

ANNUAL REPORT

2020

DISPUTE RESOLUTION CENTER OF SNOHOMISH COUNTY

SNOHOMISH COUNTY SURCHARGE CONTRACT

Submitted by
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BACKGROUND / INTRODUCTION TO THE DRC

The Dispute Resolution Center of Snohomish, Island, and Skagit Counties (DRC) is an alternative justice center with extensive experience as a mediation and training program. The DRC was founded by Volunteers of America in 1982 as the Rental Housing Mediation Service and serves as the Fair Housing Counselor for Snohomish County. In 1984 it became the first dispute resolution center in the State of Washington pursuant to the federal 1984 Court Improvement Act. In 1990 state legislation RCW 7.75 was established to provide a funding mechanism to establish dispute resolution services across Washington. In 1992, VOA service was expanded to include Island County and in 2009 services were extended into Skagit County. Since 1982, the DRC has been instrumental in the development of other dispute resolution programs on both a state and national level including recently demonstrating leadership on a number of issues that affected mediation throughout the state of Washington. Our 2020 focus was primarily on court access, homeless prevention and housing stabilization services. The DRC currently operates with a staff of 30 (COVID Prevention response) and approximately 45 volunteers who serve as intake counselors, conciliators, mediators, facilitators, and trainers. Throughout 2020, the DRC focused on establishing online access to the courts. In March we transitioned staff home. In April we connected to Resolution WA and began transitioning the 40-hour basic mediation training online across WA. We managed to keep about 50% of our volunteers. We continue to create customized trainings to meet community needs which include a combination of conflict resolution and communication skills. This past year we transitioned our 6-hour Trauma Informed Practices for Homeless Service Providers online. We believe Commerce will cancel this contract due to funding. We are in partnership conversations as to how we can keep this core training available given the amount of trauma all are experiencing in response to COVID. In 2015 the DRC implemented only the 2nd known Homeless Prevention program in the nation to use Mediation by partnering with Snohomish County to provide Prevention Navigators to negotiate between landlords and tenants at risk of becoming homeless. We remain a strong community partner and continue to look for new ways to serve the communities conflict resolution needs. Our center was the lead agent to help establish the Washington State Supreme Court Eviction Resolution Program. This program ensures access to rental assistance, legal services and mediation prior to filing an unlawful detainer across WA state. With passage of SHB 5160, Eviction Resolution Services will be available for the next 2 years.

Mission. The mission of the DRC is to provide quality dispute resolution services and education to all members of the community. The center promotes, teaches and encourages the use of conflict resolution principles whenever appropriate. Services include: training and certification of mediators per RCW 7.75, information and referral, conciliation, mediation, large group facilitation, conflict coaching, restorative practices, ombudsman services and customized consultation services.

Qualifications / Certification. Mediators complete an extensive Practicum and Certification process in order to qualify as mediators for the DRC. The required training consists of 40 hours of Basic Mediation Training with an intensive written exam; 24 hours of Family Mediation Training with a 4-hour court observation; and attendance at

on-going in-service trainings. The Practicum program consists of a one year to 18 month internship program which includes observing at least six actual mediations, co-mediating at least 12 mediations with experienced mentor mediators, and successfully passing a Professional Standards mock mediation exam. Evaluation and training for mediators at the DRC is an on-going process of mentorship, quality assurance with both peer and client evaluation.

Training / Education Services. The DRC has a nationally recognized training program in Alternative Dispute Resolution. Trainings include the highly rated Basic Professional Mediation Training; Family Mediation Training; Large Group Facilitation Training; School Trainings; Conflict Resolution in the Workplace; Building Trust in the Workplace; and Communication Skills for Effective Leaders. In an effort to meet the needs of more of Snohomish County’s residents, the DRC has developed products such as books and DVDs that allow individuals to learn at their own pace and at a convenient time that works for busy schedules.

