

2024 IMPACT

RESOLVING DISPUTES. STRENGTHENING COMMUNITIES.

63,194

PEOPLE ASSISTED WITH
DIRECT SERVICES

47,184

YOUTH IMPACTED

12,182

COMMUNITY
MEMBERS
TRAINED

3,078

DISTRICT,
SUPERIOR, TRIBAL
& JUVENILE COURT
CASES MEDIATED

5,757

MEDIATION AND
DISPUTE
RESOLUTION CASES



Building the skills to navigate conflict and communicate about disagreements profoundly **strengthens** our relationships, our workplaces, and our whole communities. Resolution Washington and the state's 21 Dispute Resolution Centers **empower people** to resolve disputes with community-based **mediation services and training**.

"DRC mediators continue to provide great service to our community by helping Small Claims litigants achieve resolution to disputes without going to trial. Today, three mediators helped resolve four of the five cases set for trial (and the one that went to trial wished they negotiated a settlement). One of the four resolved cases was one I never thought would settle. The mediator helped persuade the unpersuadable."

- *The Honorable Brett Buckley, Thurston County District Court*

“

I really thank you for what you do to help resolve issues in a way that keeps families together.

- *Mediation Client,
Columbia Basin DRC*

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A MESSAGE FROM OUR CO-PRESIDENTS



Throughout our state, nationally, and internationally we are living in deeply divided times. Building the skills and processes to dialogue across differences, to navigate difficult conversations, and to work collaboratively on pressing community needs are essential for community well-being. Resolution Washington exists to advance this critical effort.

While many of the principles and practices of mediation have existed within indigenous communities in Washington and throughout the world for thousands of years, more recent community-based dispute resolution programs grew from the era of civil rights, in search of alternatives to an unaffordable, adversarial, binary court system of wins and losses.

Creating pathways towards self-determination and mutual gain, while especially critical in this polarized moment, has been at the heart of our work since our inception. In 1984, Washington passed the Court Improvement Act, which included approval for local governments to establish dispute resolution centers.

In the 40 years since, we have grown to 21 centers serving every county and every corner of the state with core mediation and conflict resolution services, all the while continuously innovating to develop meaningful, specialized programs to meet individual community needs.


This value-centered work, paired with an enduring commitment to impartiality and accessibility, continues to inform and shape our growth. Over the decades there has been incredible progress across our beautiful state to build more equitable and peaceful communities by addressing root causes of conflict and division. This work is not yet done, and we are inspired by the vision, passion, and profound dedication of all those working to build peace throughout Washington.

Maintaining and expanding access to Dispute Resolution Center services and building conflict resolution skills and processes in our communities has proven to be a potent remedy for division and polarization. We are eager to continue deepening partnerships and expanding programming to best equip our communities to navigate the waters ahead.

Co-Presidents
Resolution Washington



Moonwater
Whatcom Dispute
Resolution Center



Donnell Austin
Volunteers of America Dispute
Resolution Center of Snohomish,
Island & Skagit County

CONFLICT RESOLUTION PROGRAMS MEET INDIVIDUAL COMMUNITY NEEDS

Dispute Resolutions Centers (DRCs) work with communities statewide to navigate conflict effectively with free or affordable mediation, dispute resolution coaching, training, facilitation, and other customized services including restorative practices. Deeply invested in their local areas, DRCs provide the conflict resolution services most critical for their own community's needs and collaborate around community goals for healthy conflict resolution.

