



## Six Rivers Dispute Resolution Center- 2021 Annual Report

We help people in our community peacefully resolve disputes themselves.

By establishing a forum where each party is heard, **we teach listening**. By creating an environment where each party can speak, **we teach communication**. By developing processes that seek resolution, **we teach the importance of dialogue**. By building these processes into a method of mediating disputes, **we teach citizenship**.

### IMPACT for Hood River, Klickitat, Skamania, Wasco, Sherman, Gilliam, and Wheeler Counties

704 People Impacted by a Six Rivers Service  
58 Children Impacted by a Six Rivers Service  
79 Sessions (Mediation, Facilitation, Conflict Coaching, Conciliation)  
76% Cases with agreement on some/all issues  
79% Clients report they were satisfied with the outcome

**SIX RIVERS' ACCOMPLISHMENTS:** In 2021, we continued providing services virtually, in-person, and via phone to support people in our Gorge community with resolving and addressing conflicts, including parenting plans, divorces, and disputes with neighbors, in the workplace, between landlords and tenants, and within the agricultural sector. Our board of directors successfully transitioned executive directors after a thorough search. We partnered in advocacy and equitable design of the statewide Washington Eviction Resolution Pilot Program (ERPP), under the oversight of a collaborative workgroup via the Administrative Office of the Courts. We implemented our ERPP locally, with a full-time early resolution specialist, and began helping landlords and tenants in our communities find workable housing solutions. We continued providing trauma-informed restorative practices training for teachers and other professionals to support children and youth, especially during the pandemic. We provided five community listening sessions and 15 conflict resolution trainings, including for Oregon statewide agency personnel. For our volunteer mediators, we provided trainings in facilitation, case development, and dual-role relationships, along with connecting them to remote trainings among colleague organizations and started our Mediator Guild that meets monthly.

Most importantly, we helped ordinary people find their own solutions that result in successful outcomes.

*"This was a vital service and I am pleased with the outcome." - 2021 Mediation Client*

*"Probably the best and most well done training of this kind I have participated in a work setting." - 2021 Training Client*

### 2021 MILESTONES

- Board of Directors successfully transitioned executive directors after a thorough search
- Grant funding increased fivefold, and four new [staff](#) were hired; staff received trainings in equity and trauma-informed practices
- Now provide multilingual services through a translation & interpretation service
- Strengthened partnership with Washington Gorge Action Programs to better serve [ERPP](#) clients
- Launched new cellphone-friendly and ADA accessible [website](#) and reignited monthly newsletter
- Awarded 2nd Year grant for [project](#) to engage young adults in mediation through the National Association for Community Mediation/JAMS Foundation
- Staff presented "Healing Community Divisions" at the international NW Collaborative Futures Conference and will be presenting "Connecting on Common Ground: Reframing Conflict for Stronger Communities" at the spring Rural Development Initiatives conference in Pendleton