Mediation / Facilitation Services. Overall, the DRC handles a wide spectrum of cases and works with a diverse population. Referrals come from the courts, government agencies, police, attorneys, businesses, schools and various other sources. The types of cases include family, parent/teen, parenting plans, neighbor, fair housing, foreclosure, homeowner associations, landlord/tenant, real estate, schools, consumers, property, employment disputes, commercial, organizational and large group/public policy disputes. Unique in the nation, the DRC established a mediation program at the Washington State Reformatory Unit (“WSRU”) located in Monroe where inmates were taught how to mediate and resolve disputes inside of the prison. While this program is popular, we suspended services in 2016 due to lack of funding.

Court Services. The DRC operates as an alternative to the court system and provides services to District, Superior and Juvenile courts. In 2018, Everett District Court implemented a local rule moving Small Claims Court at Everett Division to Cascade and Evergreen Divisions. We provide mediation services to the South Division District Court and Evergreen District Court every other week. In 2015 we began services at the Arlington District Court once a month. With the Everett Division changes we have added a second mediation hearing at Cascade Division beginning January 2018. We use a combination of staff; paid court leads and volunteer mediators to successfully implement the program which resolves a minimum of 60% of all cases annually. 75% of cases have been reported to not go onto trial when a 30 day cool off period is allowed after mediation.

The Superior Court refers low-income families to mediation for family, dissolution, parenting plan modifications and new parenting plan cases. Based on the success of mediation, in 2010 the Superior Court implemented “mandatory mediation” prior to trial. The implementation of mandatory mediation put a burden on the DRC resources as no new funding support was provided. The DRC saw a drastic increase in families in poverty needing mediation services with no means to pay for services. In 2011 the DRC qualified for funding under CSBG needs assessment which paid for and FTE (.5 Spanish and .5 English Intake Councilors) to offer free mediations to community members at

125% poverty level. With this funding the DRC provided between 80-100 free mediations annually from 2011-2014. Unfortunately, the new needs assessment no longer identifies “legal” as a needed resource. We will be meeting with the legislators in 2021 to continue the conversation of long-term funding strategies for DRC family mediation services.

The Juvenile court refers At-Risk-Youth, parent/teen and other youth cases to the Center. The DRC works to resolve disputes at the earliest possible level in an effort to reduce the caseloads of the court system and to save the time and expense of court. There has been a request from the Public Defender and Prosecutors Office to offer mandatory mediation for At-Risk-Youth and CHINS (children in need of services). The process needs to be formalized and funding identified to establish an impactful program.

Consultation Services. The DRC works to develop conflict resolution systems and grievance policies for clients such as: businesses, schools, universities, and city/county/state/federal agencies. Clients have included the Equal Employment Opportunity Commission; the Federal Mediation Consortium, the National Oceanic Atmospheric Association, the Tulalip Tribes of Washington, the Washington Association of Realtors, and the Washington State Department of Corrections. To illustrate, the DRC customized a conflict resolution training that met the unique demands of Snohomish County Fire Department and the City of Everett.

I. SERVICE DESCRIPTION

A. Major Goal:

The over-riding goal of the DRC is to reduce conflict, strengthen the community and the community’s relationships. We work with people in various situations and levels of a dispute to resolve their issues—from minor disagreements to the threat of court action, dissolution or homelessness. We strive to resolve people’s problems at the earliest possible level in an effort to improve community and family relationships.

B. Objectives:

-Community Outreach: Information about the DRC and conflict resolution services given to community groups and individuals. **Currently understaffed.**

-Provide Information, Referral and Conflict Resolution services by a trained staff of intake counselors who respond to client concerns by problem-solving, conflict coaching, and providing information and referral. Counselors conciliate between disputing parties and schedule mediation cases. Counselors also provide information regarding state and local laws pertaining to fair housing, discrimination, landlord/tenant, and mobile home issues.

-Reduce caseload of courts & community conflicts by reducing the number of disputes and cases filed in court as well as by providing mediation services in the courtrooms. RCW 7.75 requires we provide services based on ability to pay.

