

Our Legacy

In 2021 the Dispute Resolution Center of Thurston County marked its 30th anniversary. That's a legacy of 30 years of advancing a vision of *a South Sound community that has and uses healthy and respectful conflict resolution skills* - 30 years of empowering our neighbors to repair relationships, resolve disagreements, and communicate with respect and civility.

Our Impact

Since the DRC's founding in 1991, tens of thousands of residents of Thurston and south Mason Counties have benefitted from the communication, conflict resolution and conflict prevention skills shared and applied by our ever-growing family of volunteers, partners and advocates.

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.

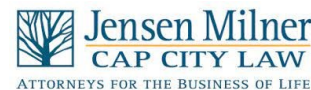
82% of local mediation cases in 2021 reached some kind of agreement, 84% of clients reported that their situation was improved by mediation, and 90% said they would recommend mediation.

Collectively, Resolution Washington, the network of 21 dispute resolution centers across Washington State, served 73,163 people in 2021.

This impact would not be possible without the efforts and support of our dedicated volunteers, generous supporters and collaborative community partners.

Our Community Partners

Thank you to these local businesses and organizations that support peace and civility in our community.



Our Affiliate Partners

Local, state-wide and national



New Beginnings

Our Impact, Transformation & Vision



Dispute Resolution Center
OF THURSTON COUNTY
Civic Harmony Starts Here

Our Services

The DRC serves residents of Thurston and south Mason Counties through a variety of resources for individuals, families, businesses and organizations to help manage and resolve conflict, to prevent conflict when possible, and to create a more civil and peaceful community.

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 we arrange face-to-face mediations.

Eviction Resolution - We help resolve landlord and tenant disputes, at no cost, 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 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 Drug Court to help individuals affected by crime engage in difficult conversations to heal the harms caused.

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 Transformation



Thanks to the resilience and flexibility of our volunteers and staff, and the support of many individual donors, businesses and partner organizations, the DRC was able to successfully navigate the COVID-19 pandemic in 2020-2021 and adapt our services to address new realities and evolving community needs.

During this time of challenges and transformation we have:

- Launched the **Eviction Resolution Pilot Program** with our partners across Washington State;
- Piloted a **Restorative Justice Facilitated Dialogue** program within our Thurston County DUI/Drug Court;
- Expanded our **services to Spanish-speaking members of our community** with bilingual staff and mediators;
- Trained dozens of volunteers to provide effective and meaningful **online mediation, group facilitation and training**; and
- **Transitioned all of our mediator trainings, public trainings and custom trainings to be given online**, and were selected by the National Association for Community Mediation (NAFCM) as one of just seven best practice models for online mediation training in the U.S.!
- **Begun to expand our staff and facilities** to handle the significant increase in calls and cases we are experiencing and to prepare for the return of in-person services.



Our Future

Looking ahead, we intend to offer a hybrid of online and in-person services. However, the transition to providing new resources to our community, and to providing those services in new ways, has been hampered by outdated technology, inadequate space, and limited staff and volunteer resources.

To ensure that the DRC has the capacity to address increasing and evolving community needs, we have undertaken a three-year effort to make critical investments in Technology, Facilities, and People, with the goals of enhancing Service, Access, and Equity.



This effort includes:

- **Dedicated space where clients who lack computer resources or a reliable internet connection can access technology to participate in online mediation.**
- **Facilities where training services can be provided both in-person and online to participants from our community, across the state and beyond.**
- **Volunteer, staff and client resources that more completely incorporate, reflect and address the needs of the diverse communities we serve.**

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 race, culture, gender, socio-economic status, first language, or access to technology.
- Enable the DRC to respond to increasing and evolving community needs, as well as new opportunities, in the years to come.

The Importance of Individual & Business Support

While some funding for these capacity-building efforts is being sought 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)