

# Dispute Resolution Center of Thurston County

## Strategic Plan 2022 - 2024

***Our Vision:***

*We envision a South Sound community that has and uses healthy and respectful conflict resolution skills*

***Our Mission:***

*The Dispute Resolution Center empowers people to resolve their disputes by providing conflict resolution services and training community members in those skills.*

***Our Values:***

*We value personal empowerment, integrity, respect, collaboration, civility, and trust.*

***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 Factor 1	Success Factor 2	Success Factor 3
<p style="text-align: center;"><b>EXPANDING THE CIRCLE</b> of neighbors helping neighbors, who are representative of the diversity of our community as a staff, board and volunteer base.</p>	<p style="text-align: center;"><b>LEADING THE TRANSFORMATION</b> to a variety of approaches for conflict resolution, prevention, and restorative practices within our community and systems.</p>	<p style="text-align: center;"><b>BECOMING A PILLAR</b> that is a known, trusted, and valued institutional support for our community.</p>
WHAT WE MEAN	WHAT WE MEAN	WHAT WE MEAN
<p>We will engage our community to ensure expanding, representative participation</p>	<p>We will build strategic partnerships and collaborations to expand and embed alternative</p>	<p>We will build relationships and organizational financial stability through community outreach and</p>

<p>in accessing, learning, and applying skills to positively resolve conflicts. Key words: Engaged, representative, shared</p>	<p>approaches in community systems while meeting the evolving needs of the community. Key words: Embedded, catalyze, partnerships</p>	<p>engagement that affirms our credibility as a valued community resource for addressing conflict. Key words: Credibility, relationships, stability</p>
<p><b>KEY MEASURES OF SUCCESS</b></p>	<p><b>KEY MEASURES OF SUCCESS</b></p>	<p><b>KEY MEASURES OF SUCCESS</b></p>
<p><b>COMMUNITY PARTICIPATION</b> Increase in the numbers of agencies, business and professional groups utilizing DRC services</p> <p><b>PROGRAMS AND PARTICIPANTS</b> 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.</p> <p><b>STAFF AND VOLUNTEER REPRESENTATION</b> Increase the diversity of staff and volunteers representative of the community</p>	<p><b>ENHANCE CIVILITY &amp; ACCESS TO JUSTICE</b> Increase the variety of options for innovative programs and training development</p> <p><b>SYSTEM ADVOCACY AND OUTREACH</b> Increase the number of systems, community collaborations and strategic partnerships engaged in prevention, resolution, and restorative practices.</p>	<p><b>COMMUNITY RESOURCE CENTER</b> Ensure facilities and systems are safe, secure, and accessible for all</p> <p><b>RESOURCES</b> Diversify funding streams for ongoing and emerging community needs</p> <p><b>QUALITY COLLABORATIVE RELATIONSHIPS</b> Strengthen and build programmatic and funding partnerships for long term sustainability</p>
<p><b>PRIORITY STRATEGIES 2022 - 2024</b></p>	<p><b>PRIORITY STRATEGIES 2022 - 2024</b></p>	<p><b>PRIORITY STRATEGIES 2022 – 2024</b></p>
<p>Strengthen <b>community partnerships</b> by growing and maintaining relationships with county, cities, state government, school districts, businesses, and other organizations</p>	<p>Expand community outreach programs and activities that support <b>civil discourse</b></p>	<p>Increase <b>financial stability</b> by continuing to focus on the capacity campaign, increase reserves, grant acquisitions, and community fund raising</p>
<p>Translate <b>Equity</b> Statement to action; bring foundational values into greater alignment with operations and service provision; and increase socio-economic and cultural diversity of volunteers, staff, and board</p>	<p>Expand mediation, conflict resolution and communication training for <b>educators</b> as well as <b>youth</b></p>	<p>Expand the organization’s <b>infrastructure</b>, including addressing building needs (e.g., safety, accessibility) and technology.</p>
<p>Broaden <b>accessibility and affordability</b> to reflect our broad community</p>	<p>Expand <b>access to justice and outreach programs</b> such as housing security, offender restoration, alternative strategies supporting law enforcement</p>	<p>Conduct annual strategic planning and education around <b>fundraising</b> strategies and tactics.</p>

Sustain multiple pathways for <b>volunteer recruitment and retention</b> (practicum revision, conciliator pool, reduce financial barriers)		
<b>Objectives</b>	<b>Objectives</b>	<b>Objectives</b>
Add 10 new law firms and/or attorneys as business partners.	Reach sustainable level of volunteer engagement in order to create and train a community team.	Meet years two and three capacity initiative budget goals in order to reach for new heights of sustainability.
Secure engagement with tribal partners that goes beyond funding.	Provide annual regional information session for area school districts to remind of support offered.	Achieve holding six months' operating reserves in a separate account.
Create two staff leaders of intercultural assessment process for staff, board and volunteer learning.	Establish expanded scope of restorative justice program beyond drug court.	Secure new funding from historically non-traditional sources via capacity building effort.
Hold an event with Spanish bilingual, bicultural partner organization to learn best steps for deeper support.	Implement and refine housing program in alignment with state partners during pilot period in order to prepare for next phase of housing service.	Hold ongoing donor relations board training events in accordance with best practices of thanking, informing and asking on regular cycle.
<b>DESIRED OUTCOME BY 2024</b>	<b>DESIRED OUTCOME BY 2024</b>	<b>DESIRED OUTCOME BY 2024</b>
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.	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.	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.