Alongside core services of mediation and dispute resolution services, DRCs offer unique programs that serve their own community's distinct diversity of needs, often partnering with local government, justice systems, and organizations. Check your local DRC for available services. A few examples of DRC programs invested in serving their individual community's needs include:

- The Restorative Justice Dialogue program in partnership with the Thurston County Superior Court focuses on repairing relationships and promoting healing for those impacted by a crime - DRC of Thurston County
- Our Valley Our Future - Nuestro Valle Nuestro Futuro brings Wenatchee Valley residents together to find common ground with the DRC as lead partner in a game changer initiative, Many Voices, One Region - Wenatchee Valley DRC
- The Community-Opportunity-Reentry-Education (CORE) program supports individuals transitioning out of Washington state's correctional system - Fulcrum Institute DRC, Spokane County
- The Sacred Circle® is a 6-week Community Mental Wellness Program delivered through a collaboration with the Quinault Tribal Court, blending Indigenous knowledge to empower adults and teens to improve their mental health and well-being - DRC of Grays Harbor and Pacific Counties
- Supervised Visitation services enable parents and kids to stay connected through regular visits when the courts have determined more structure is needed in order to ensure safety for all involved - Whatcom DRC
- Walk About Yakima provides restorative practices and wrap-around services in partnership with law enforcement, juvenile court, and school districts to reduce gun and gang violence among youth and young adults - DRC of Yakima and Kittitas Counties

**Note that not every region may have these types of services, and some types of programs exist in more than one or many regions. Please check with your local DRC for specifics.*

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“It makes me feel safe knowing my kids are having supervised visits with their dad, and that any concerns are heard and dealt with, especially when my kids voice concerns (so important for their voices to be heard!).

-Supervised Visitation Client, Whatcom DRC

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COMMUNITY REFERRALS TO DRCs

While thousands of people individually connect to DRC services every year, each Center also serves many clients who are referred by a broad range of local organizations such as local courts, tribal courts, social service agencies, schools and colleges, law enforcement, and community groups.



2024 Direct Referrals to DRCs

4,917

DISTRICT, SUPERIOR, TRIBAL, AND JUVENILE COURTS AND SMALL CLAIMS COURTS

191

STATE, CITY, OR OTHER GOVERNMENTS AND TRIBAL NATIONS

613

NON-PROFIT ORGANIZATIONS

115

SCHOOLS

* There are also a large number of clients provided services where the referral source is self, unknown, or unrecorded.



CONFLICT RESOLUTION IN OUR SCHOOLS

Many DRCs partner with K-12 schools, offering services like peer-to-peer mediation, restorative justice, and conflict resolution training for students, administrators, parents, and teachers. The specific services offered are adapted for that school's individual needs. Examples include:

- Vancouver Public Schools and Community Mediation Services peer mediation training for students to help other students navigate their everyday conflict.
- King County DRC's Navigating Conflict in High School is designed for incoming 8th graders and their families from High Schools across King County, equipping them with tools to navigate the complexities of high school life.
- Peninsula Conflict Crushers, a peer mediation program at Stevens Middle School by Peninsula DRC, fosters understanding, respect, and cooperation in a multicultural world.
- Restorative practices at smaller and rural schools to support skill development for students coping with adversity, managing emotion, and being accountable, through Six Rivers DRC.

**Teen participants in restorative practices program,
Volunteers of America DRC, Snohomish & Skagit Counties**

"Apologies are important."

"Take responsibility."

"Think b4 (before) you do it."

**"This is a good way to learn about
your mistakes."**

SPOTLIGHT: CONTINUING COMMITMENT TO HOUSING STABILITY WORK

How can cities better address evictions locally? To look for answers, the National League of Cities, in partnership with Stanford Legal Design Lab, convened the national 9-month Eviction Prevention Learning Lab (EPLL) in 2024 to engage experts and organizations working in the field for opportunities for cross-city collaboration and learning and hands-on work sessions.

The City of Bellevue's Conflict Resolution Center (BCRC) in partnership with Resolution Washington were honored to be selected as participants, sharing lessons learned from the statewide Eviction Resolution Pilot Program (2021-2023). The BCRC is contributing learning about how managing and implementing the Eviction Resolution Pilot Program is informing the foundation of new voluntary housing stability programming.

The EPLL is equipping 10 cities and their partners with the tools they need to better address evictions locally, focusing on early diversion strategy, courts support, and tenant and landlord communication, outreach, and engagement.