-Assist Families in Dispute by providing education and mediation services to families in dissolution, for establishing and modifying parenting plans, parent/teen, sibling and elder care mediation among other issues.

-Assist At-Risk-Youth / Teens by providing mediations for parent/teen and family disputes. We receive active referrals from Juvenile Court.

-Provide Housing Information & Dispute Resolution Services we stabilize households by providing information about landlord/tenant and fair housing laws, and by conciliating housing disputes between landlords and tenants. These informal services were expanded and formalized under contract with Snohomish County Human Services to prevent homelessness for households 30% AMI and under. These intensive homeless prevention services allow 30 days to prevent or rehouse tenants facing homelessness.

-Provide Education: Training in conflict resolution and mediation: Basic Mediation Training, Family Mediation Training, Large Group Facilitation, Resolving Conflict in the Workplace, Building Trust in the Workplace, Communication Skills for Effective Leaders, Landlord/Tenant & Fair Housing Law Seminars. We also offer Restorative Practices and Trauma Informed Care Trainings.

-Provide community service opportunities by recruiting and training volunteers to act as community mediators (neutral third parties), to assist community members to resolve their differences at no charge or sliding fee scale, through the mediation/conciliation processes.

-Provide Rental Housing Mediation Service by having intake counselors available to Snohomish County residents for landlord-tenant/fair housing information and free resources such as mediation and conciliation which allows parties to resolve conflict at the earliest possible stage to avoid unnecessary homelessness in the County. Issues resolves often include repairs, mold, and relationship disputes with other residence or roommates.

-Develop Conflict Resolution Tools: by collaborating with professionals in the field to produce books, DVDs, and manuals that allow individuals with busy schedules to learn at their own pace as well as individuals to polish their skills. We now offer online parenting classes through Snohomish, Skagit and Island counties.

C. Method of Approach

The level and type of response/intervention that we provide is determined by the needs of the client. The spectrum of activities ranges from simple information exchange to complex problem-solving and conflict resolution techniques. We may intervene on several levels.

Case Flow Chart: Levels of Intervention & Response:

I. Level One: Outreach/Education/Training

- a) Inform community (services, resources)
- b) Educate community (fair housing, landlord/tenant law, etc.)
- c) Train individuals & organizations
- d) Coordinate with other Agencies/Services

II. Level Two: Client Contact--Telephone

- a) Intake Counselors Assess Needs of Client
- b) Discuss Situation/Problem
- c) Provide Conflict Coaching
- d) Provide Referrals (legal)
- e) Provide Information
- f) Explore Options

III. Level Three: Conciliation

- a) Counselors work to resolve the problem/dispute
- b) All parties involved are contacted by phone and email
- c) Information is exchanged through Counselor
- d) Possible solutions are explored & developed
- e) Parties agree to resolution

IV. Level Four: Mediation/Conflict Resolution

- a) Case Set-up and document collection
- b) All parties informed of mediation as an option
- c) Case scheduled between all parties
- d) Mediators convene mediation sessions
- e) Problems/perspectives stated, options developed
- f) Communication, negotiation, problem-solving
- g) Settlement Agreement/Resolution

V. Level Five: Facilitation/Groups/Communities

- a) Intervention determined by needs of clients/groups
- b) Facilitator designs intervention (e.g. Group process, planning, goal-setting, problem-solving)
- c) Case Set-Up
- d) Facilitator convenes group
- e) Resolution &/or Next Steps

VII. Level Six: Evaluation & Follow-Up

- a) Evaluation Forms completed after each case
- b) Follow-Up Surveys completed by phone
- c) Information shared with staff and mediators for continuous process improvement

II. ANALYSIS: FUTURE MEDIATION SERVICE NEEDS

A. Overview

2020—COVID response. In March we moved staff to remote services and began transitioning all services online. This included coordination with Snohomish, Island and Skagit County District Courts for Zoom mediation during court hearings. Multiple meetings and practice sessions occurred all while training the mediators in the new Zoom platform. Partnerships with the National Association for Community Mediation, the Mediation Lab in HI and Resolution WA allowed us to quickly transition online with services and training. All in-person services are now available online.

