

MEMORANDUM



Bellevue Parks &
Community Services

DATE: April 20, 2026

TO: Human Services Commission Members

FROM: Julia Devin, Mediator & Housing Accord Program Coordinator
Natalie Daniels, Manager, Bellevue Conflict Resolution Center
Neighborhood Services Division
Community Development Department

SUBJECT: Eviction Prevention and BCRC's Housing Accord Program

Background

Bellevue Conflict Resolution Center (BCRC) is a multi-service program to help resolve conflicts in our community between the diverse people who live and/or work in Bellevue and Kirkland. The program resolves neighborhood, business, land use, family, City and housing issues through coaching, conciliation, mediation and group facilitation. BCRC employs 4 staff, 1.80 funded by the COB and 2.0 funded by a Capacity grant from the Washington State legislature.

The Mission of the BCRC is to build the problem-solving capacity of the communities of Bellevue and Kirkland. The program also works to strengthen the capacity of local communities to actively engage and respond to changing internal community needs and external stresses.

BCRC is a volunteer-centered organization. Volunteers are trained and eventually certified as conciliators and/or mediators. Volunteers handle the majority of cases. Staff handles foreclosure, land use, complex and politically sensitive cases. Residents contact BCRC directly. Cases are also referred to BCRC from human service organizations, landlords, and other COB departments.

The center offers a range of services, including coaching to help people resolve issues themselves, conciliating via phone between parties, and helping negotiate agreements, including through formal mediation when helpful. Staff also train people within the city and in the community in communication and conflict resolution skills such as listening, cross-cultural communication, challenging conversations, de-escalation, and more.

BCRC's Housing Accord Program (HAP) works to increase housing stability in Bellevue and Kirkland by empowering landlords and tenants to resolve conflicts and strengthen their communities. The Program provides landlords and tenants on-going, free, neutral, and confidential conflict resolution services as an alternative to eviction and a way to build strong, safe and stable communities.

With roots in the pandemic's statewide Eviction Resolution Pilot Program (ERPP), the voluntary Housing Accord Program focuses on supporting property managers and tenants in low income,

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multi-family housing communities, while providing services to all landlords and tenants across Bellevue and Kirkland. In 2025, Housing Accord strengthened relationships with property managers, collaborated with human service providers, and completed an Early Referral Pilot for the National League of Cities Eviction Prevention Learning Lab.

City of Bellevue staff will present an overview of BCRC and the Housing Accord Program. The presentation will include an overview of conflict resolution services offered to low-income, immigrant, and other residents in Bellevue and Kirkland and the impact of an Early Referral Pilot.