



DRCs empower Washington residents to resolve disputes effectively, increase access to justice for traditionally underserved populations, and reduce the burdens of the courts as established by RCW 7.75.

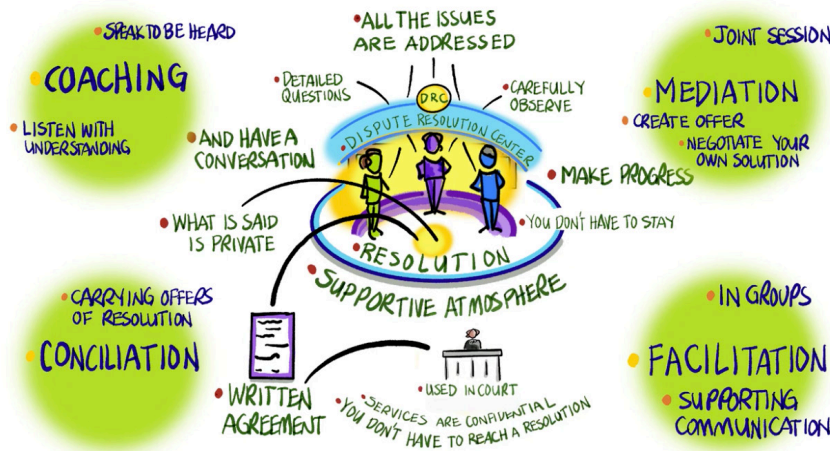
Our 21 centers across Washington resiliently adapted their in-person services to virtual which alleviated court backlogs, and continued without interruption providing parenting plans, youth services, workplace and community conflict resolution, facilitation of public meetings and eviction prevention.

Resolution Washington is committed to **equal justice** for all marginalized community members and **empowers people of color** and low-income residents in gaining access to **equitable opportunities** statewide.

Resolution Washington is committed to and is a partner of the

WASHINGTON RACE EQUITY & JUSTICE INITIATIVE

HOW OUR SERVICES WORK:



- BELLEVUE CONFLICT RESOLUTION CENTER
- CENTER FOR DIALOG & RESOLUTION | PIERCE COUNTY
- COLUMBIA BASIN DRC
- COMMUNITY MEDIATION SERVICES | CLARK COUNTY
- DRC OF GRAYS HARBOR & PACIFIC COUNTIES
- DRC OF KING COUNTY
- DRC OF KITSAP COUNTY
- DRC OF THURSTON COUNTY
- DRC OF TRI-CITIES
- DRC OF YAKIMA & KITTITAS COUNTIES
- FULCRUM INSTITUTE DRC | SPOKANE COUNTY
- LEWIS & COWLITZ COUNTY CENTER FOR CONSTRUCTIVE RESOLUTION & CONVERSATION
- 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
- WHATCOM DISPUTE RESOLUTION CENTER

2021 Legislative Agenda: [Click Here](#)

Service Data: [Click Here](#)

OFFICERS 2020-2021

CO-PRESIDENT
Astrid Aveledo
Dispute Resolution Center of Grays Harbor & Pacific Counties

