- Encourages joint problem-solving
- Provides skills and perspective to participants, regardless of resolution
 - Provides access to justice without engaging with courts or law enforcement



Demand for DRC Services is Growing

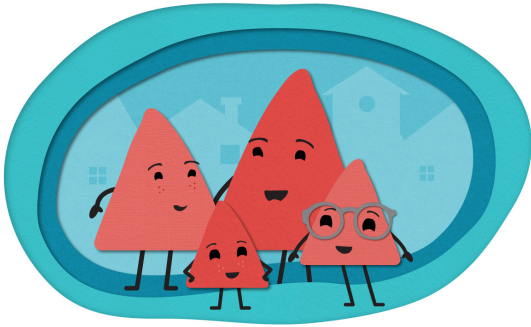


**Resolution Washington's
2023 Legislative Agenda:**

[Click Here](#)



MEDIATION HELPS PEOPLE NAVIGATE FAMILY CONFLICT



Mediation works because the people involved are empowered to voice their needs and are supported to co-create solutions that truly work for them. DRCs help families arrive at agreements on parenting plans, divorce, finances, and housing. They provide trauma-informed and equity-based parent-child dispute resolution and elder care mediation, and teach de-escalation skills for youth. Families also learn the skills that help them become more confident and effective at communicating and managing conflicts in the future.

2022 DRC family conflict resolution services supported

5,111

ADULTS

3,118

CHILDREN

500

PARENTING PLANS

With a

61%

SETTLEMENT RATE

In nearly two years of bitter and contentious court battle, we had had no luck whatsoever agreeing about anything. In less than six hours total, [the DRC mediator] managed to help us create a [parenting] plan we could both agree on that officially ends the court case that has been so difficult and stressful for my family.

– Snohomish Parenting Plan Mediation Client

I did not want to traverse through the legal system that discloses our lives publicly, financially, and relationally, pitting one against the other. It's emotionally difficult as it is, but we accomplished our solution with respect, honor, and with an agreed resolution [in mediation]. Thank you!

– Six Rivers Marriage Dissolution Client

DRC SERVICES

Family Mediation & Coaching

Parenting Plans, Dissolution, Dependence, Supervised Visitation, Parent Class, Elder Mediation

Restorative Practices

Peer Mediation, Community & Harm Circles, Parent/Teen Mediation, Parent/School Community Training, Reentry

Community & Court Mediation

Small Claims, Landlord/Tenant, Neighbors, Business & Organization, Mediator Training, Mediator Certification

Community Facilitation & Training

Stakeholder Work Sessions, Church & HOA Board Meetings, Collective Impact & Public Participation, Organizational Work

Training including Healthy Communication to Prevent Conflicts, Conflict Resolution & De-escalation

TRAINING SUPPORTS PEACEFUL RESOLUTIONS IN OUR COMMUNITIES

“
This training will change how you look at and deal with conflict.
The skills I learned are life changing.
–Basic Mediation Training Participant,
Grays Harbor County

”

Building the skills to navigate conflict and communicate about disagreements profoundly strengthens our relationships, our workplaces, and our whole communities. In 2022, DRCs trained 429 new mediators statewide and trained more than 7,675 community members, including 853 youth, to resolve and manage conflict through effective communication skills, working with challenging behaviors, de-escalation, and group facilitation.

In 2023, Resolution Washington and DRCs are developing a new equity-focused curriculum for Basic Mediation Training, a foundational conflict resolution training curriculum for mediators and negotiators. This curriculum will incorporate a range of conflict resolution approaches and values. It strives to increase access and equity focus to conflict resolution training, and diversity of trained community-focused mediators.

Research shows that mediated agreements are more durable and satisfying for participants than decisions imposed by others.

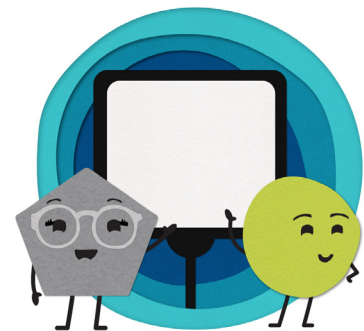
96%
OF MEDIATION CLIENTS
SAID THEY'D RECOMMEND
MEDIATION TO OTHERS

“
Conflict resolution is a public safety matter, it is a community safety matter, it is a pathway for community healing.
–Washington State Representative
Jamila Taylor

”

HOW ARE DRC MEDIATORS CERTIFIED AND TRAINED?

Mediator certification includes a minimum of 36 training hours, a written exam, 20 hours of supervised observations and mediation practice sessions, and a minimum 24 hours of supervised co-mediation experience, plus continuing education for all mediators. DRC mediators are certified according to the policies and requirements of Resolution Washington. Mediators must adhere to the Standards of Practice adopted by Resolution Washington and affirmed by state and national professional associations.



DRC Training Calendar:

[Click Here](#) 

A MESSAGE FROM RESOLUTION WASHINGTON'S CO-PRESIDENTS



Community-based mediation is centered on how we resolve conflicts. As dispute resolution specialists, we recognize conflict as an opportunity for growth and increased equity in our communities. Resolution Washington and our Dispute Resolution Centers' (DRCs) approach is rooted in equity and incorporates cultural, diversity, and bias awareness into our core training and services. Our work actively responds to racism, inequity, and trauma in our communities each and every day.

