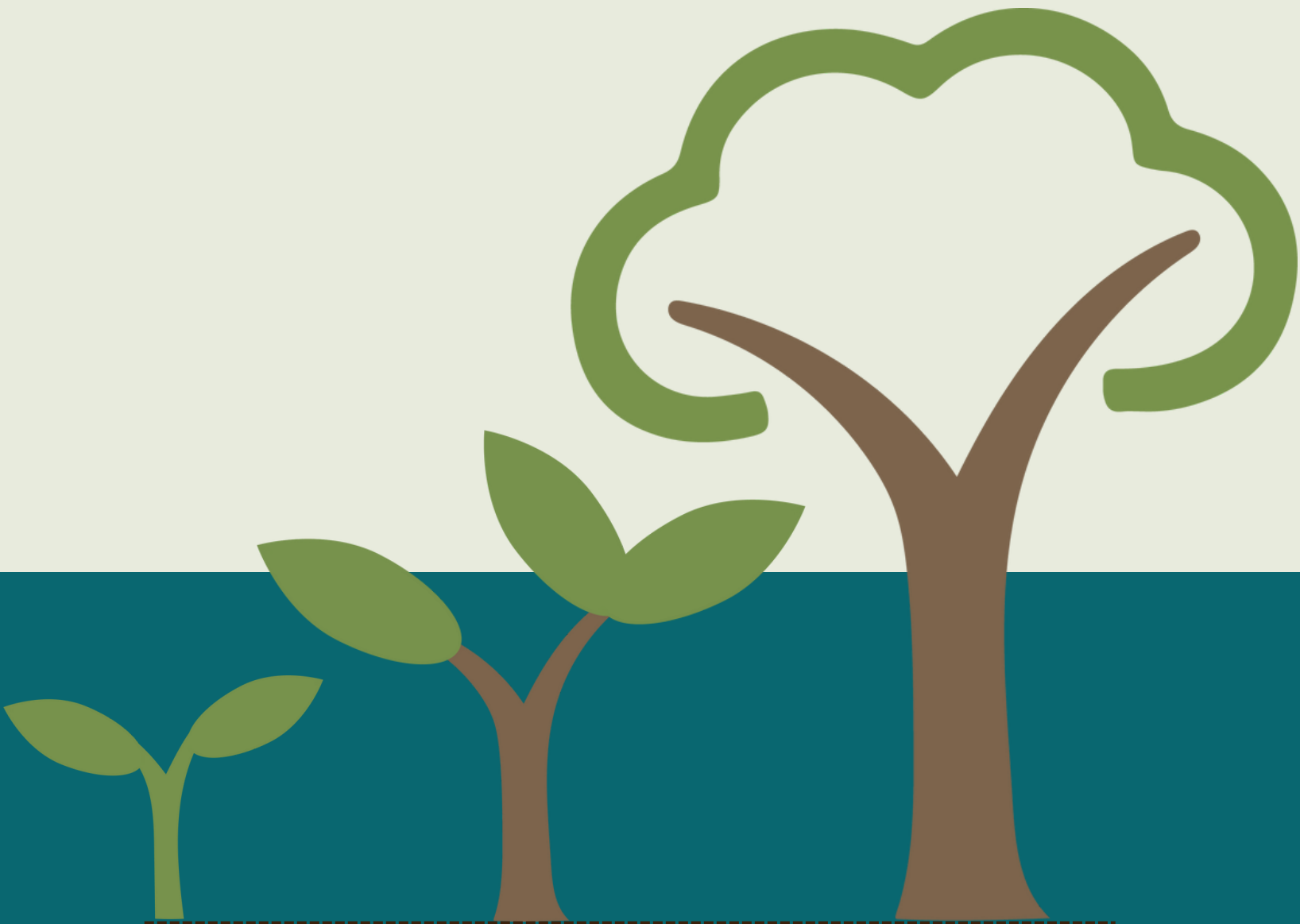




Northwest Mediation Center
COMMUNITY IMPACT REPORT
2022



ABOUT US

Northwest Mediation Center (NMC) is one of Washington State's 21 Dispute Resolution Centers (DRCs) affiliated with Resolution Washington (ResWA), the member association for DRCs in the state. ResWA ensures consistency and quality in mediation services and trainings. Washington's DRCs serve all 39 counties; NMC serves parties, in person and online, from Spokane, Whitman, Lincoln, Ferry, Stevens, and Pend Oreille Counties.



