

Dispute Resolution Center OF THURSTON COUNTY



WE ARE
Peacemakers



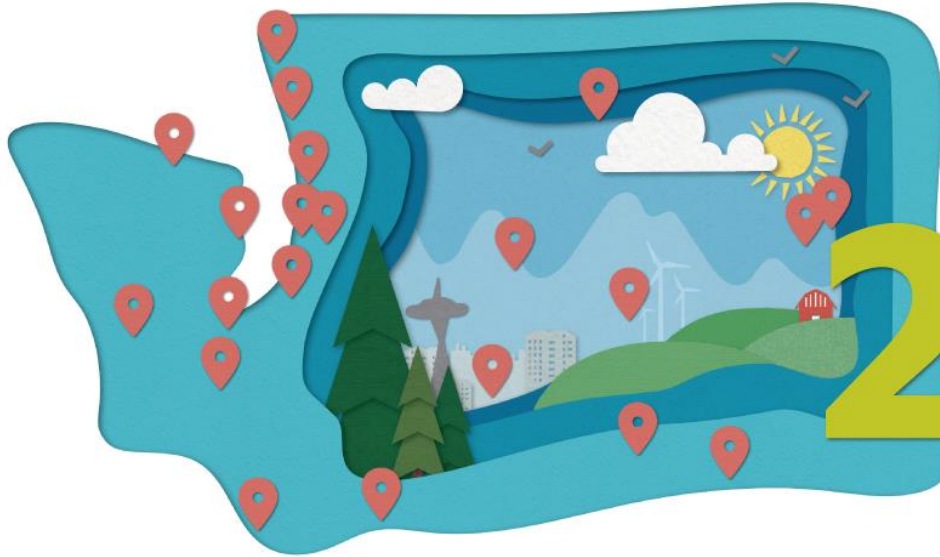
Our Vision:

We envision a South Sound community that has and uses healthy and respectful communication and conflict resolution skills.





Resolution Washington



21

DISPUTE
RESOLUTION
CENTERS
ACROSS THE
STATE

#RESOLUTIONWA

info@mediatethurston.org
(360) 956-1155



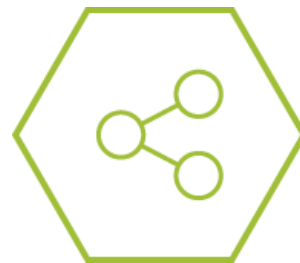
1964 Civil Rights Act:

Section 10 of the Civil Rights Act of 1964, embedded mediation in a community-led, process for dispute disruption and disturbance resolution. Neighborhood justice centers were created to focus on equal rights and democracy. This federal commitment remains significant to the peace-building infrastructure in the United States today. Though no longer housed within the Department of Justice, the neighborhood justice centers of that era are today's community mediation centers, including the Dispute Resolution Center serving Thurston and Mason Counties.

About the Dispute Resolution Center:

Serving Thurston & S. Mason Counties since 1991, in these areas:

- Conflict Resolution
- Conflict Prevention
- Youth Services



About the Dispute Resolution Center, cont.

Conflict Resolution

- *resource line, offering coaching & referral*
- *conciliation / phone negotiation*
- *mediation & facilitated dialogue – can include small claims, family law, workplace, housing and more.*



About the Dispute Resolution Center, cont.

Conflict Prevention

- *group facilitation*
- *training, which includes mediator-track as well as community and custom training*



About the Dispute Resolution Center, cont.

Youth Services

- *peer mediation training & support*
- *conflict resolution & restorative practices training for staff & educators*
- *training for youth-oriented organizations*



We are responsive to our community.

Conflict resolution is essential to preventing conflict, attending to it, & healing communities.

The DRC's role remains vital.