Through the Eviction Resolution Pilot Program, our trauma-informed approach supported a more equitable pandemic recovery by increasing self-determination, stabilizing housing, and providing access to justice for more than 110,142 people in Washington in 2022.

We also know we continue to have meaningful work to do. In 2023, Resolution Washington is building a toolkit to apply an equity lens in decision-making on strategy and operations including policies, contracting, and improving equity representation. Here are a few examples of recent efforts to increase access to justice and promote equitable opportunities statewide and within our organizations:

Restorative justice programs that proactively build community and positive relationships, and responsively address harm—DRC programs include partnering with law enforcement to reduce violent crime and achieve better outcomes for youth; supporting small and rural school districts to transition from exclusionary discipline to restorative justice alternatives; and an in-school peer mediation program.

Racism and Intersectional Equity Curriculum for Basic Mediation Training—Building on our foundational conflict resolution training curriculum for mediators, this statewide curriculum update will reflect the needs, values, skills, and resources of communities served. In its development phase, staff are engaging with community members who identify as Black, Indigenous and People of Color (BIPOC); refugees and immigrants; LGBTQ+ people; people who were formerly incarcerated; and with organizations that serve these communities.

Services supporting limited-English proficiency and multilingual clients, staff, and partners—DRCs provided interpretation or translation in more than 19 languages in 2022. DRCs offer language services statewide including free phone interpretation in more than 300 languages. To strengthen Spanish-language and Latinx-focused services statewide, DRCs are collaborating with local Latinx-focused organizations to better understand needs and address barriers and are holding regular statewide learning meetings for Spanish-speaking DRC staff.

As we witness an increasing need for conflict resolution in our communities, in schools, and in politics, DRCs' continuum of services is a critical channel for community dialogue, increased equity, and bridging divides.

Jennifer R Talbot

Jennifer Talbot

Wenatchee Valley Dispute
Resolution Center

CO-PRESIDENT

Resolution Washington

LaDessa Croucher

LaDessa Croucher

Dispute Resolution Center
Volunteers of America Western WA
Snohomish, Skagit & Island Counties

CO-PRESIDENT

Resolution Washington

"Me gustó mucho la
comunicación
entre todos. Gracias!!"
—ERPP Mediation Client

RESPONSIBLE STEWARDS OF PUBLIC DOLLARS

DRCs provide cost-effective and efficient dispute resolution alternatives to courts. Services are delivered by a combination of highly trained staff and volunteers. DRCs delivered 416,364 hours of services across the state in 2022.

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 30,068 service hours annually, an in-kind value of \$1,384,947.

OFFICERS 2022-2023

CO-PRESIDENT

Jennifer Talbot
Wenatchee Valley
Dispute Resolution Center

CO-PRESIDENT

LaDessa Croucher
Volunteers of America
Dispute Resolution Center
of Snohomish, Skagit &
Island Counties

VICE PRESIDENT

Donnell Austin
Volunteers of America
Dispute Resolution Center
of Skagit County

RECORDING SECRETARY

Leslie Ann Grove
Northwest Mediation Center

TREASURER

Gayle Cooper
Fulcrum Institute
Dispute Resolution Clinic

MEMBERSHIP SECRETARY

April Turner
Columbia Basin
Dispute Resolution Center

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**DISPUTE
RESOLUTION
CENTERS
STATEWIDE**

BELLEVUE CONFLICT RESOLUTION CENTER
CENTER FOR DIALOG & RESOLUTION | PIERCE COUNTY
COLUMBIA BASIN DRC | GRANT & ADAMS COUNTIES
**COMMUNITY MEDIATION CENTER | LEWIS &
COWLITZ COUNTIES**
COMMUNITY MEDIATION SERVICES | CLARK COUNTY
DRC OF GRAYS HARBOR & PACIFIC COUNTIES
DRC OF KING COUNTY
**DRC OF KITSAP COUNTY | KITSAP &
NORTH MASON COUNTIES**
**DRC OF THURSTON COUNTY | THURSTON &
SOUTH MASON COUNTIES**
DRC OF TRI-CITIES | BENTON & FRANKLIN COUNTIES
DRC OF YAKIMA & KITTITAS COUNTIES
FULCRUM INSTITUTE DRC | SPOKANE COUNTY
NEUTRAL GROUND | WALLA WALLA COUNTY
NORTHWEST MEDIATION CENTER | SPOKANE COUNTY
OKANOGAN COUNTY DRC
PENINSULA DRC | CLALLAM & JEFFERSON COUNTIES
SIX RIVERS DRC | KLINKITAT & SKAMANIA COUNTIES
VOLUNTEERS OF AMERICA DRC: SKAGIT COUNTY
**VOLUNTEERS OF AMERICA DRC: SNOHOMISH &
ISLAND COUNTIES**
**WENATCHEE VALLEY DRC | CHELAN &
DOUGLAS COUNTIES**
WHATCOM DISPUTE RESOLUTION CENTER

STAFF 2022-2023

Jody Suhrbier
Interim
Executive Director

Sarah Augustine
Director of
Strategic
Relationships

Megan Johnston
Association Manager

Maartje Peters
Programs
Data Manager

“
*Sometimes even the best of us need a
little help. Thank you.*
– Mediation Client, Chelan County
”



Post Office Box 6184
Olympia, WA 98507-6184

RESOLUTIONWA.ORG
(360) 956-1155