CO-PRESIDENT
Andrea Pacheco
Six Rivers Dispute Resolution Center

VICE PRESIDENT
Jennifer Talbot
Wenatchee Valley Dispute Resolution Center

RECORDING SECRETARY
Leslie Ann Grove
Northwest Mediation Center

TREASURER
Gayle Cooper
Fulcrum Institute Dispute Resolution Center

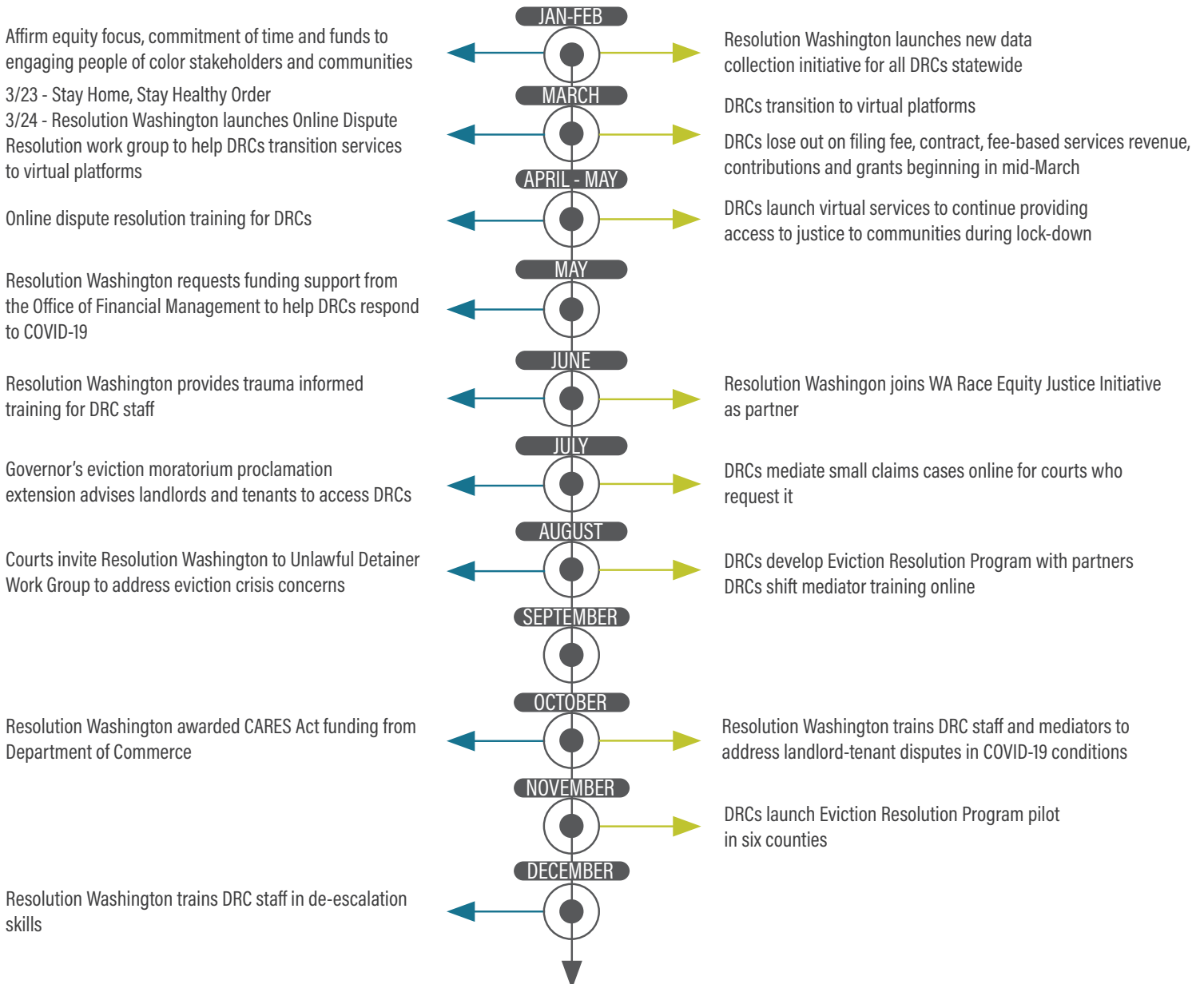
MEMBERSHIP SECRETARY
Janice Juntunen
Lewis & Cowlitz County Center for Constructive Resolution & Conversation

COVID-19 RESPONSE

- COVID-19 brought with it heightened conflicts and the need for effective communication across many divides. Our DRCs rose to meet these challenges.
- DRCs immediately developed virtual service delivery. Centers quickly moved mediations, classes and public meetings involving large groups of people from rooms to Zoom, and learned the skill of phone conciliation. Centers collaboratively cross-pollinated their knowledge to each other across the state.
- As COVID-19 and the stark realities of racial inequities took the national stage, DRCs met local requests to facilitate community dialogues around racial equity and police reform, trained frontline housing staff, and mediated disputes for families and businesses impacted by the pandemic.

For COVID-19 Client Impact Stories: [Click Here](#)

COVID-19 IMPACT

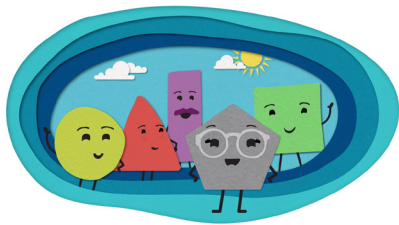


HOUSING STABILITY

LONG-TERM DRC EXPERIENCE IN LANDLORD TENANT DISPUTES & HOUSING PROGRAMS

DRCs have mediated landlord and tenant disputes for almost 40 years, allowing for rapid COVID-19 responses concerning housing. Some DRCs also provide additional housing programs such as:

- Housing navigation with conciliation of landlord and tenant disputes;
- De-escalation and interviewing training for frontline housing assistance workers;
- Facilitation of community decision-making around homeless shelter planning;
- Renters certification establishing clear expectations for tenants and landlords that provides a second chance at housing for at-risk renters; and
- Community mediation in housing communities.