OUR MISSION

To foster, provide, and teach peaceful problem solving

DIRECTOR'S STATEMENT

They call us in crisis. They are angry, uncertain about how to get their needs met, and long to tell their story to someone who will listen and understand. They were sure the court would see that they are right and dispense relief. But then that court sends them to us—and we tell them they get to do it all themselves. Great. Just great.

They come to the table, still angry and uncertain. But one step at a time, word by phrase, a capable mediator nudges them to really listen, to speak honestly and clearly, without pushing the other's buttons—cajoles them to let go their hard and fast positions in favor of discovering and articulating their true needs and interests. They begin to see value in mutually agreeable resolution. It isn't always fast, easy or pretty, but it is powerful. Then, lo! As if by magic, they have done it! The solution is theirs. They have accomplished a marvelous feat of independence—a mediated agreement they can live with.

We get excited about the magic and want to pass it on. Those who want to learn how to make that magic come to our trainings and classes, because they believe in finding a way to resolve differences peacefully. The "aha" moments are joyous. And they want to pass the spark on.

Sometimes, in the chaos of getting the job done, with too much to do and too little money to do it with, we lose sight of the good we're doing. In this world wrought with the agony of age-old conflicts and of people inflicting the unthinkable on one another, every peaceful resolution reduces the adversarial level, even if ever so slightly. It's lighting one little candle, instead of cursing the darkness. That's all we're doing.

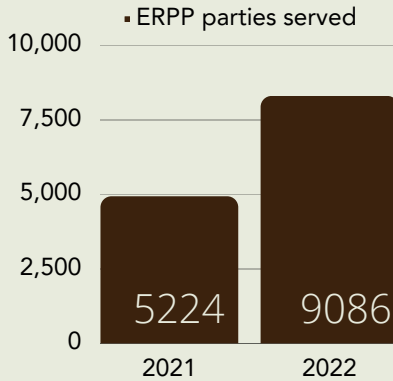
Thank you for doing it all, together!

Leslie Ann Grove
Executive Director

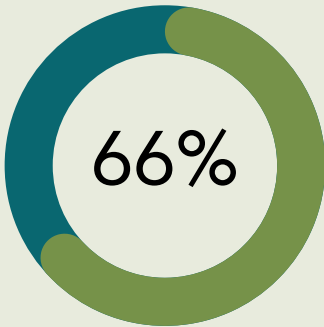
MEDIATION SERVICES

When people are in conflict -- whether it is about a tenant-landlord issue, the end of a marriage, a disagreement over how to parent, or something else -- we can help guide people in crisis toward a durable solution. Mediation services can save hours and thousands of dollars that would otherwise be spent in court.

ERPP



The Eviction Resolution Pilot Program (ERPP) has aimed to prevent homelessness by keeping individuals and families in their homes and preventing property owners from losing their livelihoods. Since the inception of ERPP in September 2020, we have helped thousands of tenants avoid homelessness, helped landlords receive rental income, and facilitated conversations which give agency to both parties. While ERPP is expected to end in July 2023, we will continue to help tenants and landlords work together to prevent homelessness through mediation.