The Supreme Court of Washington established an Eviction Resolution Program with key partners including Superior Court Judges Association, Office of Civil legal Aid and Dispute Resolution Centers, inviting landlord and tenant advocates to provide input into the program that will prevent mass eviction when the eviction moratoria end. With passage of SHB 5160 DRCs will be available for 2 years for Eviction Resolution Services.

The DRC Homeless Prevention Services exploded this year going from 5 staff to 25 staff and from 90K in rent assistance to 19 million in only 6 months. We anticipate our focus of 2021 will be supporting the community with homeless prevention services and other housing stabilization services. We are receiving calls from housing providers locally who are experiencing increased violence and conflict. De-escalation trainings have been requested and coordination with police relationships.

We anticipate our major service areas will continue and include: Mediation and Training; Facilitation Services, Fair Housing Counseling and referrals, Landlord/Tenant Information and Counseling, Conciliation services, Court services, Family Mediation Services, Homeless Prevention and Home Foreclosure Mediation. Growth trends truly exploded in 2020 especially in the areas of housing and family mediation services.

The surcharge collected on District Court Civil and Small Claims filings has decreased from a high of \$158,000 in 2009 to a low of \$104,000 in 2017. We will operate on \$119,000 in 2019. Additionally we have significant increases in our operating expenses since 2013. Our Occupancy increased by \$60,000 and our IT costs increased by \$40,000. In order to offset the decreasing filing fees and increasing costs, we have made significant cuts to staffing and programming to maintain services to the community. The following positions were eliminated: 1 FTE Outreach/Assistant Trainer; 1 FTE Program Manager; .5 FTE Family Intake Counselor; 3 contracted Small Claims Court Leads; 1 contractor for the Monroe Correctional Complex Re-entry and Mediation Program (Eliminated Program in 2017). In 2019 we eliminated an additional 1FTE Multi-cultural Mediation manager; 2 FTE Trainer/Mediators (renter certification and housing retention).

If DRCs successfully navigate the legislative session, we should see an increase in base DRC funding for services. We will return staffing levels and provide services responsive to COVID, housing, and reducing community violence. Free trainings will be available widely.

We continue to see a growing demand in Snohomish County for workplace mediation/facilitation services and training for organizations of varying sizes which includes both for profit, non-profit and governmental organizations. We partnered with Leadership Snohomish County to promote these services on a fee-based model. We've received multiple requests from schools to provide Restorative Practices and Peer Mediation Trainings. We currently provide these services on the school's ability to pay. Other requests for services include Civil Dialogue Training and our most requested Trauma Informed Services for Homeless Service Providers. We continue to seek private market partnerships to bring free training to our community.

B. Specific Trends

Population Trends: Total Snohomish County population in 2010 was 713,335 according to the United States Census. This is following the highest decade of growth that Snohomish County has even seen. In 2019 the population was reported by the Census at 822,083, a 15% growth. Some of the growth trends that have been noted for Snohomish County include a steady increase in population with continued influx of immigrant populations, specifically Hispanic and Latinx, which now make up 11% of the population.

Court Caseload: The courts continue to rely on our services to decrease their caseload which indicates a continuing need for mediation services. We provide mediation prior to small claims trial and resolve 60% of cases at that 1st appearance. The judges have reported close to 75% of cases do not show up for trial. Increasingly, judges see our services as an invaluable tool in providing effective services to the overburdened court system and community. Now that we are online, we predict services may always continue as an option.

