

Conflict Resolution	Jan '23	Feb '23	Mar '23		
calls		77	61	88	
calls, from Spanish-speakers specifically		1	0	0	
cases worked		130	112	148	
	34 overall; workplace 22 erp clinic/arm	3 9 family;	38 overall; family 21 erp clinic/arm	3 non- 14 family; 34 overall; family 18 erp clinic/arm	3 non- 13 family;
mediations (2-party)					
access & visitation grant funds availability	Yes	Yes	Yes		
average time between confirmation and session	6 weeks	6 weeks	8 weeks		
restorative justice cases referred/closed		0	0	0	
agreement success rate	76% overall; SCC : 75% 2P: 75% Clinic: 82%	80% overall; SCC : 55% 2P: 94% Clinic: 90%	87% overall; SCC : 56% 2P: 100% Clinic: 91%		
caseload diversity - non-family %	32% (excl ERP)	39% (excl ERP)	30% (excl ERP)		
cancellation w/o rescheduling		3	1	2	
referrals to private mediators		1	0	7	
Conflict Prevention					
mediator track trainings (non-youth)		3	1	1	
custom/FEM/CN/other trgs (non-youth)		2	7	9	
contact hours in training: mediator track		42	2	1	
contact hours in training: custom/etc.		8	28	45	
people trained		115	144	180	
cancelled in-house trainings (low enr.)		0	0	0	

Dollars

average case revenue for 2-party mediation	310	364	256
access & visitation mediation payment	190	190	190
average non-access & visitation case revenue	369	421	303
business partners added/renewed	0	0	4
monthly sustaining donors	64	64	63
leadership circle households	35	35	35

Community Engagement

total outreach efforts	19	27	14
quarterly board donor engagement trainings held	Listening for Interests & Values	Donor Pyramid & Stewardship	
referral source outside of law/court	42%	38%	39%