

“We are an organization that continues to transform, being responsive to the evolving needs of our community.”



Jody M. Suhrbier
Jody M. Suhrbier, Executive Director

New Beginnings

Your local community mediation center is expanding its capacity to address the expanding and evolving needs of our shared community. As envisioned in our nation’s Civil Rights Act, community mediation centers are resources for community members to get trained in and offer the services necessary to support their neighbors where conflict is present. For more than 30 years, our community has looked to the Dispute Resolution Center of Thurston County (also serving Mason County) to help individuals and groups come together, deepen understanding, bridge gaps and heal harms.

As we step into our next chapter, we continue to make explicit our awareness and intention that we are an organization that continues to transform, being responsive to the evolving needs of our community, in alignment with our vision and values. Here’s where we are turning based on the expanding needs of our community and our expanding capacity:

- Early resolution eviction prevention with our local and state-wide partners;

- Housing stability through communication training and conflict resolution strategies for relationships management;
- Group facilitation for workteams and others working to establish new ways of being in community with one another;
- Raising the visibility of community mediation as a viable, low-cost option for individuals and families in conflict; and,
- Supporting community dialogue where neighbors come together with neighbors to discover where shared interests align to address shared concerns.

It is disheartening to see struggle, hardship and suffering around us. We know that there are systems that needs reconstructing and cycles that need disrupting. We also know that it is together that we will do the learning (and sometimes, the unlearning), the listening, the teaching, and the walking alongside one another on the path to a brighter future.

We invite you to join us in creating these **New Beginnings**, for each of us, our families, our workplaces and our community.



Civic Harmony Starts Here

The Dispute Resolution Center is Your Community Resource for:

- Mediation Services & Conflict Coaching for:
 - Employees & supervisors
 - Businesses & customers
 - Landlords & tenants
 - Neighbors
 - Couples & families
- Customized Training in:
 - Conflict prevention & resolution
 - Communication skills
- Group Facilitation for work teams

Most services are available both online and in-person.

Contact us to learn more.



Call:
(360) 956-1155



Email:
info@mediatethurston.org



Visit:
mediatethurston.org



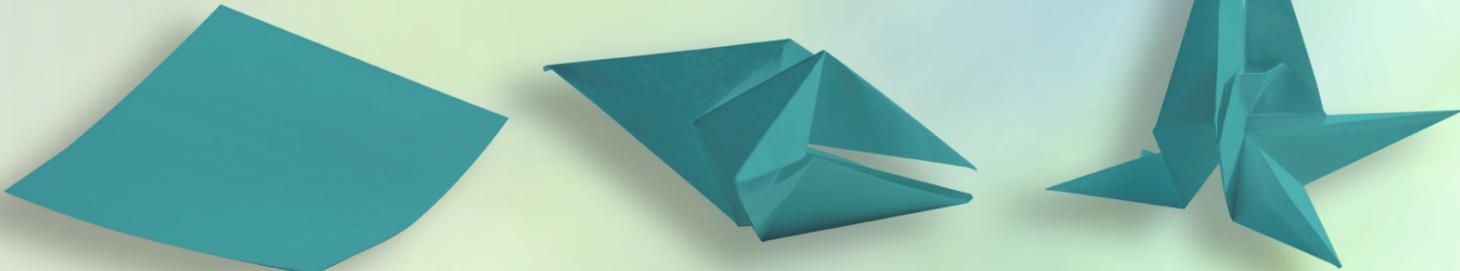
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New Beginnings



Community-based Conflict Resolution is a Vital Community Resource.

Dispute resolution helps resolve conflict upstream, before it escalates to courts, eviction, violence, or police intervention. Our services strengthen communities, workplaces, and families, with solutions that work for each individual's own needs and that increase access to justice.

New Beginnings



Our Services

The DRC offers a variety of resources for individuals, families, businesses and organizations to help manage and resolve conflict, and to prevent conflict when possible.

Mediation - Our trained and certified mediators serve as impartial facilitators to help people in conflict work toward mutually-beneficial agreements.

Conflict Resolution Resource Line - We provide conflict coaching, information, and referrals, and arrange face-to-face mediations.

Eviction Resolution - We help resolve landlord and tenant disputes before they lead to court filings and evictions.

Group Facilitation - We help work teams and other groups run orderly and productive meetings, to achieve key goals.

Training - We provide customized training to businesses and organizations to prevent and manage conflict, promote teamwork, and improve customer service.

