

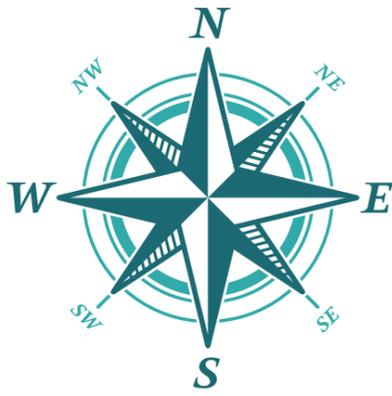
# The only way out is through.

Often, when confronted with change, especially change we did not initiate, we may think something like this:

*"No, this is not the way things are going to be. I'll wait until things go back to normal."*

*"No, I'm not doing this. I'll find a way around this."*

*"No, this is not for me. I'll find a way to get out of this."*



Perhaps this level of resistance feels familiar. What is true is that we must be fully present in this moment. We cannot go back, go around, or get out of the situation that we find ourselves in. The only way out is through.

We have tremendous potential to create a stronger society IF we navigate this time of challenge and conflict well. We must be willing to have uncomfortable conversations, and we need to have them with a spirit of openness and willingness to listen, understand, and grow. This practice of coming together in a way that enables us to truly see and understand our fellow humans comes from an ancient interest and need to stay safe by remaining in community with one another.

As an organization, we too are navigating our way through significant change. Our collaborative community is the foundation on which we build for the future. While the landscape has shifted and the horizon is a little harder to see, we have made significant strides, and have developed new resources to serve our community during these challenging times.

At the Dispute Resolution Center of Thurston County, we continue to focus on listening and learning to understand how we can offer space for individuals and groups to have voice, seek healing and address needs. When we do this, we build towards our common humanity and strengthen our sense of unity.

Thank you for your partnership as we navigate our way forward together.

*Jody M. Suhrbier*

Jody M. Suhrbier  
Executive Director



**"We have tremendous potential to create a stronger society IF we navigate this time of challenge and conflict well."**



## Civic Harmony Starts Here

We're pleased to offer innovative new resources to serve our community during these challenging times:

Online Dispute Resolution & Conflict Coaching



Online Group Facilitation

Online Communication & Conflict Resolution Training

**"The DRC provides incredible services and support to organizations and communities."**  
*Lora Boone, Timberland Regional Library*



Contact us to explore how the DRC can serve your needs.

**Call:** (360) 956-1155

**Email:** [info@mediatethurston.org](mailto:info@mediatethurston.org)

**Visit:** [mediatethurston.org](http://mediatethurston.org)



**Dispute Resolution Center**  
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**Dispute Resolution Center**  
OF THURSTON COUNTY

## Our Vision:

**A South Sound community that has and uses healthy and respectful conflict resolution skills.**

### Our Impact

In 2019 the DRC helped a total of **6,168** residents of Thurston and south Mason Counties navigate and prevent conflict through mediation, facilitation, training, youth outreach, conflict coaching, and our Conflict Resolution Resource Line - an increase of **35%** in the number of people served from the prior year.

### Program Highlights

**3,823** people participated in **Trainings and Community Presentations** in 2019 - a **71%** increase.

We launched a new **Small Claims Court Mediation Program in Mason County**, supported by a court rule requiring mediation as a first step.

**Group Facilitations** increased by **200%** in 2019.

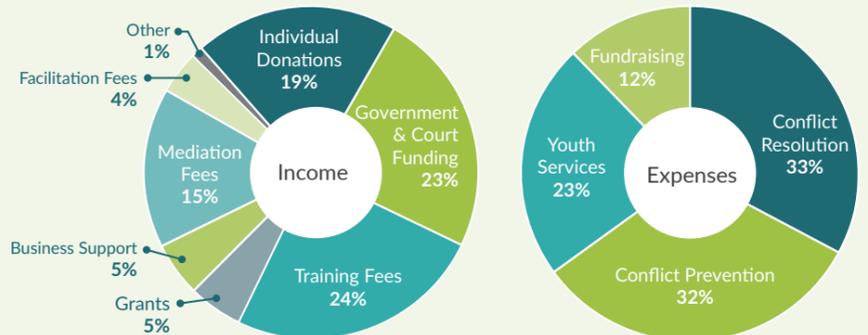
Our multi-year efforts to help schools implement **Restorative Justice Approaches** resulted in one local high school experiencing record low suspensions.

### Our Support

More than **350** individuals, businesses, foundations and organizations made an investment in the mission and work of the DRC in the past year through their financial support.

To learn more about our donors, funders and community partners, visit [MediateThurston.org](http://MediateThurston.org)

A total of **\$442,908** in financial support was received in 2019 and used to fund services as shown below:



## Navigating a Way Forward



**“The DRC is such a powerful space for education and community building. I’m so grateful I found my way here.”**

*Elizabeth Williamson*

**“I wanted to engage my heart in good work. The DRC is a place you can volunteer for the rest of your life!”**

*Steve Tilley*



**“I was drawn to the DRC by my desire to help people create positive communication with one another that is mutually beneficial.”**

*Monica Crawford*

### Our DRC Family

The work of the Dispute Resolution Center would not be possible without the efforts of our dedicated volunteers - the heart and soul of our organization.

More than **140** active volunteers gave **5,580** hours of their time in 2019 to help individuals, families and organizations in our community successfully navigate conflict.



**“The DRC fulfills my desire to work as a team member collaborating to foster reconciliation and compassion.”**

*Neil Weinberg*



**“I discovered that the skills being taught at the DRC apply to every role in my life, both professionally and personally.”**

*Caleb Fitts*

**“The DRC provides me with the opportunity to help my community by helping people find ways to work together, to see from the other’s point of view.”**

*Cathi Greenwood*



**“What motivates me is the possibility of making a real difference - even if it’s just by planting a seed of curiosity or by modeling responsible communication skills.”**

*Brian Morgan*

**“It’s most rewarding to help people who have not been able to have a face-to-face conversation actually see and hear each other.”**

*Mary Galvez*



### Get Involved!

**Volunteer:** If you enjoy helping others solve problems, please consider becoming a volunteer mediator or helping staff our Conflict Resolution Resource Line. The DRC provides training to become a certified mediator, as well as continuing education to advance your skills.

**Give:** Your financial support makes it possible for the DRC to reach out and serve those in our community who would benefit from our mediation, training and youth services, but have limited resources.

You can give by mail, online at [mediatethurston.org/donate](http://mediatethurston.org/donate), or by designating your Washington State Combined Fund Drive pledge.

### Learn More



**Call:**  
(360) 956-1155



**Email:**  
[info@mediatethurston.org](mailto:info@mediatethurston.org)



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[mediatethurston.org](http://mediatethurston.org)