



A POSITIVE IMPACT!

“I liked how they, the mediators, weren’t choosing sides. They understood both sides. And if I or the other party involved didn’t understand, then they would clarify.”

-Mediation Client

HISTORY OF DRCs

In 1984, the Legislature adopted the Court Improvement Act. As incorporated in the Revised Code of Washington (RCW), the legislation's five goals were outlined for dispute resolution centers:

- to stimulate the development and use of centers as an alternative to the courts for certain issues;
- to encourage community participation in local programs;
- to develop structures which can serve as models for other centers;
- to resolve disputes within the community, and;
- to educate the community about dispute resolution and prevention.

All DRCs must operate as non-profit, city or county organizations and must offer services to clients regardless of their ability to pay. The vast majority of mediation services provided by DRCs are delivered by mediators who volunteer their time.

DRCs MAKE AN IMPACT IN MANY WAYS

For more than 25 years, Dispute Resolution Centers (DRCs) have provided affordable conflict resolution services throughout the State. The member centers of Resolution Washington offer a wide array of services and specialized programs including: mediation, group facilitation, conflict coaching, telephone conciliation, facilitated conversations, basic and advanced training, help with the public input process, as well as specialized mediation at small claims court, with family law matters, with parents and teens, businesses and consumers, with victims and offenders, and in the area of elder care.

Resolution Washington member centers keep prices affordable by regularly communicating best practices throughout the association and because most conflict resolution services are provided by dedicated professionals volunteering their time. Many of the mediators in private practice in Washington state received their training from DRCs. The DRCs’ devoted service has had positive impact on our court system. Whatcom County District Court Commissioner Bruce VanGlubt said, "Having the DRC provide mediation services to litigants in Small Claims Court diverts cases off of the Court's docket and gives the parties a chance for a win/win outcome. We are so pleased to have this program in place." Evan E. Sperline, Presiding Judge, Grant County Superior Court said, "In many cases, disputes resolved by the parties themselves, through the work of a trained mediator, produce solutions which are "better" than the results of litigating in court. . . . (resulting in) improved acceptance, reduced long-term bitterness, and less disruption in the lives of the parties, their families and friends." It is clear that the work of the DRCs helps the state, its residents and businesses save time and money with every case.

“The mediators were very calming and provided strong leadership while allowing us to determine our own agreement.”

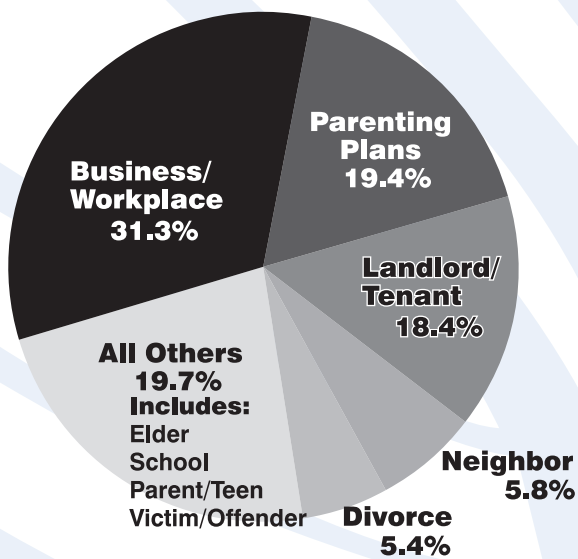
-Mediation Client

The breadth of the DRCs’ statewide coverage and growth in the array of services has been aided by the Washington State funding that has been available the past four years. Please join other DRC supporters in advocating that the state funding continue into the future.

