

“This center is not just a resource for resolving conflict that arises between people, it is a changemaker in how the members of our community relate to one another.”

We are Peacemakers

Understanding what community mediation is, what it isn't, and why the processes we use matter are at the core of our service offerings. This center is not just a resource for resolving conflict that arises between people, it is a changemaker in how the members of our community relate to one another.

The preventative work is where the transformation of community takes place; facilitating group conversations to meet the needs of participants, sharing the communication and conflict resolution skillset, and embodying a commitment to seek understanding in every interaction.

All of us involved in community mediation are contributing to the possibility of peace – in a household, a workplace, a neighborhood, a city. Each of us continually has the opportunity to model for all around us the behaviors that support the proven processes and also the values that drive our service provision.

In recent years, we have been stretched to meet multiple needs in a period of crisis response and rapid change. We rose to the challenges and held close the legacy of those that came before us while letting ourselves be changed in the process. We now are in a reset – a pause – a reflection. We must remember that our community looks to us to be not only a resource, but also an example of how to be in community together.

As a learning organization dedicated to maintaining relevance in light of our community's needs, we take in the lessons learned, the 'good enough' moments and the mis-steps, as well as the significant positive impacts on thousands of individuals in our service area and beyond.

With reflection, intention, and alignment with our vision and values, we go farther and faster together. For together, we are peacemakers.

Jody M. Suhrbier

Jody M. Suhrbier,
Executive Director



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 **Dispute Resolution Center**
OF THURSTON COUNTY
P. O. Box 6184
Olympia, WA 98507



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



WE ARE
Peacemakers



Dispute Resolution Center
OF THURSTON COUNTY

Community Impact Report 2023

Our Legacy and Vision



Since our founding in 1991, the Dispute Resolution Center has advanced a vision of **a South Sound community that has and uses healthy and respectful conflict resolution skills**. That's a legacy of 32 years of empowering our neighbors in Thurston and south Mason Counties to repair relationships, resolve disagreements, and communicate with respect and civility.

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.

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, offer information and referrals, and arrange face-to-face mediations.

Housing Support - Although our state-funded Eviction Resolution Program has ended, we continue to provide voluntary landlord - tenant mediation.

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

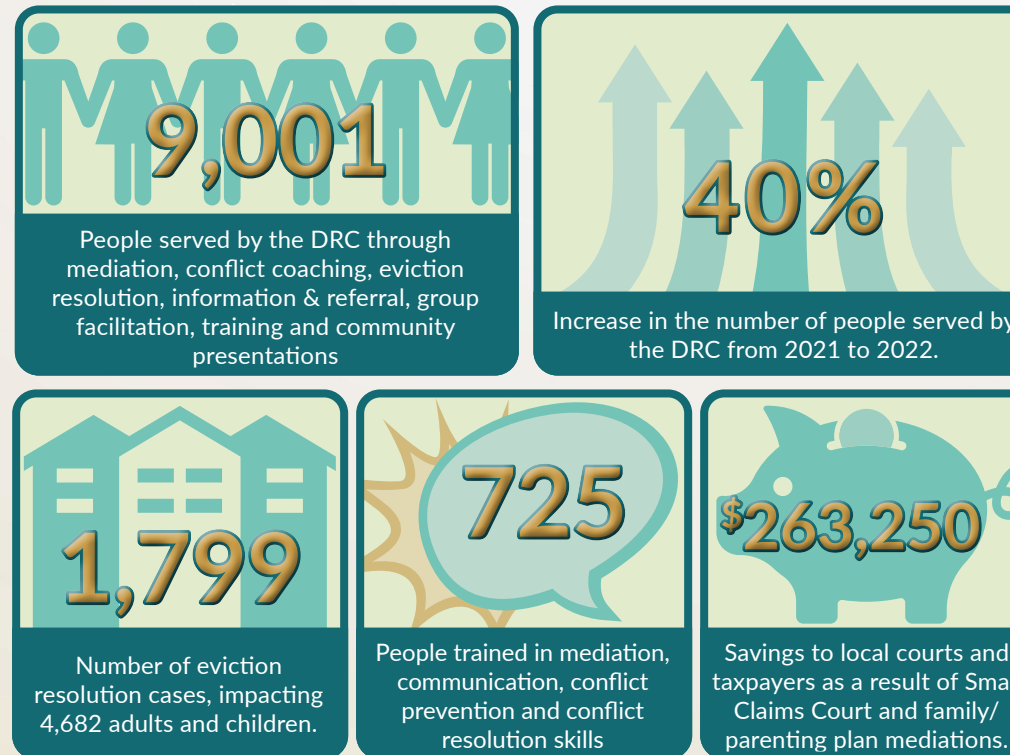
Training - We provide customized training to businesses and organizations to prevent and manage workplace conflict, promote teamwork, and improve customer service.