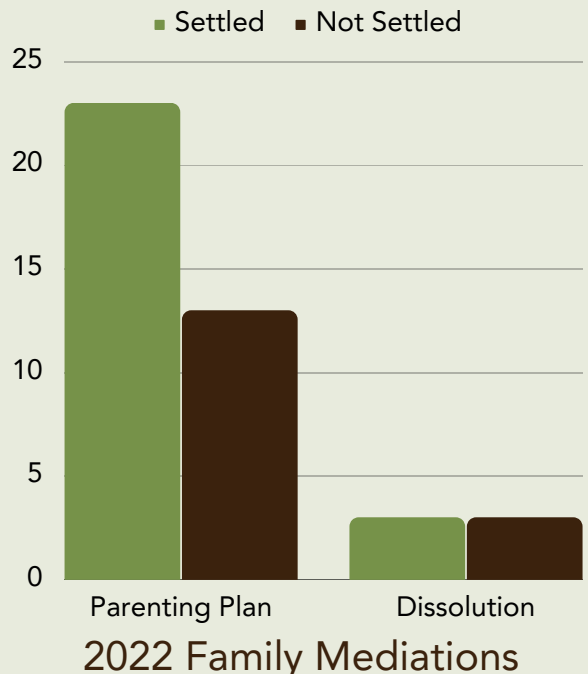
Settlement rate for ERPP mediations

- We served 9086 people through ERPP in 2022, a 74% increase over 2021.
- We performed 366 ERPP mediations in 2022.
 - 66% of mediations were settled.
- Tenancy was preserved in 66% of all ERPP cases in which the outcome was known.

\$1,360,000 COURT SAVINGS

Family Mediation

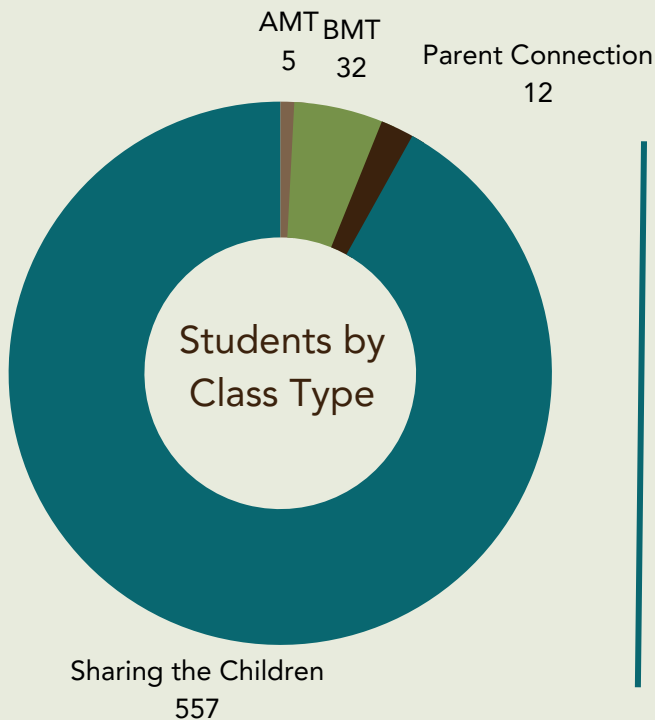
When families are in conflict, our mediation services can guide them toward durable solutions that work for everyone. We mediate all kinds of conflicts, but our most common mediations involve family issues like divorce and parenting conflicts. Mediation can save time and money, and it can cut down on the feelings of stress and helplessness that come with such a significant life change. By putting the power of decision-making directly into the hands of the parties, we empower people during life challenges.



\$104,000 COURT SAVINGS

EDUCATION

Part of NMC's mission is to teach peaceful problem solving. We aim to use education to improve communication and strengthen relationships.



Mediation Training

NMC offers Basic and Advanced Mediation Training (BMT and AMT). Both trainings teach potential mediators about mediation techniques, methods, and philosophies. Both Basic and Advanced Mediation Training include theoretical teachings and interactive practice sessions.

- 3 BMT and 2 AMT trainings offered in 2022.
- 37 community members trained through BMT and AMT in 2022.

Parent Classes

Parent Connection

Parent Connection is a partner program with Spokane County Juvenile Court. This program helps parents and children who are facing a potential juvenile court issue. When a child is considered "at risk" and the issue might move to juvenile court, parents need to know how to best help their child. Parent Connection helps keep kids engaged in school, connected at home, and out of the juvenile court system. Parents are directly served, and their child is indirectly served through Parent Connection. This program not only helps the at-risk child, but also benefits any other children or family members living at home.

