

Dispute Resolution Center of Thurston County

Strategic Plan 2022 – 2024

Updated as of February 2024 – Proposed revisions to the Strategic Planning Committee

<p>Our Mission: <i>The Dispute Resolution Center empowers people to resolve their disputes by providing conflict resolution services and training community members in those skills.</i></p>	<p>Our Vision: <i>We envision a South Sound community that has and uses healthy and respectful conflict resolution skills</i></p>
<p>Our Values: <i>We value personal empowerment, integrity, respect, collaboration, civility, and trust.</i></p>	<p>Our Equity Commitment: <i>We are committed to centering diversity, equity, inclusion, and social justice organizationally, and in our provision of services and programs for the community.</i></p>

We believe:

- *Conflict is natural. People are entitled to respect, dignity, equality, safety, and security in resolving disputes. We are committed to supporting equitable access to justice in compliance with the law.*
- *People need tools to manage disputes and conflict peacefully. Individuals can learn and use processes to restore, repair and build relationships.*
- *When people are empowered with appropriate resources and supports, they can solve conflicts peacefully, improving community understanding and civility.*
- *Training for prevention, restorative practices, and mediation and conciliation services that facilitate difficult conversations will result in greater civic harmony, community peacebuilding and systems transformation.*

SUCCESS FACTORS

EXPANDING THE CIRCLE

of neighbors helping neighbors, who are representative of the diversity of our community as a staff, board and volunteer base.

WHAT WE MEAN

We will engage our community to ensure expanding, representative participation in accessing, learning, and applying skills to positively resolve conflicts.

Key words:

Engaged, representative, shared

KEY TO SUCCESS

COMMUNITY PARTICIPATION

Increase in the numbers of agencies, business and professional groups utilizing DRC services.

PROGRAMS AND PARTICIPANTS

Create and sustain replicable programs and services in line with community need and in the separate entities and groups of people we serve through mediation, facilitation and training.

BUILDING A MULTICULTURAL ORGANIZATION

LEADING THE TRANSFORMATION

to a variety of approaches for conflict resolution, prevention, and restorative practices within our community and systems.

WHAT WE MEAN

We will build strategic partnerships and collaborations to expand and embed alternative approaches in community systems while meeting the evolving needs of the community.

Key words:

Embedded, catalyze, partnerships, alternatives

KEY TO SUCCESS

ENHANCE CIVILITY & ACCESS TO JUSTICE

Increase the variety of options for innovative programs and training development.

SYSTEM ADVOCACY AND OUTREACH

Increase the number of systems, community collaborations and strategic partnerships engaged in prevention, resolution, and restorative practices.

BECOMING A PILLAR

that is a known, trusted, and valued institutional support for our community.

WHAT WE MEAN

We will build relationships and organizational financial stability through community outreach and engagement that affirms our credibility as a valued community resource for addressing conflict.

Key words:

Credibility, relationships, stability

KEY TO SUCCESS

COMMUNITY RESOURCE CENTER

Ensure facilities and systems are safe, secure, and accessible for all.

RESOURCES

Diversify funding streams for ongoing and emerging community needs.

QUALITY COLLABORATIVE RELATIONSHIPS

Ensure staff and volunteers represent the diversity of the broader community while demonstrating increased awareness and commitment to addressing individual and collective positionality, privilege, and socio-historical truths within a historically white organization.

**PRIORITY STRATEGIES
2023 - 2024**

Strengthen **community partnerships** by growing and maintaining relationships with counties, cities, state government, school districts, businesses, and other organizations.

Translate Equity Statement to action; bring our operations and service provision into greater alignment with our foundational values; and increase socio-economic and cultural diversity of volunteers, staff, and board.

Broaden accessibility and affordability to reflect our broad community.

Sustain multiple pathways for volunteer recruitment and retention (practicum revision, conciliator pool, reduce financial barriers).



**PRIORITY STRATEGIES
2023 - 2024**

Expand community **outreach** programs and activities that support civil discourse.

Expand mediation, conflict resolution and communication training for **educators** as well as **youth**.

Expand **access to justice and outreach programs** such as housing security and offender restoration.



Strengthen and build programmatic and funding partnerships for long term sustainability.

**PRIORITY STRATEGIES
2023 - 2024**

Increase **financial stability** by continuing to focus on the capacity campaign, increase reserves, grant acquisitions, and community fund raising.

Expand the organization's **infrastructure**, including addressing building needs (e.g., safety, accessibility) and technology.

Conduct annual strategic planning and education around **fundraising** strategies and tactics.

Improve **organizational stability** by focusing on internal systems that help staff respond to current community needs with full capacity and integrity.

OBJECTIVES

Center our commitment to Justice, Equity, Diversity, Access, and Inclusion (JEDAI) in all aspects of service and operations using a staff-led plan.

Assess interested staff and board members with the Intercultural assessment.

Engage with tribal partners and create a tribal seat on our Board.

Hold an event with Spanish bilingual, bicultural partner organization to learn best steps for deeper support.

~~Hold a community training series at the ASHHO Cultural Center.~~

Develop volunteer task forces to help support community outreach and program development (e.g., RJFD, Youth Services, AtM, FESS) and offer connection and in-service opportunities.

Explore/pursue unique opportunities to create awareness with outreach and marketing.

OBJECTIVES

Explore opportunities to develop, create, and train a community team for hate/violence work to **bridge community divides.**

~~Secure funding to hire a youth services coordinator to re-engage with school districts.~~

Continue expanding into youth services and develop training materials to support schools/organizations to self-sustain.

Establish more restorative justice offerings for the community (e.g., dialogues, trainings) and develop capacity for RJ leaders.

~~Refine housing services in alignment with next phase of funding and continuation of the renter certification program.~~

Execute on new housing contracts through community engagement, advertising, and offering the Renter Certification and Fair Housing course.

OBJECTIVES

~~Meet years two and three capacity initiative budget goals in order to reach for new heights of sustainability.~~

Maintain-Achieve current holding operating reserves at 4 months.

~~Secure new funding from historically non-traditional sources via capacity building effort.~~

Hold ongoing donor relations board training events in accordance with best practices of thanking, informing and asking on regular cycle.

Involve board in donor stewardship.

Expand business partnerships and explore new opportunities by focusing on small businesses (e.g., corporate membership program).

~~Secure housing program funds beyond state sunset.~~

Refine cycle of audits/financial reviews into budget and Finance Committee's plan.

Expand access to training for underserved communities.

Expand our facilitation portfolio (e.g., tools, resources, volunteers, facilitations).

Fill 2-4 more conciliator shifts.

Focus on volunteer expansion, sustainability, and quality/competency.

~~Secure funding and improve technology resources.~~

Focus on legacy fund at ED departure.

Capture impact stories for outreach.

Have a steady social media presence to increase awareness and engagement.

DESIRED OUTCOME BY 2024

We see our circle of staff, board members, volunteers, and clients growing larger and better representing the demographics of the community we serve. We can point to systemic changes in our approaches to advance equity, and we can see tangible outcomes from those efforts.

DESIRED OUTCOME BY 2024

We see increasing numbers of replicable conflict resolution, prevention, and restorative programs in places such as schools, police stations, jails, offices, and other institutions in our community. We can point to systemic changes and tangible outcomes from those programs that demonstrate implementation of alternative approaches.

DESIRED OUTCOME BY 2024

We see stability and growth in our number of supporters, including donors and partners. Repeat customers, ongoing partnerships, and repeat donors are the norm. Staff, board members, and volunteers can increasingly and reliably conduct their work for the DRC with sufficient facilities, tools, and technology.