



Washington's Association of Dispute Resolution Centers

September 2023

## **New Executive Director for Resolution Washington: LaDessa Croucher**

Resolution Washington's Board of Directors is excited to announce LaDessa Croucher as the new Executive Director of the statewide association for Washington's 21 Dispute Resolution Centers (DRCs). Croucher's 21 years of service in conflict resolution includes work as an Ombudsman, Certified Professional Mediator, Conflict Coach, and as Senior Director of Volunteers of America Western Washington - Dispute Resolution Center, where she was responsible for program development and fund raising for the operation of the DRC in Snohomish, Island, and Skagit Counties.

Croucher was drawn to this work due to her natural compassion and the high level of conflict she has experienced as a member of the LGBTQ community. Her experience has proven that if you can show up curious about the other side of a conflict, both sides can gain new understanding and from there a new relationship can form based on truth and respect.

Croucher offers, "I have been blessed to be in many rooms where people believe the conflict is insurmountable and resolution is not possible. By designing the conflict resolution process that includes experts to support each individual, the issues between them can be addressed through mutual resolution. Even if the parties are unable to achieve a solution, each party leaves with greater clarity for how they can move their own life forward."

Croucher has served as Chair of the National Association of Community Mediation and locally as Co-President of the Resolution Washington Board of Directors, where she collaborated to secure significant core funding for centers statewide to implement the RCW 7.75 authorization to provide low-cost and effective conflict resolution services statewide through the DRCs.

Croucher was appointed to the Unlawful Detainer Workgroup for the Eviction Resolution Pilot Program (ERPP). The group worked across multiple state agencies to design and implement the housing stability and dispute resolution program that supported more than 200,000 Washingtonians over two years.

Resolution Washington will continue to focus on policies and programs that advance equity and successfully navigate community conflict. Current areas of focus include housing stability and restorative justice programs.

### **ABOUT RESOLUTION WASHINGTON**

Resolution Washington (ResWA) is the member association for 21 Dispute Resolution Centers (DRCs) in Washington State, dedicated to bringing conflict resolution services to and promoting dialogue in communities across the state by:

- Sharing ideas for improving management and services at our local DRCs;
- Establishing statewide policies, standards and best practices; and,
- Supporting and advocating for mediation in Washington.

The Resolution Washington membership, made up of the 21 DRC directors or other representatives, set goals and priorities for the association's work. Our vision is that communities thrive by transforming conflict into opportunity.

Dispute Resolution Centers (DRCs) empower people to shape their own solutions to resolve conflicts through free or affordable services including mediation; community dialogue; neighbor, business, and housing dispute resolution; school restorative practices; parenting plans and family mediations.

[www.resolutionwa.org](http://www.resolutionwa.org)

***Resolving Conflicts. Strengthening Communities.***