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| **DRC 5-Year Strategic Plan****Draft *2.07.20*** |
| 1. **RESOLVING CONFLICT**

Conflict resolution and prevention services of the highest quality are affordable, available, accessible, and are appropriate for the diverse needs of the community.  |
| **2020** | **2021** | **2022** | **2023** | **2024** |
| 1. **Affordable and**

**Accessible Services to all in the community*** Continue to match volunteer pool with community need
* Expand outreach to outer/rural areas of Thurston County, Mason County
* Continue to build Cultural Awareness (Internal)
* Explore options to engage in a community issue (homelessness)
 | 1. **Affordable and Accessible Services**
* Continue to match volunteer pool with community need
* Continue to expand outreach to outer / rural areas of Thurston county and mason county
* Conduct cultural audit
 | 1. **Affordable and Accessible Services**
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| 1. **Serving Youth**
* Increase number of Youth clubs in schools
 | **B. Serving Youth*** Explore options to engage more youth in the broader community
 | **B. Serving Youth** | **B. Serving Youth** | **B. Serving Youth** |
| **C. Partnerships*** Continue to expand custom facilitation, multi-party and training options
* Continue to clarify restorative justice practices for DRC community
* Continue de-escalation training
* Identify potential strategies on how DRC can assist law enforcement agencies
 | 1. **Partnerships**
* Select an expansion opportunity for restorative practices
* Implement as the organization gets ready
* Pilot strategies for law enforcement agencies (Ex: formal referral services)
 | 1. **Partnerships**
* Strong relationships with local law enforcement agencies
 | **C. Partnerships** | **C. Partnerships** |
| 1. **DEVELOPING AND SUPPORTING STAFF AND VOLUNTEERS**

A vibrant cadre of staff and volunteers will have access to the training and support necessary to provide our core services. |
| **2020** | **2021** | **2022** | **2023** | **2024** |
| * **Recruit and retain well-supported volunteers and staff**
* Add clarity on compensation scale and professional advancement for staff
* Offer more opportunity for connection of senior mediators to the potential and new volunteers
* Leverage the training to recruit more volunteers
 | 1. **Recruit and retain well-supported volunteers and staff**
* Conduct and review comparable salary surveys
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 | 1. **Recruit and retain well-supported volunteers and staff**
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| 1. **FINANCE AND DEVELOPMENT**

The DRC will follow financial practices that ensure we are able to achieve both our short-term and long-term goals. |
| **2020** | **2021** | **2022** | **2023** | **2024** |
| 1. **Develop strategies to ensure financial stability**
* Increase fee-generating programs
* Finance Audit
 | 1. **Develop strategies to ensure financial stability**
 | 1. **Develop strategies to ensure financial stability**
 | **A. Develop strategies to ensure financial stability** | **A. Develop strategies to ensure financial stability** |
| **Continue to optimize financial stability*** Reinstate Finance Committee on Board of Directors (done)
 | **Continue to optimize financial stability*** Implement audit recommendation from the financial audit
 | **Continue to optimize financial stability*** Develop plan for use and growth of Reserve Fund
* Develop a plan for use and growth of Legacy Fund
 | **Continue to optimize financial stability** | **Continue to optimize financial stability** |
| 1. **FACILITIES**

Services will be provided in facilities that are safe, secure, and accessible for all. |
| **2020** | **2021** | **2022** | **2023** | **2024** |
| 1. **Plan for facility needs and expansion**
* Convene Facilities Task Force/Committee
* Assess Current Facilities (Functionality)
* Identify short-term options for current facility
* Outline plan for expansion
 | 1. **Plan for facility needs and expansion**
* Conduct community training/meeting needs assessment
* Develop options for expansion
* Price viable options
* Develop Equipment needs assessment
* Begin plan for capital campaign
 | 1. **Plan for facility needs and expansion**
* Kickoff Capital Campaign for Expansion
* Make decisions on how to proceed
 | 1. **Plan for facility needs and expansion**
* Negotiate lease / Purchase
* Take appropriate steps for expansion
 | 1. **Plan for facility needs and expansion**
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| 1. **BOARD OF DIRECTORS**

The Board of Directors will work together with the Executive Director, staff and volunteers to actively support the goals of the Dispute Resolution Center. |
| **2020** | **2021** | **2022** | **2023** | **2024** |
| **A. Recruit board members that reflect communities we serve*** Conduct analysis to target recruitment efforts
* Educate board members on cultural awareness
* Institutionalize onboarding training for new board members
 | **A. Recruit board members that reflect communities we serve*** Identify opportunities for youth to participate at the board level
 | 1. **Recruit diverse board members**
 | 1. **Recruit diverse board members**
 | 1. **Recruit diverse board members**
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| **B. Expand fundraising capacity of the board*** Continue fundraising trainings
* Support active participation by all board members in fundraising, including hosting table at Toast
* Develop board member outreach plans designed to nurture and grow donor base
 | **B. Expand fundraising capacity of the board*** Measure and increase active participation by all board members in fundraising
* Explore / access signature fund raising event
 | **B. Expand fundraising capacity of the board** | 1. **Expand fundraising capacity of the board**
 | **B. Expand fundraising capacity of the board** |
| 1. **Strengthen Board Governance**
* Conduct annual self-assessment of board effectiveness
* Create future plan for developing board effectiveness
* Implement modified Board and Committee meeting schedule
* Develop a succession plan for board growth
 | **C. Strengthen Board Governance Effectiveness*** Conduct annual assessment of board effectiveness
 | **C. Strengthen Board Governance Effectiveness** | **C. Strengthen Board Governance Effectiveness** | **C. Strengthen Board Governance Effectiveness** |