



Dispute Resolution Center OF THURSTON COUNTY

Operations Plan Multi-Year Stats Tracking

Why?

Accountability: We identify and track our outcome markers and impact; our efforts are part of a larger change.

Efficacy & Efficiency: We utilize programmatic best practices and ensure we are good stewards of resources.

Continuous Learning: We commit to review & reflect on what's working well and what needs to change; we are adaptive.

		2016	2017 "Stability"	2018 "Presence"	2019 "Capacity"	2020 "Responsibility"	2021 "Next 30 Years"	2022 "New Beginnings"	Measures	Actuals Q1	Actuals Q2	Actuals Q3
			<small>transition management with finance, staffing, and org. visibility</small>	<small>facility and services that authentically reflects organizational values</small>	<small>individual & organizational sustainability</small>	<small>operational decisions consider our role in aligning with vision and ensuring the org is here in the future</small>	<small>Position org to respond to evolving community needs, ensuring that all members of our community can participate in and benefit from the DRC's services</small>	<small>After a period of recalibration, continue transformation in new space, larger team, modified structure with updated strategic direction.</small>				
Conflict Resolution	Staff Reporting											
calls	Alice	468	549	635	832	675	754	1000	200	182	194	
sp sp calls, specifically	Yul							increase	2	8	8	
cases worked (related to prior calls)	Alice					1121	1403	2000	377	356	338	
mediations (2p)	Alice	319	306	364	293	145	190	300	65	95	110	
eviction prevention cases opened	Chad					23	808	1000	537	506	260	
eviction prevention cases resolved	Chad					0	498	800	268	479	488	
A&V availability	Alice				12 months	yes, lasted 12 mo	12 months	12 months	yes	yes	yes	
average time between conf. and session	Alice				3.5 weeks	5.5 weeks	5 weeks	3 weeks	5 weeks	5.5 wks	5 wks	
facilitations	Elizabeth	n/a	n/a	10	30	31	19	30	2	1	0	
RJFD cases referred/closed	Elizabeth						5/2	8/6	0	0	0	
multiparty/facilitation cases initiated	Elizabeth										8	
multiparty/facilitation cases closed	Elizabeth										5	
multiparty/facilitation active open cases	Elizabeth										16	
agreement success rate	Alice	87%	86%	85%	77%	81%	79%	85%	93%	74%	71%	
caseload diversity - non-family %	Alice			15%	11%	39%	39%	50%	50%	31%	35%	
cancellation w/o rescheduling	Alice			21%	13%	20%	15%	<10%/total	7	9	9	
referrals to private mediators	Alice			65	27	36	23	<2%/total	7	11	5	
Conflict Prevention												
mediator track trainings (non-youth)	Jennifer	28	41	98	72	18	29	25	6	9	9	
custom/FEM/CN/other trgs (non-youth)	Jennifer					36	36	30	5	5	6	
contact hours in training: mediator track	Jennifer			223.5	297.5	242	307	300	84	69	107	
contact hours in training: custom	Jennifer			90	127	88.5	122	150	44	25	36	
people trained	Jennifer	814	557	984	1797	1054	497	1000	119	0	244	
cancelled in-house trainings (low enr.)	Jennifer		3	2	1	4	3	0	1	1	1	
Youth Services												
club & class schools	Lucia	4	5	6	8	4	0	4	0	0	0	
training schools & organizations	Lucia	3	2	5	16	4	5	12	0	0	0	
people trained (youth)	Lucia				535	76	63	100	0	0	0	
people trained (adults)	Lucia				522	67	53	100	0	0	0	
schools re-engagement annual event held	Lucia							1	recorded Q2	n/a		
People												
FTE	Jody	4.8	5.4	6	6.25	7.6	10.5	12	11	11.85	12.85	
annual raises & professional development	Jody						yes	all	Jan. raises	see Q4		
active volunteers	Logan	142	132	131	143	125	158	160	134	143	155	
lead/apprentice/observer	Logan			80/21/12	82/18/25	55/15/26	74/21/31	85/20/20	81/19/20	87/81/24	98/13/25	
ODR active mediators/active techs	Alice					27/7	55/5	65/10	51/6	32/3	36/2/4	
%-age meeting certification standards	Logan	n/a	n/a	est. 80%	100%	52%	80%	100%	99%	99%	99%	
add'l volunteer engagement opportunity	Logan					35	60	24	16	20	18	
conciliator shift coverage	Alice				88%	50%	100%/60%	100%	60%	90%	60%	
procedural handbook for all positions							25%	100%	25%	25%	30%	
equity focused internal development								4 staff events	recorded Q2	LT staff mtgs	retreat	
Structures												

facilities	Jody	no change	no change	new location	new 40-hr loc.	capacity campaign	expanded	offer onsite services	remodel	tech rm usage	tech rm usage
systems upgrades	Jody	Quickbooks	CLM & LGL	Volgistics	new server	7 systems upgrades	more systems added	hybrid technology	monitors & adapt	LR & ED comps	owl
Dollars											
average case revenue for 2P mediation	Alice				\$225	\$280	\$320	\$320	\$358	\$301	\$374.00
A&V mediation payment	Alice				\$190	\$190	\$190	\$190	\$190	\$190	\$190.00
average non-A&V case revenue	Alice				\$296	\$346	\$402	\$350	\$417	\$359	\$315.00
annual income	Jody	\$357,385	\$369,889	\$449,056	\$451,785	\$519,065	\$787,872	\$1,039,800	\$110,419	\$445,642	\$716,960.00
contributed/earned ratio	Jody	54/56	56/44	40/60	32/68	51/49	61/39	60/40	62/38	57/43	59/41
balanced annual budget?	Jody	no	yes	yes	yes	yes	yes	yes	yes	no	yes
business partners	Joe	20	19	19	23	16	15	30	6	3	1
grant & RFP proposals submitted	Elizabeth		5	7	12	14	15	25	3	3	6
first time donors	Joe					58	53	75	recorded Q2	20	
monthly sustaining donors	Joe	50	52	55	59	59	63	70	63	62	64
leadership circle households	Joe	9	17	24	33	35	43	45	39	39	42
percentage of volunteer pool donating \$							54	50	recorded Q2	30	
months of operating expenses held in reserve								3	2.5	2	2
Community Engagement											
total outreach efforts	Joe	83	166	150	207	214	233	215	51	58	32
responsiveness to community need	Jody		yes	yes	yes	RJ, TN, & ERP	ERPP & bilingual team	equity actions	recorded Q2	equity actions	
community outreach TC outskirts & MC	Jody				yes	MC SCC	MC incl. sp sp pop	tribal partners	recorded Q2	NWJF	
community-wide issue area of focus	Jody					housing	ERPP	bilingual needs	hiring/Cielo	position change	2 cases
%-age of board engaged in fundraiser	Joe		100%	100%	100%	91%	100%	100%	recorded Q2	91%	
%-age of board giving personally	Joe		100%	100%	100%	100%	82%	100%	recorded Q2	64%	
quarterly board donor engagement trng	Jody							4 events held	recorded Q2	1.00	legacy
referral source outside of law/court	Alice				42%	45%	34%	45%	41%	49%	45%