Family Court Mediation: In 2010, Snohomish County Superior Court implements Mandatory Mediation for all dissolutions with children. No funding for DRC was identified; our caseload increased from 100 cases annually to 300 cases annually. We have carried this unfunded mandate for as long as we can. A majority of our clients are the lowest income Pro Se litigants' in our community. As mandated by RCW 7.75 we provided services based on what each person can pay. Most pay around \$75 based on HUD income guidelines. This has been a tremendous benefit to the community since it allows a separating couple a chance to sit down with professional mediators and create a parenting plan which supports their children. There are significant benefits to the courts as full and partial settlements (DRC settles 75-80% of all Family Mediation Cases), reduce trial time, saves on interpreter costs, and saves the county and community members money. **Our Multicultural Mediation Program has been underfunded for years and in 2019 we could no longer afford to offer services. We settled an average of 30 cases per year with full settlements. This will be re-established if DRCs receive legislative funding this session.**

Foreclosure Mediation: In 2011, we implemented the Home Foreclosure Mediation Program as part of the Foreclosure Fairness Act. Our peak caseload was a little over 300; today we average 40 cases per year. This program was designed with resources for the DRC. Legislation allows us to charge \$300 per party. The flexible fees from this program help stabilize the DRC and funded other underfunded programs (Family Mediation including our Spanish Mediation Program). The program was suspended at the beginning of COVID while Commerce and stakeholders considered programmatic changes in response to COVID housing crisis. DRCs have provided input to Commerce and Legislators on the most effective practices and challenges with current Foreclosure Fairness Act. We believe resources will be available in the coming years for these housing stabilization services.

Eviction Resolution Program: Currently under pilot in partnership with Administrative Office of the Courts and Superior Court to provide Eviction Resolution Services including conciliation, connection to COVID rent assistance, mediation, and referral to legal services including meet and confer.

Restorative Practices (RP): DRCs are being approached to bring Restorative Practices to our schools to address Disproportionate Discipline and other Social Emotional needs. We are in collaboration with Resolution Washington, the statewide association of DRCs and OSPI to implement a statewide standard for RP based on ACEs and Trauma Informed Care. In February 2017 the DRC participated in a statewide training with national RP expert Joe Brummer on a Restorative Practices model for Washington State that can be brought into any school system looking to transform from a punitive model of discipline to a restorative model. While no funding has yet been identified, we support all community programs where Trauma Informed Care, Resiliency, and Restorative Practices are being implemented.

At-Risk-Youth / Teens: The DRC provides mediation services for parents/teens as well as at-risk-youth at no cost to either party.

Housing Trends: Housing continues to be an area of instability in Snohomish County. The DRC has worked hard to establish itself as a valuable resource in stabilizing housing as demonstrated through our 40 years providing landlord/tenant, fair housing education, information and conflict resolution services. Beginning in 2011 the DRC is a partner in Snohomish County's Investing in Futures. In 2013, we worked in partnership with Snohomish County Human Services Office of Community and Homeless Services to create a Homeless Prevention Navigation Program. This program allows us to stabilize families in their homes when an eviction has been received through negotiations with landlords.

III. ORGANIZATIONAL PROFILE / EMPLOYEES

A. Organizational Profile:

The Dispute Resolution Center at Volunteers of America has capable, experienced staff whose mission it is to serve the people of the community. The staff consists of Intake Counselors; Trainer; Practicum Supervisor; Program Managers; Director of Operations and Senior Director.

The program also utilizes about 45 Volunteer Mediators and 2 contractors to provide services at District Court Small Claims Pre-Trial Mediation. The staff supervises, trains, coordinates and supports all volunteers. The approximately 5,000 to 5,500 calls received per year are extremely complex and require several staff to support their work. In 2020 our volume increased by 5000 doubling our caseload (COVID Prevention response).

B. Staff Profiles:

Senior Director: *LaDessa Croucher, BA Communication Studies, The University of Montana, Certified Professional Mediator and Ombudsman.* Directs and develops all programs for the Dispute Resolution Center of Snohomish, Island and Skagit Counties.

Director of Operations: *Donnell Austin, Certified Professional Mediator. Certification in Non-Profit Management and Project Management from Everett Community College.* Provides direction and coordination of all programs for the Dispute Resolution Center of Snohomish, Island and Skagit Counties.