Participation in the EPLL requires cities to implement an action plan. BCRC's focus is on strengthening communication and early referral networks with multi-family property managers and rent assistance providers to connect tenants with early intervention. Early intervention services include: providing tenants and landlords with access to conflict coaching; negotiation for resolving landlord and tenant disputes; and referrals to rent assistance and other available resources. Results of the action plan will be shared at a keystone presentation to participating cities in April 2025.

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*If the [conciliator] hadn't been there...
I might be homeless right now.
- Tenant,
Bellevue Conflict Resolution Center*

**Resolution Washington's
2025 Legislative Agenda:**

[CLICK HERE](#)



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STRENGTHENING PEACEMAKING WITHIN OUR LIVES AND COMMUNITIES

Washington’s DRCs build capacity and capability in their communities to manage conflicts in everyday life. In addition to the foundational conflict resolution curriculum—Basic Mediation Training—most DRCs offer workshops, trainings, and community education programs designed to teach people to resolve conflict through effective communication skills. In 2024, just a few of the trainings offered included:

- Basic Mediation Training – offered for all areas
- Active Listening, Tools for Tough Conversations
- The Art of Listening
- Children First – A Program for Parents
- Circle Keeping
- Conflict Crash Course
- Conflict De-escalation: How to Respond When Emotions Run High
- Conflict Resolution for Human Resources
- Conflict Resolution Tools for Organizations
- Creative Conversations to End Homelessness
- Curious Conversations
- De-Escalation Training
- Dealing with Bullies and Aggressive Workplace Behaviors
- Exploring Equity and Cultural Humility
- Facilitating Effective Meetings
- Handling Contentious Situations: A Workshop for Managers
- Restorative Circles Training
- Separate Homes, Connected Families
- Stronger Together: Mindfulness vs. Expectation
- Tough Conversations: Supervisory and Management Skills
- Trauma Informed DEI
- Understanding Conflict for Kids and Teens
- When the Public Attacks: Techniques for Customer Service Personnel
- Workplace Gossip – Friend or Foe?
- Your Child and Divorce Class

2024 Community Trainings

710

COMMUNITY TRAININGS

3,486

TRAINING HOURS

9,519

ADULT PARTICIPANTS

2,663

YOUTH PARTICIPANTS

Conflict resolution is a language that anyone can possess the ability to speak with a little bit of help.

*- Training Participant,
DRC of Yakima & Kittitas Counties*



Statewide DRC Training Calendar

[CLICK HERE](#)



RESPONSIBLE STEWARDS OF PUBLIC DOLLARS

Established by the Washington legislature, DRCs provide cost-effective and efficient service alternatives to court and those services are delivered by a combination of highly trained staff and volunteers. DRCs delivered 375,685 hours of services across the state last year.

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 26,800 service hours annually, for an in-kind value of \$1,498,663.

“

I learned how to get along better with people who do not think like me and how to mend bridges that have been broken.

*- Electorate First Aid Session Participant,
DRC of Grays Harbor & Pacific Counties*

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*DRC of Grays Harbor and Pacific Counties'
Dialogue Project's Harborside Chats Series*



*Beyond Land Acknowledgements: Building Meaningful
Government to Government Relationships with
Washington Tribes; Full Day Tribal Relations Training*

“

[Mediation] created the safety to begin making agreements that otherwise would not have happened.

*- Mediation Client,
Six Rivers DRC, Klickitat & Skamania Counties*

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Vision Statement:

Communities thrive by transforming conflict into opportunity.

**OFFICERS
2024-2025**

CO-PRESIDENT

Moonwater
Whatcom Dispute
Resolution Center

CO-PRESIDENT

Donnell Austin
Volunteers of America
Dispute Resolution Center
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Island Counties

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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 | KLICKITAT & 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



Post Office Box 6184
Olympia, WA 98507-6184

RESOLUTIONWA.ORG
(360) 956-1155

“
*Thank you for being there to help
us come together in a raw and
emotional time to help us work together
and find a resolution.*
- Parenting Plan Client,
Thurston County DRC
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