



NORTHWEST MEDIATION CENTER

**2023
COMMUNITY
IMPACT
REPORT**



**FOSTERING, PROVIDING,
AND TEACHING PEACEFUL
PROBLEM SOLVING**

**YESTERDAY,
TODAY, AND
TOMORROW**

2023 AT A GLANCE

Direct Services

- 8,653 adults directly served
- 243 children indirectly served
 - 115 through parenting plans
 - 98 through landlord-tenant cases
- 73 total mediations
 - 55% agreement rate
- 277 ERPP* meet-and-confers
 - 148 agreements (60%)
- 137 rent cases since ERPP ended
 - 18 rent mediations

Education and Training

- Sharing the Children
 - 510 parents trained
- Basic Mediation Training
 - 36 students trained
- Advanced Mediation Training
 - 18 students trained



GOALS MET

Increase mediations

- 27 more non-ERPP* mediations than in 2022

Increase community presence

- 11 events total
 - 2 hosted
 - 4 tabled
 - 5 attended

Continue serving landlords and tenants post-ERPP*

- 137 post-ERPP rent cases opened
 - 18 mediations
- 74 non-rent landlord-tenant cases opened
 - 22 mediations

Increase number of mediator trainees

- 28% Increase in Basic Mediation Training students
- 116% increase in Advanced Mediation Training students



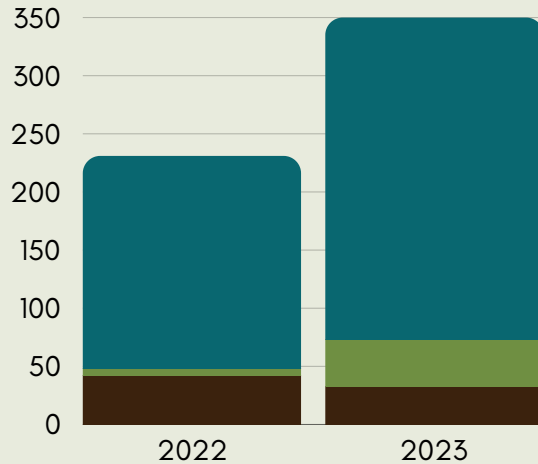
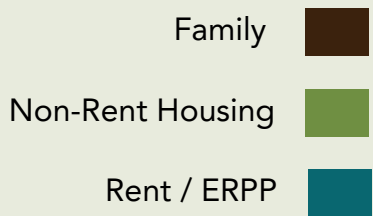
* What is ERPP?

ERPP stands for Eviction Resolution Pilot Program. It was a statewide program requiring landlords to give tenants an option for mediation prior to filing for an eviction case in court. The program ended June 30, 2023, and though mediation is no longer required, Northwest Mediation Center continues to serve landlords and tenants.

MEDIATION SERVICES

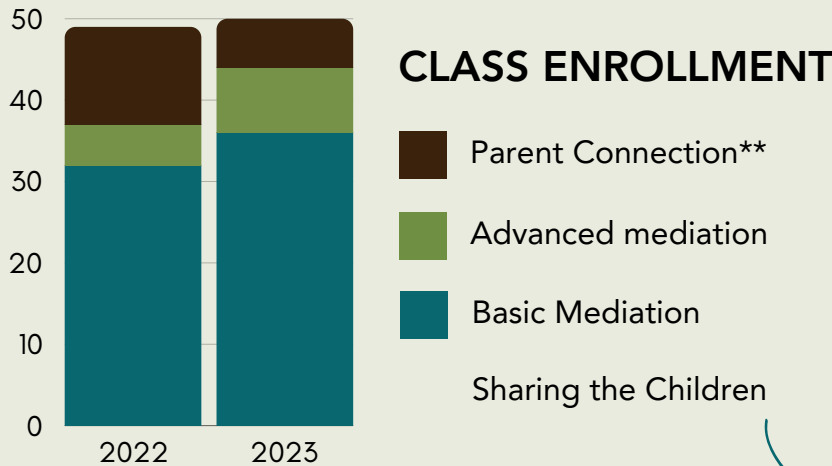
Northwest Mediation Center helps save hundreds of hours and thousands of dollars in court costs by guiding people in crisis toward durable solutions. While we offer mediations and training for all kinds of conflict, the bulk of our mediations center around housing concerns, including rent-related evictions, and family mediations, including divorce and custody cases.

MEDIATIONS BY TYPE



EDUCATION

Northwest Mediation Center also fosters peaceful problem solving by offering education opportunities in mediation as well as parenting classes for parents of at-risk youth and separated parents seeking tools for constructive co-parenting, improving communication and strengthening relationships.



** Parent Connection is a partner program with Spokane County Juvenile Court, providing education for parents of at-risk children to keep them engaged in school, connected at home, and out of the juvenile court system.

SHARING THE CHILDREN CLASSES

Court-mandated Sharing the Children classes help separated parents increase communication skills for effective and positive co-parenting, preventing children from being harmed by parental conflict.

In 2023, 510 people took part in our STC classes.

ABOUT NORTHWEST MEDIATION CENTER

Northwest Mediation Center is one of the state of Washington's 21 dispute resolution centers. Our mission is to foster, provide, and teach peaceful problem solving.

We are affiliated with Resolution Washington, a statewide agency that ensures consistency and quality in mediation services and trainings. Washington's dispute resolution centers serve all 39 counties, and Northwest Mediation Center serves Spokane, Whitman, Lincoln, Ferry, Stevens, and Pend Oreille counties. We offer mediation services in-person and virtually, which allows us to serve our assigned counties, the rest of Washington, neighboring states, and beyond.

MEDIATION SERVICES

We offer mediation services for any kind of conflict. While most of our clients are here for landlord/tenant and family services, we are also able to mediate conflicts for elders, neighbors, employment, business interests, and more. Mediation can save time and money by keeping parties out of court.

- Landlord / Tenant
- Family / Divorce
- Elder
- Neighborhood
- Employment
- ... and more



EDUCATION

In addition to mediation services, we train certified mediators, offer classes for shared parenting and parenting at-risk children, and certification courses for those wishing to become mediators themselves. Course offerings and times may vary, so please visit our website for the most current information.

- Sharing the Children
- Parent Connection
- Mediator Training
- Mediator Certification

COSTS OF MEDIATION

The standard price of mediation at Northwest Mediation Center is \$110 /hr. To ensure our services are available to all who need them, we also offer a sliding scale based on gross household income, with rates starting at \$10 /hr. Visit our website to see a full list of rates.

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