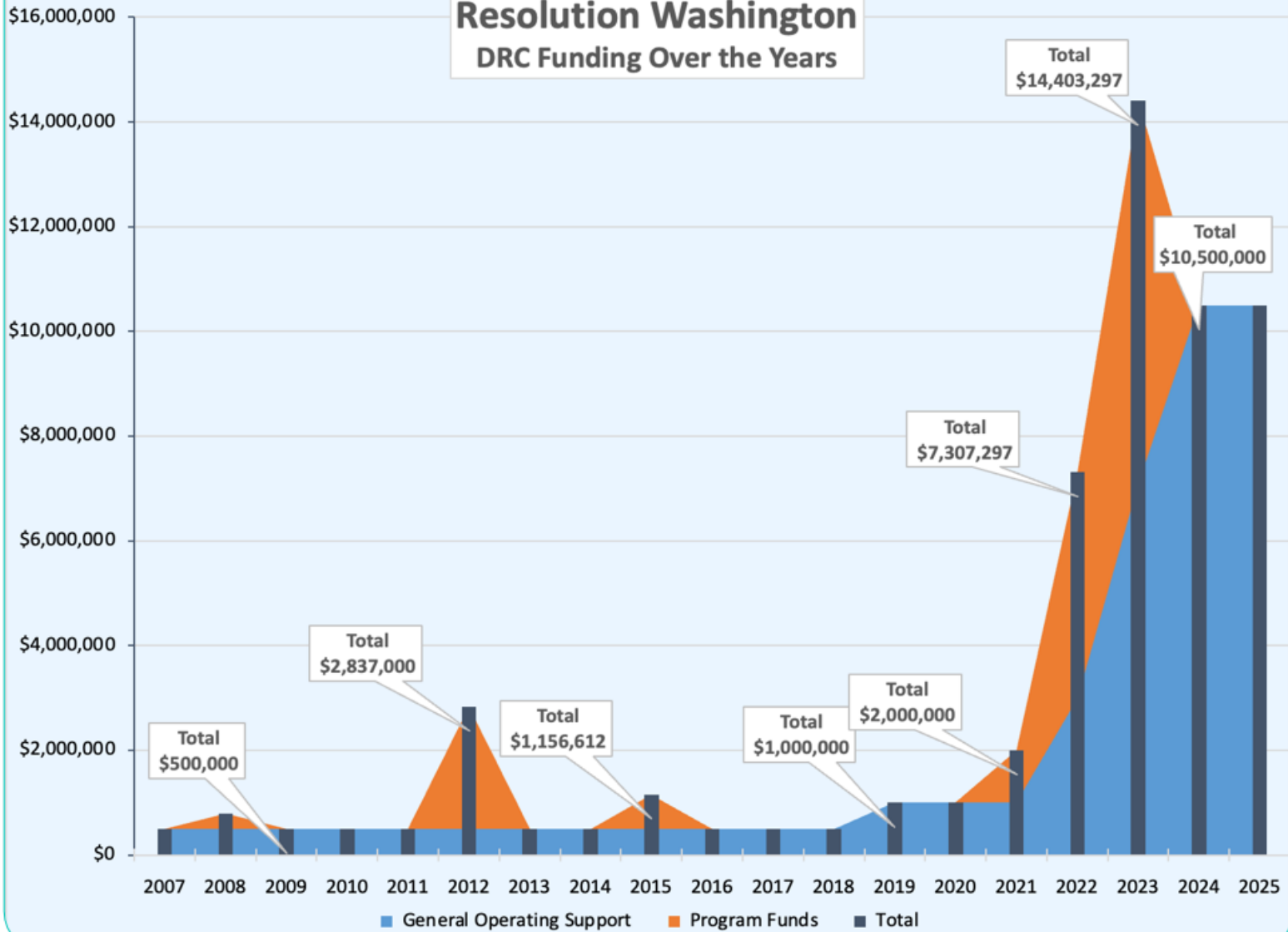
What Has Happened?

Rapid Change & Capacity Building:

- The pandemic instigated our launch into online service provision- we now offer online, in-person and hybrid services;
- We increased staff capacity due to increased demand for training locally, regionally and beyond;
- We expanded our facilities & technology resources for clients, staff and volunteers; &
- We maintain an integrated focus through operations and programs on access and inclusion, to be both representative of and relevant to our community.



Resolution Washington DRC Funding Over the Years



Guided by our Strategic Plan

We believe:

- Conflict is natural. People are entitled to respect, dignity, equality, safety, and security in resolving disputes. We are committed to supporting equitable access to justice in compliance with the law.
 - People need tools to manage disputes and conflict peacefully. Individuals can learn and use processes to restore, repair and build relationships.
 - When people are empowered with appropriate resources and supports, they can solve conflicts peacefully, improving community understanding and civility.
- Training for prevention, restorative practices, and mediation and conciliation services that facilitate difficult conversations will result in greater civic harmony, community peacebuilding and systems transformation.



