

2025 IMPACT

RESOLVING DISPUTES. STRENGTHENING COMMUNITIES.

5,779
MEDIATION AND
DISPUTE
RESOLUTION CASES

87,957
PEOPLE ASSISTED
WITH DIRECT
SERVICES

3,301
DISTRICT,
SUPERIOR, TRIBAL
& JUVENILE COURT
CASES MEDIATED

742
COMMUNITY
TRAININGS

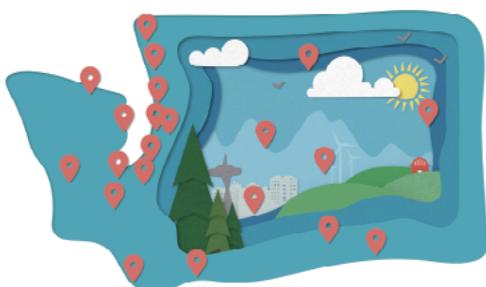
425
NEW MEDIATORS
TRAINED

26,175
COMMUNITY
MEMBERS
TRAINED

3,910
TRAINING HOURS

15,141
ADULT PARTICIPANTS

11,034
YOUTH PARTICIPANTS



Resolution Washington **empowers people to navigate difficult conversations** and effectively resolve conflicts in their communities and their lives, repairing relationships and leading to lasting resolutions. Deeply invested in their **local community**, the state's 21 Dispute Resolution Centers (DRCs) support local needs with tailored conflict resolution services and training and collaborate around **healthy conflict resolution** at the local level.

It was an honor to have two people who listened to us effectively, to not feel bullied... and identify the key roadblock in the relationship.

- Mediation client,

Center for Dialogue & Resolution (Pierce County)

I feel like we both heard each other for the first time in years. It was nice to have support in a way that felt like it was our choice. Thank you!

- Family mediation client,

Thurston County DRC





Resolution Washington and our DRCs help people address disputes at the earliest point, reducing pressure on Washington's overloaded court system and supporting people to resolve disputes voluntarily in a community setting. Community-based conflict resolution services include mediation, conflict coaching, training, facilitation, housing stability, family dispute resolution, and other locally customized services including restorative practices.

Community Referrals to DRCs

5,912

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

267

STATE, CITY, OR OTHER
GOVERNMENTS AND
TRIBAL NATIONS

255

SCHOOLS

334

NON-PROFIT
ORGANIZATIONS

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

2025 DRC family conflict resolution services supported

5,786

ADULTS SERVED

4,001

CHILDREN SERVED

2,242

PARENTING PLANS

72%

SETTLEMENT RATE



*This course has transformed the way
I view and relate to conflict.
- Training participant,
Six Rivers DRC
(Klickitat and Skamania Counties)*

*We will wrap up with a relationship intact.
- Family mediation client,
Wenatchee Valley DRC*

DRCS HELP PEOPLE SHAPE THEIR OWN SOLUTIONS, REPAIRING RELATIONSHIPS AND LEADING TO LASTING RESOLUTIONS THAT WORK FOR THEIR OWN LIVES.

“ As new immigrants, we often find ourselves navigating unfamiliar terrain—local resources, regulations, personal rights, and even how to effectively communicate with others...[The DRC] has played a pivotal role in bridging gaps, easing communication, and offering practical solutions—while also providing us with tremendous emotional support.

My wife and I are truly grateful.

- Conflict coaching client

Bellevue Conflict Resolution Center
(King County)

“ I've had the privilege of witnessing a graduate rise above incredible challenges to truly thrive in our program... she stepped into her full potential, inspiring pride in everyone around her. Today, she stands as a pillar of strength for her family and community.

- Weaving Wellness Restorative Justice

Program Manager,

DRC of Grays Harbor & Pacific Counties

“ [Peer mediation] makes me feel like a good person when I finish one successfully. I've learned how to resolve others' problems without telling them what to do.

- Student peer mediator,

Peninsula DRC (Clallam and Jefferson Counties)

“ Happy and more at peace through my dissolution of marriage.

- Mediation client,

Neutral Ground DRC (Walla Walla County)

DRCs provide equitable access to justice by focusing on skill building for people to reach their own solutions, in their own language, and on terms all people participating agree on. Services are:

- Free or affordable, regardless of a person's ability to pay
- Adapted to meet the local community's needs
- Available to anyone in the state of Washington
- Provided by highly trained staff, certified mediators, and volunteers

Vision Statement:

Communities thrive by transforming conflict into opportunity.

**LEADERSHIP
2025-2026**
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Whatcom Dispute
Resolution Center

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Ara Gilbert
Columbia Basin Dispute
Resolution Center

21 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

COMMUNITY PEACE CENTER OF CENTRAL WASHINGTON |

YAKIMA & KITTITAS COUNTIES

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

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

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RESOLUTIONWA.ORG
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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 342,517 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 22,600 service hours annually, for an in-kind value of \$1,615,169.