Youth Empowerment & School Support - We partner with local schools 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.

"I am amazed that this training could be so effective at both nurturing and imparting skills, and at demonstrating the potential of this work to change lives in our community."
DRC Training Participant

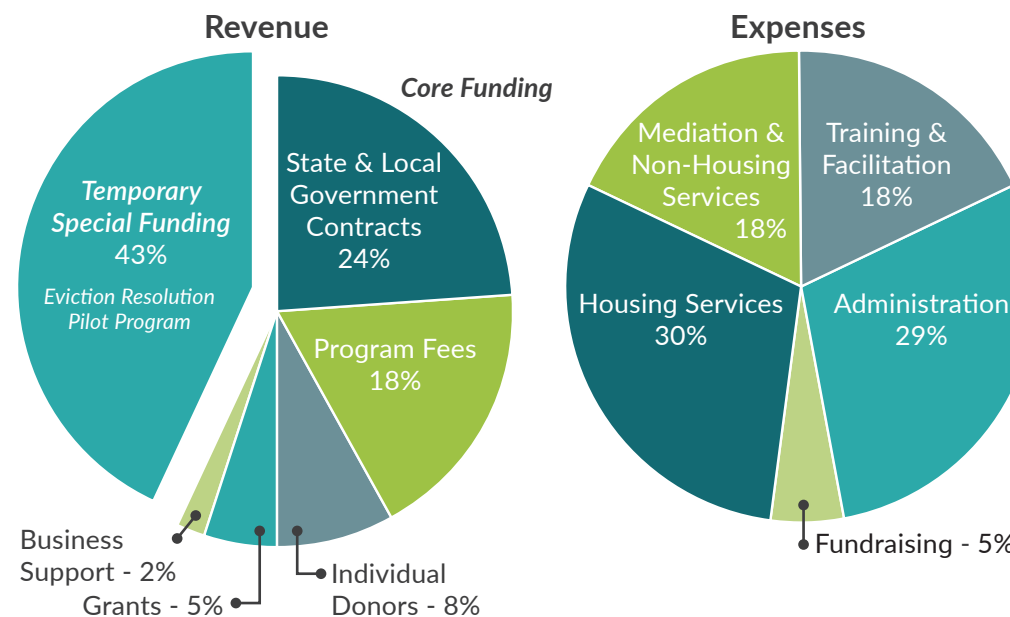
Our Impact - 2022



These positive impacts were made possible by the efforts and support of our dedicated volunteers, generous financial supporters and collaborative community partners.

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 **\$1,091,822** in financial support was received in 2022 and used to fund services as shown below



Support Our Mission

The DRC is in the final months of an important three-year capacity-building effort. Through investments in Technology, Facilities and People we are advancing our goals of Enhancing Services, Increasing Access and Promoting Equity. These investments will help ensure that all members of our community can contribute to, participate in and benefit from the DRC's services, regardless of location, race, culture, gender, socio-economic status, first language or access to technology.

The financial support of individual donors and local businesses is critical to ensuring that the DRC will have the resources to grow and sustain our capacity to address evolving community needs in the years to come. Please support our work by making a contribution by mail, online at [MediateThurston.org/Donate](https://mediatethurston.org/Donate), or designating your Washington State Combined Fund Drive or United Way pledge to the DRC.

"We strongly believe in the mission and work of the DRC and are honored to serve the community through our financial contributions."
DRC Supporters

Get Involved

Volunteers have been the heart and soul of the DRC since our founding and provide many of the front-line services we offer to our community.



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.



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