Youth Empowerment & School Support - We partner with local schools and youth organizations to offer training and support to help the next generation communicate through conflict.

Restorative Justice Facilitated Dialogue - We partner with Thurston County Therapeutic Courts to help individuals affected by crime engage in difficult conversations to heal the harms caused.

These positive outcomes would not have been possible without the efforts and support of our dedicated volunteers, generous supporters and collaborative community partners.

Our Impact

In 2021 the Dispute Resolution Center of Thurston County:

- Served a total of **6,439** people - an increase of 28% over 2019 pre-pandemic levels! - through mediation, conflict coaching, information & referral, group facilitation, training and community presentations;
- Handled **678** eviction resolution cases, impacting 1,619 adults and children;
- Saved local courts - and taxpayers - more than **\$230,000** through Small Claims Court and family mediation; and
- Coordinated the efforts of more than **160** volunteers, including 95 certified mediators, who last year provided 6,974 hours of service to our community.

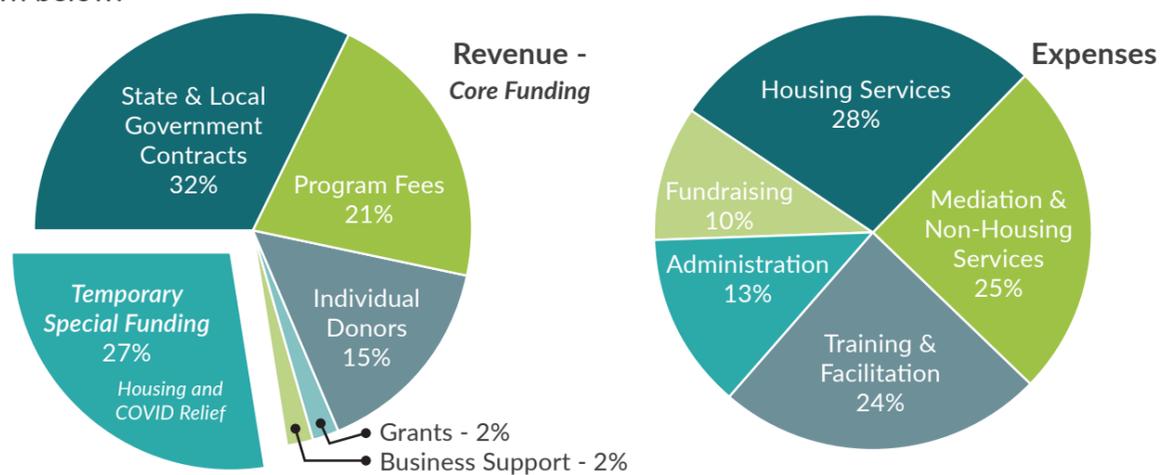
"We require your skills in this world more than ever. Thanks for helping to create a more kind and gentle community."

- Recent note from a DRC supporter

Our Support

More than **300** individuals, businesses, foundations and organizations made an investment in the mission and work of the DRC in the past year through their financial support.

A total of **\$815,187** in financial support was received in 2021 and used to fund services as shown below:



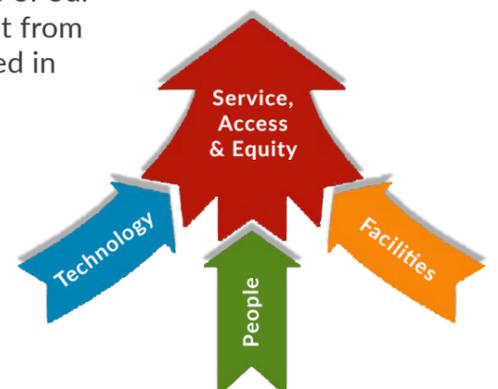
Your Investment in Our Mission Makes a Difference

The DRC is in the midst of a three-year effort to strengthen our capacity to address increasing and evolving community needs - through investments in Technology, Facilities and People - with the goals of enhancing Service, Access and Equity.

These critical investments will ensure that all members of our community can contribute to, participate in and benefit from the DRC's services, regardless of where they are located in our service area, race, culture, gender, socio-economic status, first language, or access to technology.

While some funding for these efforts comes from state and local governments, foundations and other sources, the support of individual contributors and local businesses is critical in making this vision a reality. **Your investment will help sustain our transformation.**

Learn more at [MediateThurston.org/Capacity-Building](https://mediatethurston.org/capacity-building)



Get Involved!

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.