**Administrative Office
of the Courts ERP Site:**

[Click Here](#)

"I can't tell you how relieved I am [to have made a repayment plan with the landlord.] I thought for sure I was going to be homeless because I couldn't get any rent assistance. I think I'll be able to sleep tonight, finally.

Thank you. Thank you so much."

- Tenant, Rent Conciliation, Bellevue Conflict Resolution Center

[Click Here for ERP Video](#)

EVICITION RESOLUTION PROGRAM (ERP)

- People lost jobs and income due to COVID-19 causing rental arrears, threatening housing stability and credit ratings for tenants, and mortgage payments and potential bankruptcy for landlords. In response, Resolution Washington joined partners in launching the Eviction Resolution Program (ERP) and DRCs stepped up to address housing stability.
- The ERP is a collaboration with the Superior Court Judges Association, the Office of Civil Legal Aid, the King County Bar Association, Administrative Office of the Courts, landlord and tenant associations, and Resolution Washington at the direction of the Washington State Supreme Court. It launched in King, Pierce, Snohomish, Spokane, Clark, and Thurston Counties in November 2020.
- DRCs' role in ERP is to help landlords and tenants negotiate rental arrears repayment plans to prevent a flood of court filings. Additional DRCs are meeting these needs with local programs.
- DRCs provide coaching, conciliation, facilitation and mediation according to the participants' needs. They support communication and resolution of rent and behavior issues to help tenants retain housing and help landlords get paid. DRCs work closely with local legal aid programs and designated rent assistance organizations to refer participants to external resources.

