



**Dispute Resolution Center**  
OF THURSTON COUNTY

# *Capacity Building for Community Building*

## *Investing in Enhanced Service, Access and Equity*

Arising out of new needs and challenges faced in 2020, the Dispute Resolution Center is undertaking a process of re-envisioning how we will fulfill our mission and provide equitable access to our services in the years to come, including identifying the additional organizational capacity that will require.

### Why it Matters

We have more work to do to advance the vision of a South Sound community that has and uses healthy and respectful conflict resolution skills.

This is a pivotal moment for the DRC, and for our community, state and nation. The COVID-19 public health crisis has necessitated significant re-tooling and re-training to enable the DRC to provide our core services in an online environment. We envision the increased use of technology and remote/virtual services to continue into the future - well beyond the eventual resolution of the current public health situation - as a key component of our core service provision.

As we mark the DRC's 30th anniversary, even more is being asked of us. New initiatives include:

- Restorative Justice Facilitated Dialogue - Pilot program with Thurston County Drug Court.
- Eviction Resolution Program - Facilitating dialogue and negotiation between tenants and landlords.
- Trust Network - Non-partisan resiliency network focused on violence prevention and conflict transformation.

### The Goal

Investment in Enhanced Service, Access and Equity to address current and future needs.

- ✓ Ensuring that all members of our community can contribute to, participate in and benefit from the DRC's services, regardless of race, culture, gender, socio-economic status, first language, or access to technology.
- ✓ Enabling the DRC to respond to increasing and evolving community needs, as well as new opportunities, in the years to come.



## The Investment

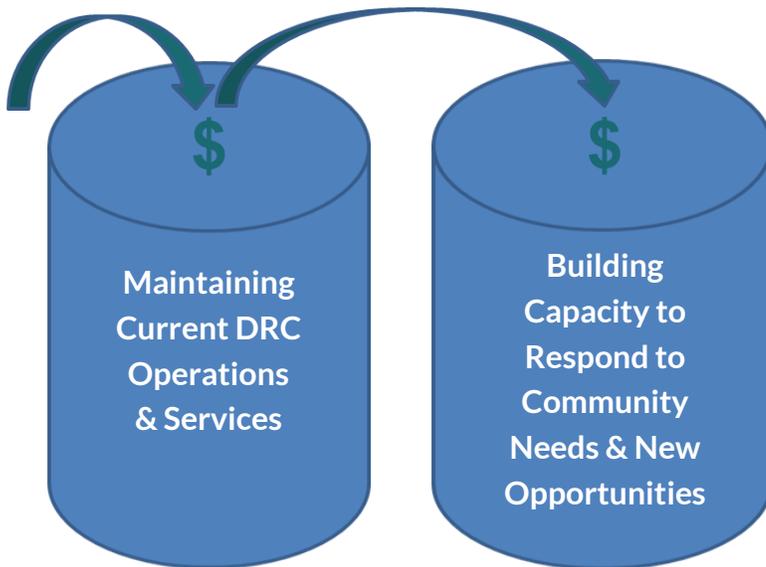
\$650,000, to be secured over the next three years from:

- State & local governments
- Foundations
- Tribal entities
- Businesses
- Individual donors

To be operationalized for sustainability and allocated towards:

- Hybrid of in-person and online services;
- Increased staffing to support increased demand for services;
- Greater technology access and resources for clients, staff and volunteers;
- Larger space for training, staff and volunteers; and
- Living more fully into our core values, with greater focus, practices and culture committed to diversity, equity and inclusion.

Addressing both current and future needs:



### Technology

- Hardware for client, volunteer & staff use
- Hybrid Training Tools
- Information Systems

### People

- Staff (including bilingual)
- Infrastructure Support
- Equity Commitments & Training

### Facilities

- Increased Space for training, clients, staff & volunteers (short-term and long-term)
- Phone System Upgrade
- Furniture

## Why Now?

**Conflict resolution is essential to community healing and cohesion.**

The DRC's community-building role is now more vital than ever. There will be even more need for our work in the months and years ahead – empowering our neighbors to repair relationships, resolve disagreements, and communicate with respect and civility. We will be prepared to meet that need, with your support.

**Want to know more about how to support this effort?**

Contact Joe Sanders, Capacity-Building Campaign & Community Engagement Manager

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