

About Us

Volunteers of America Dispute Resolution Center of Snohomish, Island and Skagit Counties (DRC) is an alternative conflict resolution center with extensive experience in mediation and training services. Each year the DRC helps thousands of people find new ways to solve conflict at home, at work and in the community.

Since its creation, the DRC has provided conflict resolution services and trainings to individuals and agencies nationwide, including:

- Individuals
- Businesses
- Federal, State, County and City Agencies
- Non-Profit Organizations
- School Districts and Educational Institutions
- Unions

Learn More

DRC Professionals are available for educational presentations, workshops and conferences. Please call us to discuss how we can customize a speaking engagement that meets the needs of your organization.

Visit www.voaww.org/drc

CONTACT US

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Skagit County

360-542-8487, option 5

Island County / Toll Free

800-280-4770, option 5

voaww.org/drc



OF SNOHOMISH, ISLAND
AND SKAGIT COUNTIES



What is mediation?

Mediation is a voluntary, confidential and flexible process where clients maintain ownership of the outcomes. Mediations are facilitated by qualified and impartial mediators who assist parties in communicating and negotiating mutually acceptable settlements.

DRC Mediators complete a rigorous training program, commit to on-going continuing education and adhere to nationally accepted Model Standards of Conduct for Mediators.

Facilitation

Groups with differing interests can benefit from the assistance of a Facilitator. DRC Facilitators effectively manage group interactions and work to improve communication between parties for collaborative problem solving.

Consultation

The DRC partners with businesses, schools and government agencies to assess, create and maintain conflict resolution programs. DRC Consultants are available to develop and implement a plan tailored to fit your agency's specific needs.

Types of Cases

- Families
- Parent/Teen
- Parenting Plans
- Dissolutions
- Property division
- Elder care
- Foreclosure
- Teen/Teen
- Workplace
- Business/Consumer
- Neighborhood
- Landlord/Tenant
- Real Estate
- School
- Small Claims
- Estate

Fair Housing & Landlord-Tenant Services

The DRC Fair Housing Department provides fair housing and rental housing services to landlords and tenants.

Services include education through Renter Certification Trainings, Fair Housing Counseling and a landlord/tenant call line that works to resolve conflicts through conciliation and mediation.

Housing disputes regarding leases, notices and evictions can be handled by staff who act as go-betweens to reach agreement between the disputing parties.

Why choose mediation?

- **Fast**
- **Low Cost**
- **Win/Win**
- **Private**
- **High Settlement Rate**

Training

The DRC has a national reputation as a leader in conflict resolution training.

Core curriculums are based on proven conflict resolution processes and all trainers have extensive mediation and facilitation experience. The trainings bring theory to life by applying essential conflict resolution skills to practical examples. These new skills can be used immediately in everyday life.

- Basic Mediation Training
- Family & Community Mediation Training
- Trauma-Informed Training 1.0
- Customized Workshops
- Resolving Conflict in the Workplace

Former students say:

➤ *"I've taken numerous professional trainings and this is by far the best."*

➤ *"I wish I had taken this training years ago. It has really changed my life!"*

➤ *"This information is vital. I appreciate the training being priced so that I can send all of my staff."*

Mediator Certification

The DRC offers a comprehensive Mediator Certification Practicum combining classroom training and supervised mediation hours. The hands-on, in-depth experience and evaluation allows Mediators to develop their skills in a supportive, professional environment.