

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"		
			<i>transition management with finance, staffing, and org. visibility</i>	<i>faculty and services that authentically reflects organizational values</i>	<i>individual & organizational sustainability</i>	<i>operational decisions consider our role in aligning with vision and ensuring the org is here in the future</i>	<i>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</i>	<i>After a period of recalibration, continue transformation in new space, larger team, modified structure with updated strategic direction.</i>		
Conflict Resolution	Staff Reporting							Actuals Q1	Measures	Actuals Q1
calls	Alice	468	549	635	832	675	754	213	1000	200
sp sp calls, specifically cases worked (related to prior calls)	Alice					1121	1403	328	increase 2000	2
mediations (2p)	Alice	319	306	364	293	145	190	34	300	65
eviction prevention cases opened	Chad					23	808	142	1000	537
eviction prevention cases resolved	Chad					0	498	13	800	268
A&V availability	Alice				12 months	yes, lasted 12 mo	12 months	yes	12 months	yes
average time between conf. and session	Alice				3.5 weeks	5.5 weeks	5 weeks	7 weeks	3 weeks	5 weeks
facilitations & MP mediations	Alice	n/a	n/a	10	30	31	19	7	30	2
RJFD cases referred/closed							5/2	2/1	8/6	0
agreement success rate	Alice	87%	86%	85%	77%	81%	79%	79%	85%	93%
caseload diversity - non-family %	Alice			15%	11%	39%	39%	38%	50%	50%
cancellation w/o rescheduling	Alice			21%	13%	20%	15%	8	<10%/total	7
referrals to private mediators	Alice			65	27	36	23	7	<2%/total	7
Conflict Prevention										
mediator track trainings (non-youth)	Jennifer	28	41	98	72	18	29	6	25	6
custom/FEM/CN/other trgs (non-youth)	Jennifer					36	36	7	30	5
contact hours in training: mediator track	Jennifer			223.5	297.5	242	307	107	300	84
contact hours in training: custom	Jennifer			90	127	88.5	122	25	150	44
people trained	Jennifer	814	557	984	1797	1054	497	129	1000	119
cancelled in-house trainings (low enr.)	Jennifer		3	2	1	4	3	1	0	1
Youth Services										
club & class schools	Lucia	4	5	6	8	4	0	0	4	0
training schools & organizations	Lucia	3	2	5	16	4	5	0	12	0
people trained (youth)	Lucia				535	76	63	0	100	0
people trained (adults)	Lucia				522	67	53	0	100	0
schools re-engagement annual event held	Lucia								1	recorded Q2
People										
FTE	Jody	4.8	5.4	6	6.25	7.6	10.5	7.75	12	11
annual raises & professional development							yes	Jan. raises	all	Jan. raises
active volunteers	Jennifer	142	132	131	143	125	158	141	160	134
lead/apprentice/observer	Jennifer			80/21/12	82/18/25	55/15/26	74/21/31	58/18/32	85/20/20	81/19/20
ODR active mediators/active techs	Alice					27/7	55/5	43/5	65/10	51/6

%-age meeting certification standards	Logan	n/a	n/a	est. 80%	100%	52%	80%	55%	100%	99%
add'l volunteer engagement opportunity	Logan					35	60	11	24	16
conciliator shift coverage	Alice				88%	50%	100%/60%	100%/50%	100%	60%
procedural handbook for all positions							25%	2/12	100%	3/12
equity focused internal development									4 staff events	recorded Q2
Structures										
facilities	Jody	no change	no change	new location	new 40-hr loc.	capacity campaign	expanded	Jensen w/thru	offer onsite services	remodel
systems upgrades	Jody	Quickbooks	CLM & LGL	Volgistics	new server	7 systems upgrades	ore systems added	server & comps	hybrid technology	monitors & adapt
Dollars										
average case revenue for 2P mediation	Alice				\$225	\$280	\$320	\$296	\$320	\$358
A&V mediation payment	Alice				\$190	\$190	\$190	\$190	\$190	\$190
average non-A&V case revenue	Alice				\$296	\$346	\$402	\$396	\$350	\$417
annual income	Jody	\$357,385	\$369,889	\$449,056	\$451,785	\$519,065	\$787,872	\$242,079	\$1,039,800	\$110,419
contributed/earned ratio	Jody	54/56	56/44	40/60	32/68	51/49	61/39	74/26	60/40	62/38
balanced annual budget?	Jody	no	yes	yes	yes	yes	yes	yes	yes	yes
business partners	Joe	20	19	19	23	16	15	9	30	6
grant & RFP proposals submitted	Jody		5	7	12	14	15	4	25	3
first time donors						58	53	recorded Q2	75	recorded Q2
monthly sustaining donors	Joe	50	52	55	59	59	63	58	70	63
leadership circle households	Joe	9	17	24	33	35	43	37	45	39
percentage of volunteer pool donating \$							54	recorded Q2	50	recorded Q2
months of operating expenses held in reserve									3	2.5
Community Engagement										
total outreach efforts	Joe	83	166	150	207	214	233	57	215	51
responsiveness to community need	Jody		yes	yes	yes	RJ, TN, & ERP	ERPP & bilingual team	recorded Q2	equity actions	recorded Q2
community outreach TC outskirts & MC	Jody				yes	MC SCC	MC incl. sp sp pop	recorded Q2	tribal partners	recorded Q2
community-wide issue area of focus	Jody					housing	ERPP	TN, OPD, IFW	bilingual needs	hiring/Cielo
%-age of board engaged in fundraiser	Joe		100%	100%	100%	91%	100%	recorded Q2	100%	recorded Q2
%-age of board giving personally	Joe		100%	100%	100%	100%	82%	67%	100%	recorded Q2
quarterly board donor engagement trng									4 events held	recorded Q2
referral source outside of law/court	Alice				42%	45%	34%	29%	45%	41%