Practicum Manager: ***Vacant***

Program Manager: ***Vacant***

Multicultural Mediation Manager: Vacant

Trainer: currently utilizing 3 contract trainers with extensive training and mediation experience.

Training Coordinator: *Tiffany Littlefield*, background in marketing, sales, and customer service helps clients access all training services.

Intake Counselors: *Lisa Yant*; Works hand-in-hand with clients to identify their conflict resolution needs and establish services. **Cut from 2 FTE to 1 due to lack of funding in 2016.**

Early Resolution Specialist: Works together with tenant and landlord to identify and resolve their housing needs during the COVID-19 public health crisis.
Felicia Staub, BA Psychology, University of Pennsylvania, Certified Professional Mediator, Washington Mediation Association Board of Directors. Coordinates Early Resolution Program.
Cheryl Wagner – BA in Psychology, University of California, Los Angeles; Certified Professional Mediator since 2002.
Robin Rollando- Mediator in training,
Debbie Russell- Mediator in training,

Volunteers: 45 Professional Volunteer Mediators, Presenters and Trainers.

C. Reports, Evaluation & Statistics:

Tracking System: A customizable online software “Case Manager” compiles data in terms of statistics, client profiles, demographic information, etc. This software is endorsed by the National Association of Community Mediation.

Statistical Analysis: Statistical reports are generated including: the number of contacts, clients served, conciliations, information calls, referrals, mediation cases, etc.

Qualitative Analysis: Summary reports provided by caseworkers, mediators.

Evaluative Feedback: Clients assess services after each session.

D. Coordination with other Agencies:

- ***Snohomish County Legal Services:*** Will continue joint efforts at providing legal resources to low-income residents of Snohomish County.
- ***Denney Youth Center:*** Parent/Teen Mediations. At-Risk-Youth referrals to DRC for conflict resolution and mediation services.

- *Snohomish County Court Facilitator*: The Family Court Facilitator, refers clients to the DRC for establishment and modification of parenting plans and family mediation services.
- *Court Commissioners*: Referral of family/youth, anti-harassment cases to mediation at the DRC.
- *Washington State Reformatory*: Prison issues and mediation. Maintaining and expanding successful mediation and re-entry program at the Washington State Reformatory. **Program suspended due to lack of funding.**
- *Other Programs within the Volunteers of America*: Basic Needs, Behavioral Health, Personal Support Services, and Child & Youth Services.
- *Investing in Futures*: DRC will continue to participate in Snohomish County Investing In Futures initiatives and provide conflict resolution services to support successful outcomes.
- *Snohomish & Everett Housing Authorities*: Referral Source.
- *Snohomish County District & Superior Courts*: Referral Source and we provide direct services on site and at the DRC which reduce court caseload.
- *Department of Social and Health Services*: Referral Source.
- *City of Everett*: Mediation services, Rental Housing Mediation, Fair Housing
- *Island County*: Serve as the Island County Dispute Resolution Center
- *Skagit County*: Serve as the Skagit County Dispute Resolution Center

V. DRC CASELOAD STATISTICS:

A. DEFINITIONS

Total Calls: All contacts received by the DRC—including phone & court contacts. At the DRC this is referred to as “Intake”.

Calls where no Case was opened: Of the total calls received during the quarter, these are the number of calls where a case was not opened (a 2nd party was not contacted.) They may be:

Referred Out: Caller is given appropriate referrals (i.e., legal)

Information Provided Caller is given information

Problem Solving: Caller is helped to resolve problem.

Cases Opened: A Call becomes a Case when the DRC contacts a 2nd party.

Cases Closed: Any case which is closed as below.
(This includes some cases which were opened in prior time periods.)

Cases Still in Process: Any case which has been opened but not concluded. (This includes carry-over cases from prior time periods as well as cases opened during this time period)

Case Closed: A case is closed when either of the following occurs:

1. “Cases Using DRC Services”

Mediation / Conciliation / Facilitation.