Guided by our Strategic Plan

SUCCESS FACTORS

EXPANDING THE CIRCLE

of neighbors helping neighbors, who are representative of the diversity of our community as a staff, board and volunteer base.

WHAT WE MEAN

We will engage our community to ensure expanding, representative participation in accessing, learning, and applying skills to positively resolve conflicts.

Key words:

Engaged, representative, shared

LEADING THE TRANSFORMATION

to a variety of approaches for conflict resolution, prevention, and restorative practices within our community and systems.

WHAT WE MEAN

We will build strategic partnerships and collaborations to expand and embed alternative approaches in community systems while meeting the evolving needs of the community.

Key words:

Embedded, catalyze, partnerships, alternatives

BECOMING A PILLAR

that is a known, trusted, and valued institutional support for our community.

WHAT WE MEAN

We will build relationships and organizational financial stability through community outreach and engagement that affirms our credibility as a valued community resource for addressing conflict.

Key words:

Credibility, relationships, stability

See also: [Success Factor #1 "Expanding the Circle" Equity Focus Presentation](#)



STRATEGIC PLAN



OPERATIONS PLAN

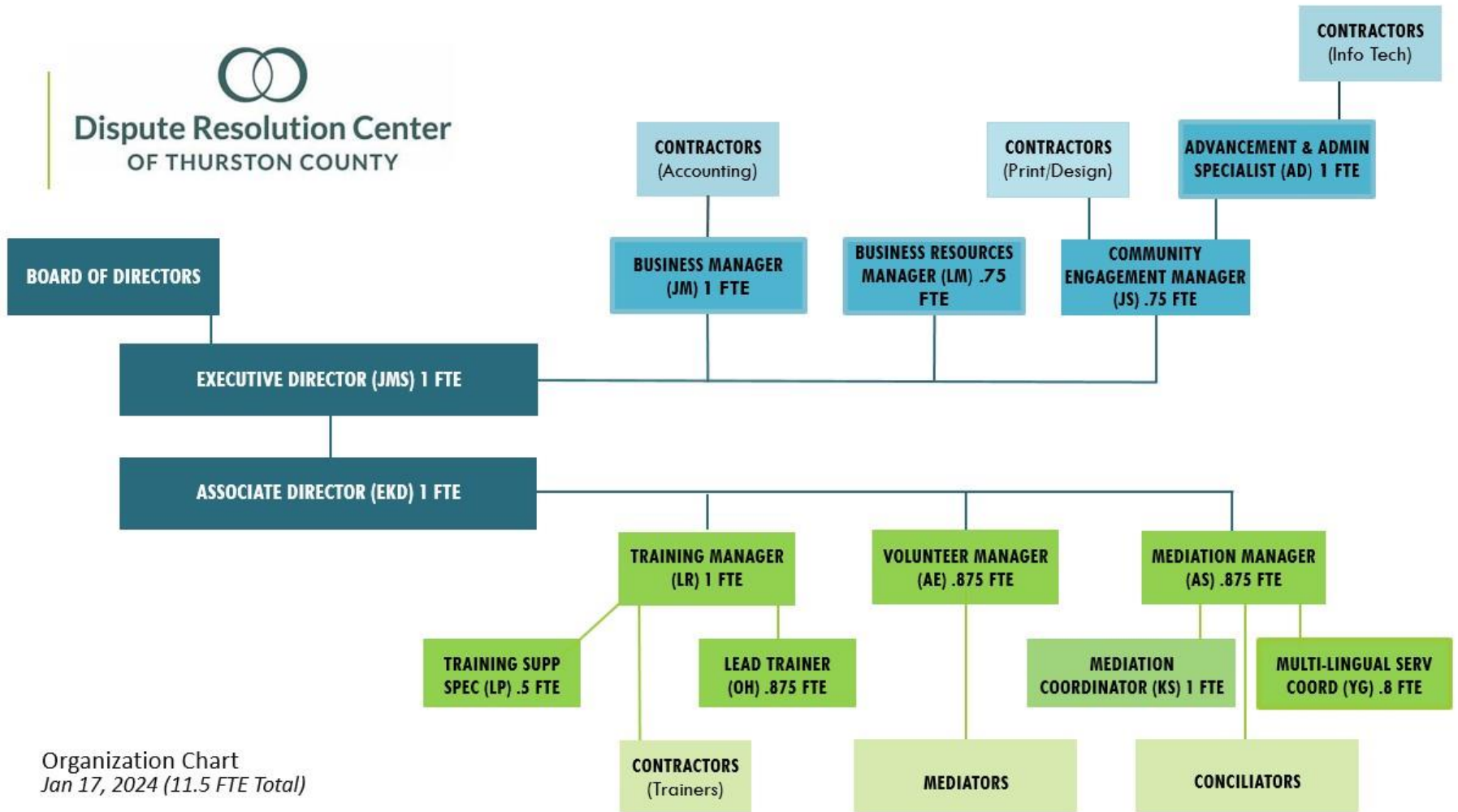


OPERATIONS STATS & REPORTING





Dispute Resolution Center OF THURSTON COUNTY



Organization Chart
Jan 17, 2024 (11.5 FTE Total)









Engaging with the Work

Board service is a huge gift – thank you!



Who Decides?

Executive Director? Board Chair? Both?

THE BIG BUCKETS	EXECUTIVE DIRECTOR	BOARD CHAIR	SHARED
 Staff	<ul style="list-style-type: none"> - Hire, manage, supervise, fire 	<ul style="list-style-type: none"> - Provide guidance when asked - Raise concerns for ED consideration - Save feedback for annual review 	<p>X</p>
 Supervision of E.D. & Annual Review	<ul style="list-style-type: none"> - Keep file of accomplishments, lessons learned for annual review process - Write a candid self-evaluation 	<ul style="list-style-type: none"> - Lead a smart, thoughtful and timely annual review process 	<ul style="list-style-type: none"> - Develop a process that is fair and inclusive, that measures skills, accomplishments, and leadership attributes - Conduct a debrief for lessons learned
 Strategy	<ul style="list-style-type: none"> - Once approved by board, lead a process to develop and execute goals aligned with the plan - Provide full board with regular progress updates 	<ul style="list-style-type: none"> - Lead the board to approve, own, and champion the strategic vision, direction, and plan - Ensure regular monitoring 	<ul style="list-style-type: none"> - Develop a board/staff process - Design board meetings that allow for robust engagement by the full board throughout
