



# Dispute Resolution Center OF THURSTON COUNTY

## Business Continuity Plan Part I: Programming

This is the Dispute Resolution Center plan of action following a significant disruption, to keep the organization in operation and/or return to full operation as quickly as possible after a slow-down or stoppage. These are the critical programmatic functions that are needed:

| Critical Function                        | Recovery Time Objective  | Staff Lead | Essential Resources                | Backup Resources                     |
|--|--|------------|------------------------------------|--------------------------------------|
| Resource Line & Conciliation             | Operating ½ time now; back up to FT by 5/15 (estimate)   | Alice      | Access to Systems                  | Paper & Excel Files                  |
|  |  |            | Cell Apps to Link Office to Phones | Cell Apps to Link Office to Phones   |
|  |  |            | Staff                              | Volunteers                           |
| Mediation & Facilitation                 | All sessions on hold through 5/15; scheduling virtual cases at that time; practice sessions in early May – using volunteer mocks   | Alice      | Safe Physical Space                | Safe Virtual Space                   |
|  |  |            | Mediators                          | Advanced Trained Mediators           |
|  |  |            | Proven Process                     | Adapted, Proven Process              |
| 40-hr & Family Trainings                 | April 40-hr. cancelled; May Family 1 registrant TBD; June 40-hr capped at 16 for anticipated space; may go virtual                 | Jesse      | Safe Physical Space                | Safe Virtual Space                   |
|  |  |            | Trainers                           | Advanced Trained Trainers            |
|  |  |            | Proven Content                     | Adapted, Proven Process              |
| Multi-Party, FEM, CM, & Custom Trainings | MP cancelled; customs rescheduled for Summer/Fall; Facil. Eff. Mtgs, Collab. Neg. on; initial free, virtual trainings 4/9 and 4/15 | Oriana     | Safe Physical Space                | Safe Virtual Space                   |
|  |  |            | Trainers                           | Advanced Trained Trainers            |
|  |  |            | Proven Content                     | Adapted, Proven Process              |
| Youth Services                           | Schools are closed; YES team laid off; FJC on slowdown through 4/30; educators invited to 4/9 and 4/15 sessions                    | Lucia      | Schools Open                       | Virtual Option for Working Educators |
|  |  |            | YES Team                           | Staff                                |
|  |  |            | Community Partners                 | Volunteers                           |



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## Business Continuity Plan Part II: Operations

This is the Dispute Resolution Center plan of action following a significant disruption, to keep the organization in operation and/or return to full operation as quickly as possible after a slow-down or stoppage. These are the critical operations functions that are needed:

| Critical Function  | Recovery Time Objective  | Staff Lead      | Resources Needed   | Backup Resources                     |
|--|--|-----------------|--|--------------------------------------|
| Bookkeeping & Payroll  | Operating remotely indefinitely;<br>SharedWork app 3/27, accept 4/3;<br>CARES app 4/3, accept 4/9;<br>Working WA app 4/7 | Jennifer & Jody | Access to Systems  | Manual Processes                     |
|  |  |                 | Exec. Dir. Support   | Comm. Eng. Mgr. Support              |
|  |  |                 | Expected Revenue   | Alternate Revenue                    |
| Communications   | Operating remotely indefinitely  | Joe             | Access to Systems  | Outlook as Minimum                   |
|  |  |                 | Exec. Dir. Support   | Program Specialist Support           |
|  |  |                 | Program Communications   | Alternative Communications           |
| Fundraising  | Annual Fundraiser cancelled; in lieu campaign in progress; business & grants in process                                  | Joe & Jody      | Access to Systems  | Manual Processes                     |
|  |  |                 | Donors at Event  | In-Lieu Campaign                     |
|  |  |                 | Funders  | More, New Funders                    |
| Practicum Management & Volunteer Support                             | 4/2, 4/8 events; mocks timed with virtual mediation practice schedule; volunteer survey in development                   | Jesse           | Access to Systems  | Volunteer Phone List                 |
|  |  |                 | Engaged Volunteers   | More, Supported & Engaged Volunteers |
|  |  |                 | Physical Sessions for Learning                                 | Virtual Sessions for Learning        |
| Financial Oversight, Board Support, and Staff, Facilities, & Systems | Remote staff meetings set; 1:1 staff to ED meetings continuing; individual &   | Jody            | Access to Systems  | Manual Processes                     |
|  |  |                 | Engaged Staff, Volunteers, Clients, Donors, Community Partners | Re-Connection for Any Not Engaged    |

|            |                                |  |                                       |  |
|------------|--------------------------------|--|---------------------------------------|--|
| Management | project work-plans<br>in place |  | Budget Based on<br>Expected Cash Flow | Revised Budget Based on<br>Revised Cash Flow |
|------------|--------------------------------|--|---------------------------------------|--|