

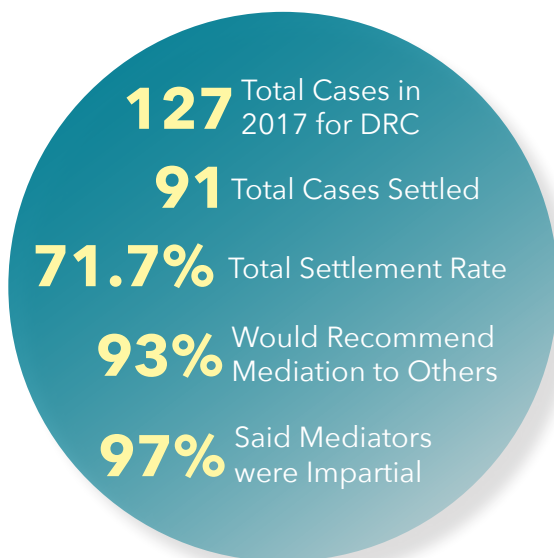
2017

DISPUTE RESOLUTION CENTER ANNUAL REPORT

At the Dispute Resolution Center of Grays Harbor & Pacific Counties, we are moved by the belief that conflict can be a vehicle for collaborative dialogue and transformation. The Dispute Resolution Center of Grays Harbor & Pacific Counties (DRC) is a non-profit organization that provides highly skilled trauma informed professional mediation and conflict resolution services to people and organizations of all income levels in Grays Harbor & Pacific Counties. More than 900,000 state residents are served annually by community-based mediators like ours saving over \$6 million annually in district and superior court costs alone. The DRC offers support for one-on-one conflict through mediation, capacity building through conflict training, and facilitations and interventions aimed at enhancing collaborative efforts. Our offerings are highly adaptable and responsive to our community's needs.



Fall BMT Participants

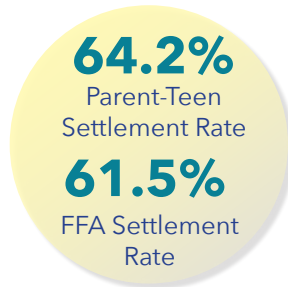
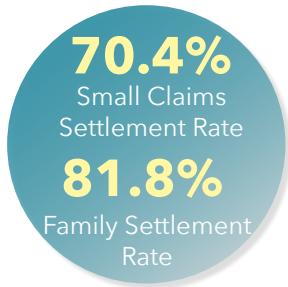


“While as mediators they did not provide their own ideas, opinions, or solutions, however, they were able to get people to articulate individual needs that resulted in better understanding of the original conflict.”

Dennis A Long,
Retired Grays Harbor President & CEO at the Bank of the Pacific Small Claims



MEDIATION SERVICES



"I've learned to listen before saying anything."

Parent-Teen Mediation Client

Small Claims Mediation

"This is a great way to work out disagreements and save the court time and money for the big stuff. Our mediator was excellent."

Small Claims Mediation Client

The DRC in partnership with the Grays Harbor District Court, offers Small Claims mediation services where mediation is required before a case can move on to trial.

"I'm glad the mediation was there to help us, I don't think we could have gotten through it."

Small Claims Mediation Client

Family Mediation

Close to 80% of our family mediations are subsidized, with most cases subsidized at 50% of mediation costs.

"The courtroom can be very sterile and confrontational, while the mediation process allows people to approach problems in a respectful, collaborative way."

Dennis A Long,

Retired Grays Harbor President & CEO at the Bank of the Pacific

2017

DISPUTE RESOLUTION CENTER ANNUAL REPORT

MEDIATION SERVICES

- ✓ Business
- ✓ Parenting Plans
- ✓ Homeowners Association
- ✓ Landlord/ Tenant
- ✓ Family In Conflict
- ✓ Land Use
- ✓ Parent/ Teen
- ✓ Neighbor Disputes
- ✓ Elder Care
- ✓ Housing Authorities
- ✓ Dissolutions
- ✓ Workplace
- ✓ Spanish Mediation

