



OF GRAYS HARBOR & PACIFIC COUNTIES

2023 ANNUAL REPORT

The Dispute Resolution Center of Grays Harbor & Pacific Counties offers a variety of conflict resolution and community skill building services at all stages of life across Grays Harbor, Pacific, and Wahkiakum Counties. Our team of highly skilled and trauma-informed individuals help our community successfully navigate and resolve conflict, strengthening the ability of our community to bridge differences.

Our 2022 Impact

We provided conflict resolution services including family mediation, community skill building, and mediations to 1,143 community members in 2022. We stepped up and ramped up to serve more than 700 local people around housing stability through the Eviction Resolution Pilot Program this year, helping landlords and tenants resolve nonpayment of rent cases through dispute resolution and access to rental assistance and legal aid.



1,143

community members served

3x the previous year



242

hours of mediation

2x the previous year



79.3%

of mediations came to an agreement outside of court



Serving our Entire Community

18% of DRC clients (when known) and 83% of DRC staff identify as a race or ethnicity other than White

A majority of the staff is bilingual (English-Spanish)

17% of Parenting and Marriage Dissolutions serviced also included trauma-informed services around Intimate Partner Violence

38.1% of people served are at or below the Federal Poverty Line

A Message from our Executive Director



In 2022, our Center expanded our capacity, serving more than three times the community members than in 2021. Part of that reach was the 704 people, both landlords and renters, we worked with to stabilize housing through the Eviction Resolution Pilot Program.

Within this substantial growth, we ended the year having broadened our support for people's self-determination, nurtured powerful collaborations within our community, and built a more resilient and nimble organization. This year's work also created clarity for our Center in the scope of what is needed from us to support our local community in managing conflict and strengthening dialogue that leads to solutions.

We've long been aware of both the strengths and the complexity of this community. In our area, we are talented and resourceful, creative and compassionate. But there is also profound need and trauma distinct to our community. We serve a community that often isn't coping with one conflict, but a range of challenges—a shrinking job market with housing shortages; gaps in transportation and services; and increasingly extreme division in our community.

Our trauma-informed work recognizes this space, and we are continually adapting to remove barriers, rise to these unique needs, and serve more people and more kinds of people. By listening closely to clients, we adjusted internal processes around their needs and added staff and training to better support self-directed solutions. We have for many years served as a community connector to resources. Beyond handing over information, last year we directly connected hundreds of people with job resources, substance abuse help, and rental assistance.

In 2023, the Eviction Resolution Pilot Program will sunset, but housing stability has been for many years, and will continue to be, a core part of our service, including expanding capacity on our re-entry program that provides certification for renters after incarceration. We are also launching The Dialogue Project to help locals reconnect to listening and to build skills around dialogue and conflict.

Conflict management, mediation, and training continue to stand at our core. We're expanding that impact and building conflict resolution capacity through partnerships and community work. We're looking forward to another year of mapping out common ground and helping people develop solutions that work for their own lives.

Astrid Aveledo
Executive Director

A FOUNDATION FOR STABILIZING LOCAL HOUSING

Housing stability conflict resolution services, including the Eviction Resolution Pilot Program (ERPP), are an opportunity to pause to look for solutions before court and can help individuals move beyond cycles of unpaid rent and eviction notices to stable situations for both renters and landlords.

Housing stability includes mediations between tenants and landlords or between roommates or neighbors, but many cases are resolved directly between and by the people involved before mediation with the support of the DRC.

Eviction Resolution Pilot Program 2022 Impact

Through conflict resolution services and support in access to legal aid, rental assistance, and other resources, our ERPP Specialists supported landlords and tenants in navigating difficult conversations due to non-payment of rent in Grays Harbor, Pacific, and Wahkiakum Counties.

We worked with hundreds of local people to explore solutions for housing, stabilizing rentals for tenants and property income for landlords. ERPP services also build conflict resolution skills and often, new understanding between people in our community.



704

People Served

7x the previous year



88.33%

Tenancy

Maintained



90%

Settlement

Rate



98.48%

Cases Where Rental

Assistance was Secured

Creating a Pathway Back into Stable Housing

Our Renter Certification program launched in 2022 in Grays Harbor, Pacific, and Wahkiakum Counties, supporting folks re-entering their communities from involvement in the justice and corrections system. The program provides education on fair housing and communicating about barriers with landlords and offers free conflict resolution services to any landlord who houses a 'renter certified' tenant.

80.2%



OF PAST CLIENTS SAID MEDIATION HELPED THEIR SITUATION.*

*Resolution Washington State Data

Community Building through Learning from Each Other

Our community mediation service allows people to focus on the issue in the context of their own needs and situation while communicating about a conflict. Often the end goal is an agreement accepted by all, but the journey to that resolution is also an opportunity to strengthen our communications skills, learn about conflict styles, and repair relationships.

In addition to our needs-based mediation and dispute resolution services, we work to strengthen the community and support people with training opportunities, restorative gatherings, and other community building work.