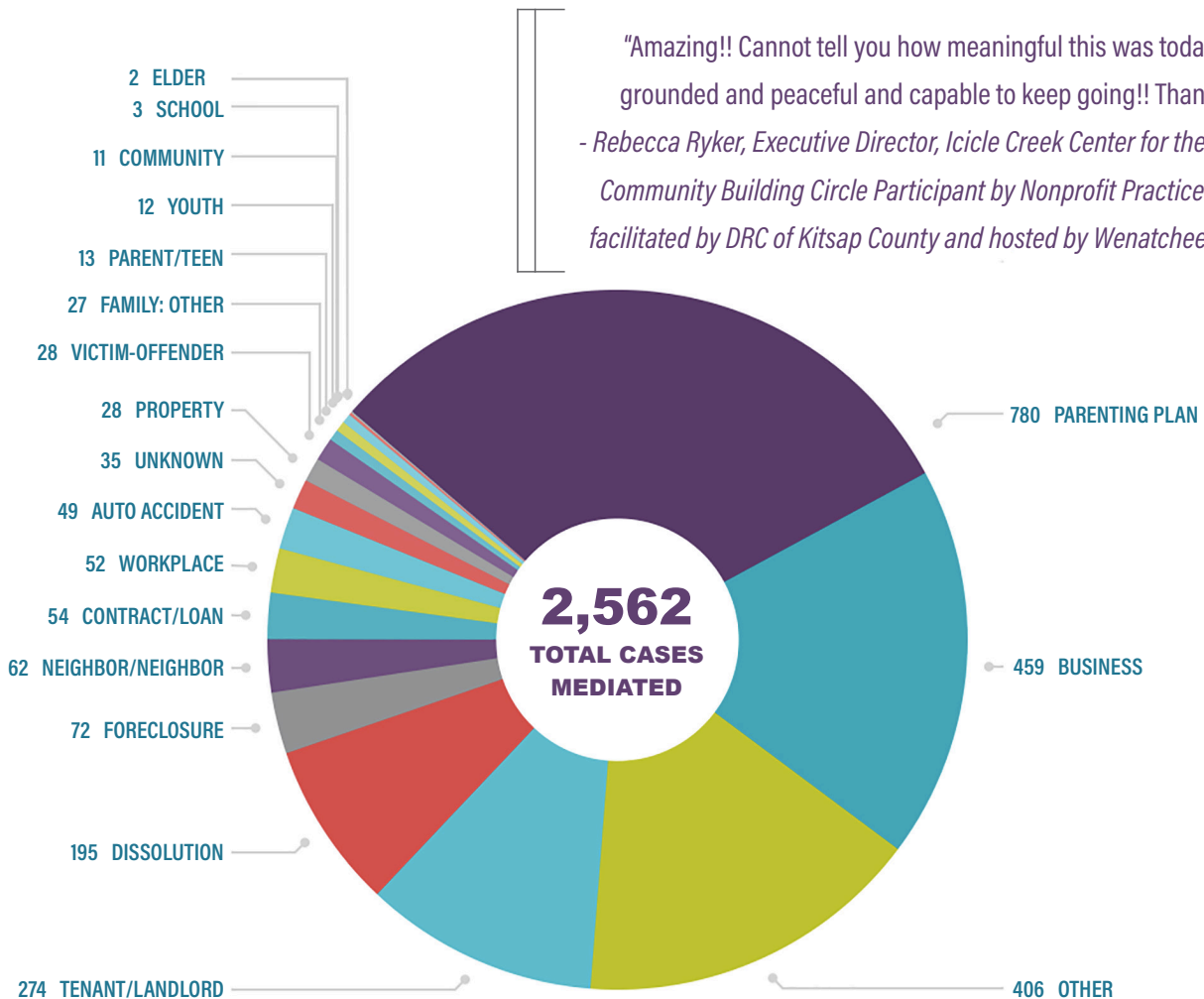
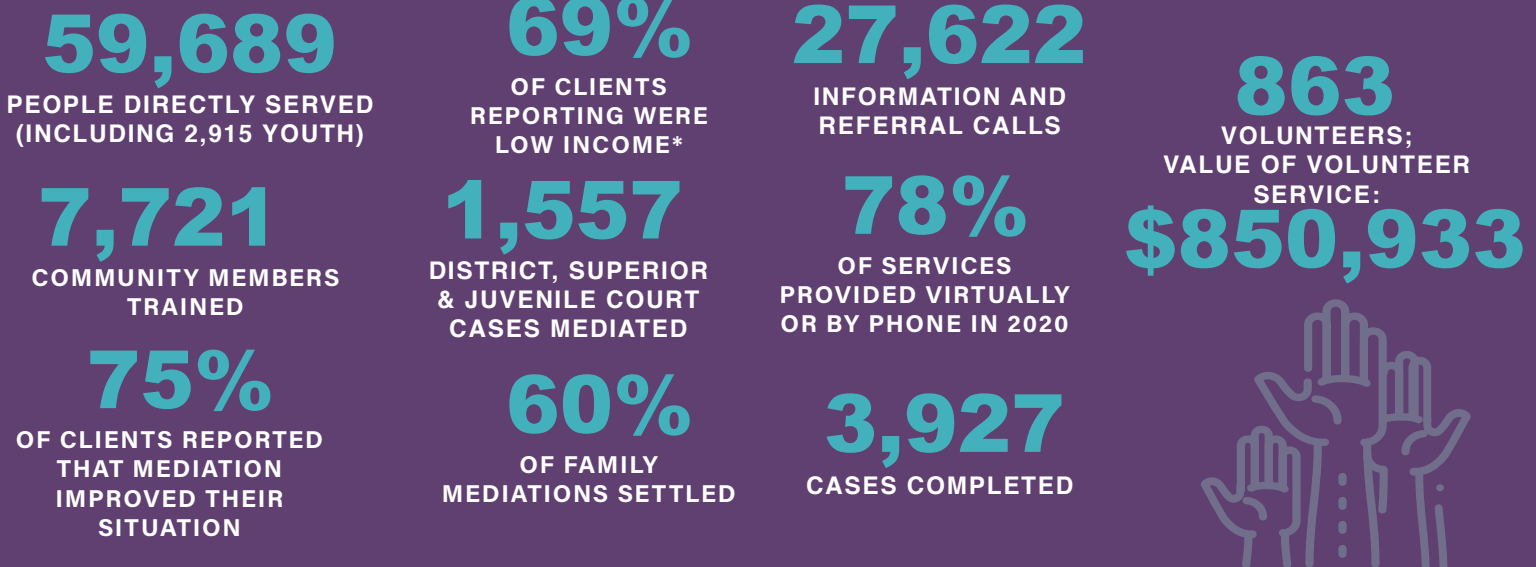
DRC MEDIATOR QUALIFICATIONS