2. “Cases Not Utilizing DRC Services”

A Second Party Declines / The Agency Declines /
First Party Withdraws

Referral Sources: Who referred a client to the DRC.

Cases Resolved: Cases that used DRC Services and completed case.

B. Contract Goals January- December 2020

2020 VOAWW DRC Surcharge Contract

2020 Contract Goals	2020 Actual Accomplishment
3,500 Total DRC Calls	16,597 Total DRC Calls
1,250 Total DRC Cases Opened	683 Total DRC Cases Opened
600 Cases Utilizing Non-Mediation Service	6,609 Cases Utilizing Non-Mediation Service
50 Cases Conciliated	331 Cases Total Conciliated
600 Cases Mediated	282 Cases Mediated
55-65% Settlement Rate*	61% Settlement Rate* (includes partial and full settlements)
800 Total Trainees Trained	422 Total Trainees Trained
4,100 Total Volunteer Hours	1782 Volunteer Hours

*Mediation is a voluntary process although proven to be effective in helping parties resolve conflict. As a voluntary process the parties have complete control over the settlements that occur in mediation. Thus, mediation settlement rate should only be considered as a guideline rather than a goal. The quality of a dispute resolution center’s mediators or mediation service cannot reliably be gauged on this indicator alone but can only be used as a comparison with state or national settlement averages.

C. CASELOAD SUMMARY REPORT January- December 2020

Total Calls: 16,597 Calls/Contacts

These are the total calls/contacts received during the year.

Of these 16,597 Calls:

683 Calls resulted in a case being opened.

15,914 Calls did not result in a case being opened.

2,121 Calls were referred out/information given.

13,793 Calls were helped with problem-solving.

D. CLIENT SURVEY REPORTS

Procedures

Client evaluations are handed out at the end of each mediation session and clients are asked to fill them out at that time or to send them in to the DRC at a later time.

Evaluation Survey:

The Evaluation survey asks the client eight questions:

- 1. Please indicate the topic of your dispute.*
- 2. Did your mediation result in a settlement?*
- 3. Are you satisfied with the terms of your agreement?*
- 4. Do you feel the mediators were fair, impartial and professional with all parties?*
- 5. Did the mediators help you gain better understanding of the issues involved in the conflict?*
- 6. Did the mediation help you communicate more effectively with the other person(s)?*
- 7. Was the situation improved by mediation?*
- 8. Would you recommend the DRC mediation process to others?*

Evaluation Results

The evaluation results for the year 2020 were once again extremely positive about the mediation process and the service provided by the DRC. The results are reflected in the statistics attached below. Particularly, the majority of the clients were highly pleased with the mediation, the mediators, and would recommend the process to others.

73% of DRC mediations resulted in a full or partial settlement.

89% of the clients felt that the Mediators were fair and impartial and professional in handling the dispute. The remaining 8% reported “Somewhat” and 3% said “No.”

Approximately 86% would be likely to recommend the Mediation Process to others. The remaining 13% were undecided, 1% said no.

This speaks to the high quality of service which the DRC provides; the professionalism of the mediators; and the highly effective mediation process.

Client Survey Results: Year 2020
Dispute Resolution Center of Snohomish and Island Counties

Did your mediation result in a settlement?

****71% of cases resulted in full or partial settlement***

Yes	No	Partial	Total
*45%	29%	26%	100%

Are you satisfied with the terms of your agreement?

Yes	No	Undecided	Total
55%	12%	33%	100%

Do you feel mediators were fair, impartial and professional with all parties?

Yes	No	Somewhat	Total
89%	3%	8%	100%

Did the mediation help you gain a better understanding of the issues involved in the conflict?

Yes	No	Undecided	Total
53%	23%	24%	100%

Did the mediation help you communicate more effectively with the other person(s)?

Yes	No	Somewhat	Total
58%	14%	28%	100%

Was your situation improved by mediation?

Yes	No	Somewhat	Total
41%	26%	23%	100%

Would you recommend the DRC mediation process to others?

Yes	No	Undecided	Total
86%	1%	13%	100%