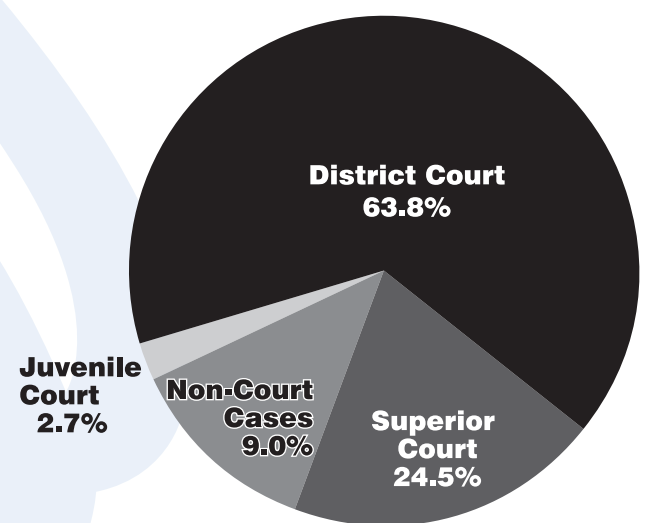
“Mediation provided a safe place where I felt my voice could be heard. Although emotions ran high during sessions, I believe that both of us walked away with a better understanding of the other’s position and feelings.”

-Mediation Client

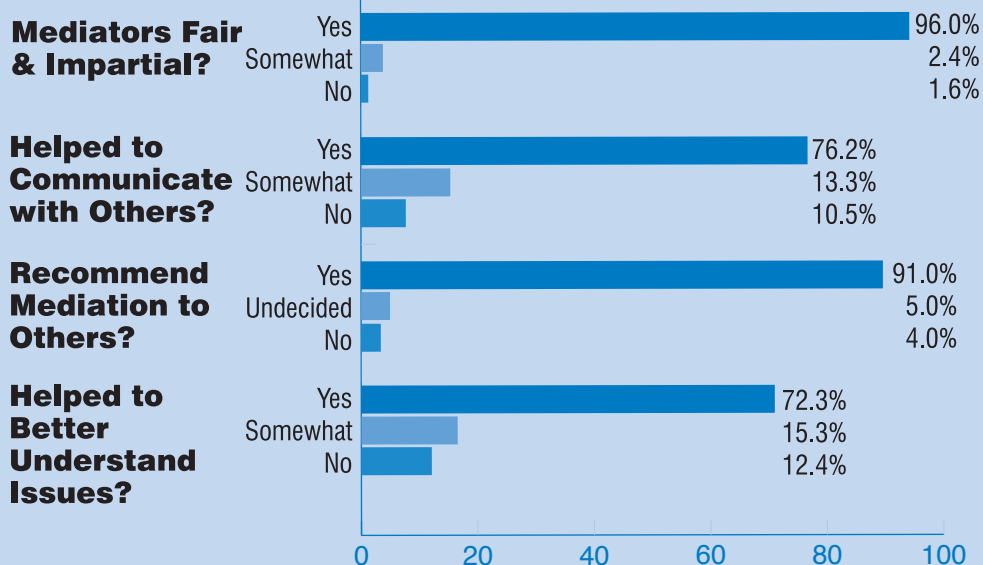
2010 CASES BY TYPE



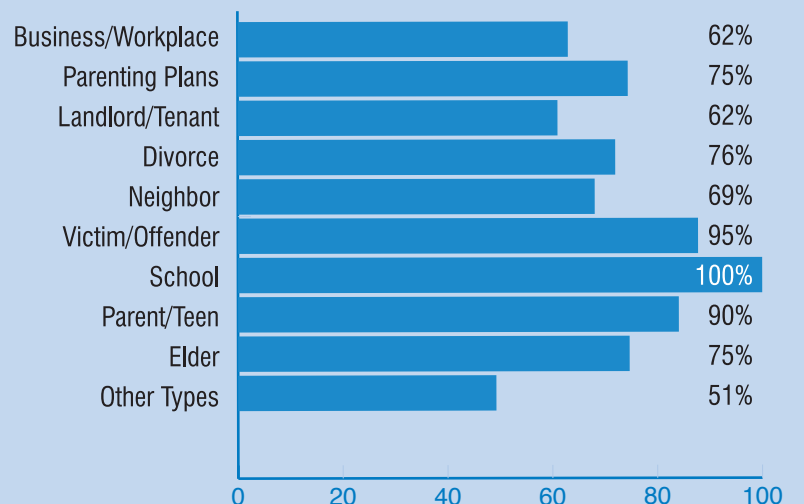
CASES BY COURT TYPE



CLIENT RESPONSES



SETTLEMENT % BY TYPE



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