 Program Development	<ul style="list-style-type: none"> - Develop, procure funding, and implement programs that align with the mission and plan - Create a mechanism for program evaluation 	<ul style="list-style-type: none"> - Lead effort to monitor program effectiveness - Challenge staff on new program ideas 	<ul style="list-style-type: none"> - Work together to ensure that the board has what it needs to evaluate programs with a process that is effective and not onerous on staff
 Budget	<ul style="list-style-type: none"> - Know your #'s cold, including the balance sheet - Build a thorough budget that threads the needle between doable and overly ambitious 	<ul style="list-style-type: none"> - Provide clear direction to the Finance Committee to create a process with integrity 	<ul style="list-style-type: none"> - Build a strong Finance Committee / Staff partnership for building and monitoring the budget - Ensure that the budget and all assumptions are clearly understood by all board members
 Board Building	<ul style="list-style-type: none"> - Identify strong prospects - Serve as non-voting member of the Recruitment Committee 	<ul style="list-style-type: none"> - Hold all board members accountable to the vast array of responsibilities they signed up for - Ensure that board members have what they need to be successful 	<ul style="list-style-type: none"> - Define the skills, expertise, and attributes necessary for your board, its mission, and the approved strategy. - Build a leadership pipeline – groom chairs and leadership

Your Connection to the Cause

Role Responsibilities:

- Meeting Schedule & Committee Participation
- Financial Support – You & Our Community
- Getting Familiar with the Work: 40-hr. & more!

Resources:

- Board Portal
- Board Member Support



What expectations can we clarify?

- ❖ 3-Year Terms, with Two Term Limits
- ❖ Meeting Days & Times (see meeting calendar)
- ❖ Communication Protocols
- ❖ Committee Assignments
- ❖ Annual Retreat (November)
- ❖ Event Involvement (Toast, Volunteer Picnic, Happy Hours, etc.)
- ❖ Training Participation
- ❖ Personal Financial Commitment (to org & discretionary fund)
- ❖ Role as Fundraiser
- ❖ Fiduciary Responsibility, Confidentiality & Conflict of Interest



Thank you for your service to the DRC!



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