- DRC Mediators are certified according to the policies and requirements of Resolution Washington and the Washington Mediation Association. Certification includes a minimum of 40 training hours, a written exam, supervised observations and mediation practice sessions, and a minimum 24 hours of supervised mediation experience. Certified Mediators must adhere to the Standards of Practice of Resolution Washington and the Washington Mediation Association including continuing education and practical experience. Many centers exceed these requirements and all meet them.

RESPONSIBLE STEWARDS OF PUBLIC DOLLARS

DRCs make responsible use of resources. DRC services are powered by dedicated staff and supervised volunteers. In 2020, DRC revenue included the following sources: 12% state funds, 4% city and county funds, 7% filing fee revenue, 19% contracts, 14% individual fees, 34% grants, 7% contributions, and 3% other.

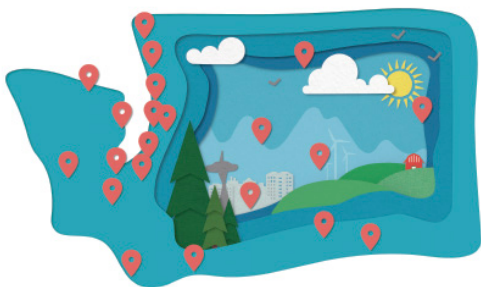
2020 STATEWIDE DRC SERVICE DATA



"Amazing!! Cannot tell you how meaningful this was today - I feel grounded and peaceful and capable to keep going!! Thank you!!!"
 - Rebecca Ryker, Executive Director, Icicle Creek Center for the Arts, Virtual Community Building Circle Participant by Nonprofit Practices Institute; facilitated by DRC of Kitsap County and hosted by Wenatchee Valley DRC

*At or below 300% of the federal poverty level.
 45% of clients were at or below 200% of the federal poverty level.

CO-PRESIDENTS' MESSAGE



The breadth and extent of critical services that we safely provided in 2020 illustrates the value of our role in healthy communities and economic recovery. Providing mediation, facilitation and restorative practices that empower individuals to peacefully resolve conflicts impacts homes, schools, courts, businesses, community based organizations, and city, county, state, and tribal governments. DRCs responded to new levels of need, increased requests for conciliations and public forums, by transitioning critical services to virtual and other remote platforms. DRCs provided alternative dispute resolution in a year when there was interruption of regular Court services due to the pandemic.

The challenges of the year exacerbated the existing structural, procedural, and relational inequities, reminding us of our origins as community mediation centers. The 1964 Civil Rights Act marked the birthpoint of community mediation in the US in an effort to address racial, ethnic, class, and gender inequalities throughout the courts and legal action. We have long committed to incorporating cultural bias and diversity awareness into our core training for staff and volunteers. This year we deepened those commitments to support the inner work of each member DRC to understand the effects of inequities in conflict and intentionally address them through services. We are proud to continue this work with our equity partners through the Washington Race Equity and Justice Initiative.

The year 2020 challenged our housing sector. DRCs have a long history of navigating housing challenges, bringing people together to work on solutions that promote economic recovery and long-term housing stability. At the direction of Washington State Supreme Court Chief Justice Debra Stephens, we participated in the unlawful detainer workgroup to create the Eviction Resolution Program. We are grateful for the tireless work of the 7 member DRCs involved in the pilot program and the benefits to all member DRCs, including the specialized trainings focused on the eviction moratorium, landlord-tenant relations, and homelessness prevention statewide.

The year 2020 asked a lot of all of us, and we are proud of the volunteers and staff who met every challenge with creativity and resilient hope.

Warmly,



Astrid Aveledo
EXECUTIVE DIRECTOR
Dispute Resolution Center of Grays Harbor &
Pacific Counties

CO-PRESIDENT
Resolution Washington



Andrea Pacheco
INTERIM EXECUTIVE DIRECTOR
Six Rivers Dispute Resolution Center

CO-PRESIDENT
Resolution Washington



Post Office Box 6184
Olympia, WA 98507-6184

RESOLUTIONWA.ORG
(360) 956-1155