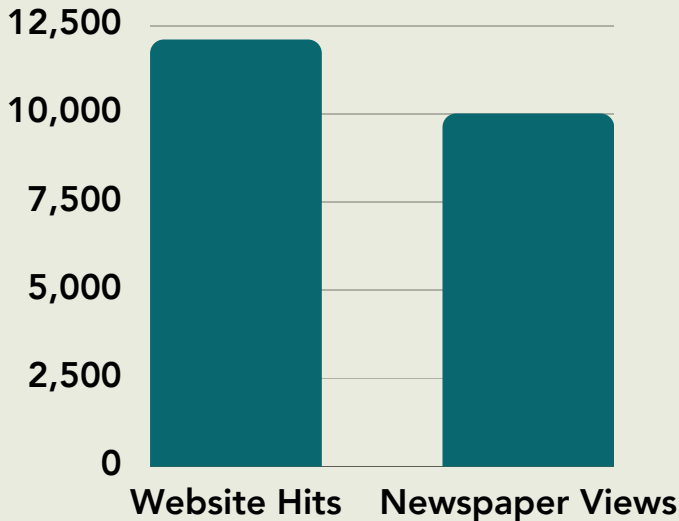
Sharing the Children

Sharing the Children (STC) helps separated parents co-parent their kids in healthy ways. STC helps parents, their children, and any new partners (and their children) by increasing the parent's knowledge and communication skills.

- 88% of respondents said they think this class should be required for parents involved in parenting or divorce proceedings.
- 99% of respondents said the class was helpful in some way, with 50% rating it as "very helpful" (our highest rating available).

OTHER NUMBERS

OUTREACH



2022 TOTALS

- People served through all programs and services: 13,876
- Staff hours: 15,599
- Volunteer Hours: 669
- BMT/AMT training hours: 160
- Class hours: 150
- Adults Directly Served: 13,876
- Adults Indirectly Served: 321
- Children Indirectly Served: 712

LOOKING AHEAD

NMC aims to expand programs and outreach in 2023, increasing the impact of our mediation services and our education.

Since September of 2020, ERPP has made up the majority of NMC's services. With the anticipated sunset of the program, we are looking toward the post-ERPP mediation landscape to expand our outreach in other areas while continuing to provide services to parties who have been served by ERPP. We hope to increase our outreach efforts, informing a wider audience of the benefits of mediation. We also aim to increase our education, serving more students in our existing classes and starting a new Peer Mediation program aimed at middle- and high-schoolers.

Goals for 2023

- Increase our number of general mediations.
 - Continue free / low-cost landlord-tenant mediations to fill the gap left by ERPP.
- Launch our Peer Mediation program for middle- and high-schoolers.
- Increase our community visibility by attending more community events.
- Train more potential mediators through our Basic and Advanced Mediation trainings.
- Become more active on social media, reaching a wider audience.

OUR HISTORY

Northwest Mediation Center's history reaches back to the spring of 1985, when, at the instigation of Cris Currie and Nora Searing, the idea of an organization dedicated to neighborhood conciliation was born and nurtured by community leaders.

The non-profit, 501(c)(3), Community Boards of Spokane was formed and began training volunteers and offering neighborhood conciliation in 1986. Upon official authorization from the Spokane County Commissioners, in 1988, to operate under RCW 7.75, Community Boards joined other visionary organizations across the state and became the Dispute Resolution Center of Spokane County.

In 1997, the program joined the Volunteers of America umbrella and morphed into Inland Mediation Center.

In 2003, the program reorganized as an independent non-profit, the Northwest Conflict Management Center, and was renamed in 2008 to Northwest Mediation Center.

Throughout its evolution, always a non-profit state/county authorized dispute resolution center, the organization's primary purpose has endured: to help members of the regional community resolve their differences without resorting to litigation or violence.

NMC continues this mission today:

To foster, provide, and teach peaceful problem solving.



OUR SERVICES

Mediation

For a wide variety of disputes. Mediation puts parties in control and helps them create durable solutions.

Mediation Training

For anyone interested in becoming a mediator, or just wanting to improve their conflict resolution skills.

Sharing the Children

For separated or divorced co-parents.

Parent Connection

For parents of at-risk children.



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