Restorative Circles

In January 2022, we started to offer a version of our Stronger Together program in Spanish. The Stronger Together program is a restorative, community-based program designed for people 12+, teens and adults. Monthly Stronger Together and Nuestras Historias community learning circles bring together participants to build relationships with one another, further strengthening community bonds.

We also held a Summer Restorative Community Gathering in person this summer.



Special thanks to our Sponsors, TwinStar Credit Union and Rayonier who made these gatherings free to the participants.

Community Building Partnerships

We have bolstered our partnerships with government, community, and tribal organizations to enable communities with limited access to resources to be better served. Our collaborations in 2022 included working with local Latinx-focused organizations to better understand needs and barriers, and continued partnership and programming with the Quinault Tribal Court and Wellness Courts, and with Grays Harbor Therapeutic Court.

The Dialogue Project

In late 2022, we received seed funding for The Dialogue Project, a three-year collaborative project to improve our ability to engage in dialogue and develop solutions to issues from within our local community. Through our Harborside Chats, a series of 15 guided dialogue sessions supported by dispute resolution specialists and trained members of our community, we can again learn to listen and collaborate to find lasting and effective solutions to conflict.

In advance of the 2023 launch, we are focusing on shaping the project through technical advising and community conversations, hiring support staff and developing partnerships including with Braver Angels. We are also inviting members of the community to join us in participating as advisors, facilitators, and sponsors who will all help our whole community change the way we talk with and listen to each other for years to come.

Join us as an Advisor Circle member or learn to facilitate! www.drcghp.org



"I felt completely comfortable and heard, even when certain subjects were very difficult to talk about. Donna did a great job navigating the meeting in a professional way."

- Mike Crain

Grays Harbor's People

Raymond Gregson



Raymond Gregson

“You have literally taken me from homelessness to hope with all that you have done.”

Raymond has gone much further with his hope, investing in himself and building his own self-determination and resources to invest back into his family and his community. Raymond was referred to our DRC for a class with his daughter and eventually came to work with us as a Community Guide. Here is Raymond’s story:

As a single father with many personal issues and struggling to connect with my daughter at the time, the “We Are in This Together” class was nothing less than a blessing.

The impact, tools, and skills that my daughter and I received live on with us today. I saw opportunities to better my life and become a healthy part of the community, so went on from there to [attend] “Stronger Together” and “Basic Mediator Training,” which I was afforded a scholarship to.

The communication skills and understanding I have learned from the DRC has broken a generational problem that my family was experiencing. If not for the DRC, this could have turned out completely different for my family and myself. I have even learned that you can find trust and support from a system that is often siloed and fragmented.

Thanks to all your support, I have become a certified peer counselor, a family partner tri-lead for our “Family Youth System Partner Roundtable” program and my daughter is the youth tri-lead for that same program in our five-county region. I am on Washington State’s Substance Use Disorder Certification Advisory Committee and am an active member of the Washington Fatherhood Council. I started a business called Growing Your Mindset where I facilitate a class called Unlocking Your Potential. I would like to say thank you for being a big part of the foundation that I have built my new life from.

*Raymond Gregson with
Felicia G. Mullins,
Project Manager,
The Dialogue Project*





STAFF

Astrid Aveledo Executive Director
Shakti González Mediation Case Manager
Kristine Torset Community Educator and Mediator
Felicia Mullins Dialogue Project Manager
Dawn Hagopian Eviction Resolution Program Coordinator
Karol Rivera Eviction Resolution Specialist
Gladys Beltran Eviction Resolution Support
Raymond (Ray) Gregson Community Guide

*Thank you 2022 staff:
Julie Overby, Eviction Resolution Specialist/ Resolution Support*

Board of Directors

Jessica Molina, President Grays Harbor Public Health/
Grays Harbor RISE Coalition/ Circulo de Mujeres
Jason Vilaysanh, Secretary Northwest Justice Project
Allison Beauchamp, Treasurer TwinStar Credit Union
Derek Bumrungsiri, Board Member TwinStar Credit Union
Leona Colegrove, Board Member Quinault Tribal Court
Pierre Augare, Board Member Taala Fund

*Thank you to our past Board Members:
Paul Turner, Former President Grays Harbor College
Ashley Bowie Gallegos, Board Member Grays Harbor College*

Vision Statement

*Create a community able to solve its own
conflicts in a meaningful way.*



Mission Statement

*Bring people together to build lasting
and effective solutions to conflict.*



OF GRAYS HARBOR & PACIFIC COUNTIES

THANKS TO OUR SUPPORTERS!

Thank you to Dr Ruyle and Twin Harbor Eye Center for supporting our office space.



COMMUNITY LEVEL SUPPORTERS

Kathleen Kachman and Derek Bumrungsiri
Jean Morrison and Dacia Morrisonbuck



CHANGE LEVEL SUPPORTERS

Tanya German
Sarah Glorian
Felicia Mullins
St Mark's Episcopal Church
Ricky Walsh



CARE LEVEL SUPPORTERS

Anonymous
Lorna Grover
Jessica Molina
Bill Monahan
Emily Popovich
Jeff Ramberg
Rae Sherk
Morning Star Family Farm
Jason Vilaysanh

Thanks to all the online donors for Kris's Birthday Fundraiser