OTHER SERVICES

- ✓ We're In This Together Program (Coordination of Services)
- ✓ Organizational Development/ Change Management Training and Facilitations
- ✓ Aggression Replacement Training
- ✓ Basic Mediation Training
- ✓ Communication Training
- ✓ Restorative Practices
- ✓ Conflict Styles Training
- ✓ Facilitations

Spanish Mediation

Thanks to seed money from the Grays Harbor Community Foundation, the DRC began offering services in Spanish. Thus far, the DRC has trained 5 bilingual community members and continue to work with local and statewide coalitions on improving available services to our Spanish speaking community members.

"Aprendimos a hablarnos bien."

Spanish / Parent-Teen Client

Tribal Services

Thanks to a grant from the Quinault Indian Nation, the DRC began offering services to Quinault tribal members free of charge. In partnership with Quinault Family Services, the DRC is engaged in the planning of a Tribal WITT to be delivered in 2018.

Youth Programming

Serving youth and their families has been the greatest area of growth for our Center and one that shows most promise at strengthening families and community relationships, and building resilience. Our Center currently offers two research based youth programs, the Coordination of Services Program known as the We're In This Together (WITT) program in our community; and in 2017, we added Aggression Replacement Training. Most recently, in September of 2017, we started offering a Youth Volunteer program. These in addition to the Parent/ Teen program services that our Center has offered to the community in partnership with the Grays Harbor Juvenile Court, constitutes our Youth Program offerings. We incorporate restorative practices into all of our programs and all services offered are trauma informed.



Talented, smart, compassionate, and insightful, we couldn't have asked for a better group of teen volunteers!

"I would like to say 'thank you' because they shared and heard me out without judgement."

WITT Participant

"We are not in this alone, the parents and teens we met had our same experiences."

WITT Participant

Our mission would not be possible without the support of community members, organization and agencies across the community that share their time, gifts and resources with us.

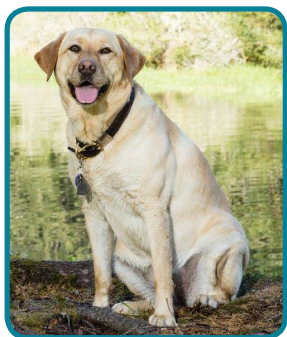
Mediators, Mediators In Training, and Volunteers

- Alison Turner
- Angela Arape
- Colleen Vaughn
- Emilio Monahan
- Gladiola Beltran
- Hanna Turner
- Janice Howell
- Jordan Ahearn
- Karol Rivera-Monahan
- Kathy Erickson
- Kelsey Hopstad
- Lori Christmas
- Michael Ohagen
- Natalia Pineda
- Rae Sherk
- Ricky Walsh
- Rudy Nix
- Tanya Schiller

A special thanks to Dr. Susan Ruyle and the wonderful team at Twin Harbors Eye Center for sharing your wonderful space with us!

Our Team

- Astrid Aveledo Executive Director
- Barbie Smith Assistant Director
- Michael Geer-Wagenblast AmeriCorps 2017-2018 Pacific County Coordinator
- Donna Hallock, Volunteer Mentor
- Mediation and Lead Trainer
- Emma the Therapy Dog, Honorary Team Member



Emma the Therapy Dog, Honorary Team Member

Foundations, Grantors & Partners Agencies

- Beyond Survival
- Episcopal Community Action
- Grays Harbor County District Court
- Grays Harbor County Juvenile Court
- Grays Harbor County Public Health and Social Services
- Quinault Family Services
- Quinault Indian Nation
- St Luke’s Episcopal Church

Donors and In Kind Donations

- Colleen Overton
- Joe Bowley
- Lorna Grover
- Michael Geer-Wagenblast
- Paul & Alison Turner
- Rayonier
- Sarah Glorian
- Steve Brown
- Willapa Harbor Fellowship

Board of Directors

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Grays Harbor College
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- Steve Brown, Secretary
Judge
- Derek Bumrungsiri, Treasurer
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Relay for Life
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Child Care Action Council