

## 2024 Strategic Plan: Quarter 2 Update

### EXPANDING THE CIRCLE

of neighbors helping neighbors, who are representative of the diversity of our community as a staff, board, and volunteer base.

OBJECTIVES		Q2 update (Apr-Jun)
1	Center our commitment to Justice, Equity, Diversity, Access, and Inclusion (JEDAI) in all aspects of service and operations using a staff-led plan.	Monthly JEDAI meetings and working progress on our By and Through matrix. The Board Executive Committee used the ResWA Equity Toolkit to review and approve policies in June. Facilitated a conversation on Volunteer Access and Inclusion, which led to personal invitations from staff to volunteers for the volunteer picnic, an assessment of our communication channels (i.e., volunteer newsletter and portal)
2	Assess interested staff and board members with the Intercultural assessment.	No new assessments.
3	Engage with tribal partners and create a tribal seat on our Board.	Individual relationship building with new ED. We submitted two financial request letters to the Nisqually and Chehalis tribes.
4	Hold an event with Spanish bilingual, bicultural partner organization to learn best steps for deeper support.	Our partnership with CIELO (Latino Organization) has good standing and two of their staff members will attend our Volunteer Appreciation Picnic. We are also in conversation with Mi Chiantla, which works with teens and their families in Rochester to promote academic and technical excellence (STEM) with the goal of partnering to offer Youth Empowerment Services and restorative practices.

5	Develop volunteer task forces to help support community outreach and program development (e.g., RJFD, Youth Services, AtM, FESS) and offer connection and in-service opportunities.	Active work on the Mentor/Mentee support for mediators, Training 4 Trainers cohort, and Facilitation for Mediators cohort.
6	Explore/pursue unique opportunities to create awareness with outreach and marketing.	Staff attended events for young professionals, women's events, and BIPOC events with the Chamber. We signed a contract with the Olympia Parks and Recreation Department to offer and advertise our Crash Course in November.
7	Expand access to training for underserved communities.	Continued negotiating/offering discounts to interested training participants and community groups interested in facilitation services.

**LEADING THE TRANSFORMATION**  
to a variety of approaches for conflict resolution, prevention, and restorative practices within our community and systems.

<b>OBJECTIVES</b>		<b>Q2 update (Apr-Jun)</b>
8	Explore opportunities to develop, create, and train a community team for hate/violence work to bridge community divides.	NAFCM applied for another grant to support the Trust Network to expand resources for program design and implementation.
9	Continue expanding into youth services and develop training materials to support schools/organizations to self-sustain.	Continued youth curriculum development of Peacemakers club for LP Brown Elementary School. Submitted a grant to the Kiwanis Club of Olympia for a 3-day youth conflict/communication skills workshop. Staff attended a Mediators Beyond Borders webinar about Peer Mediation in Bolivia.
10	Establish more restorative justice offerings for the community (e.g., dialogues, trainings) and develop capacity for RJ leaders.	Staff attended monthly RJD oversight meetings. Staff met with interested folks to increase services for juveniles. Completed one case.

## BECOMING A PILLAR

that is a known, trusted, and valued institutional support for our community.

OBJECTIVES		Q2 update (Apr-Jun)
11	Maintain current holding operating reserves at 4 months.	We maintained holding four months of operating expenses in reserve to assist with cash flow if necessary. We ended the quarter in a good place.
12	Involve board in donor stewardship.	Key stewardship events include the Peacemaker Celebration in May and a social gathering for current and past Board members in June. Former ED had several relationship building interactions with key donors prior to her departure.
13	Expand business partnerships and explore new opportunities by focusing on small businesses.	63 total outreach activities in Q2, including 2 presentations (NAMI & CFD Agency Leads), 2 tabling events and 14 networking events. Hosted first public 10-Hour Conflict Resolution Tools for Organizations to a total of 23 participants spanning 14 organizations within our community.
14	Refine cycle of audits/financial reviews into budget and Finance Committee's plan.	Reviews occurred as scheduled.
15	Expand our facilitation portfolio (e.g., tools, resources, volunteers, facilitations).	Developed a facilitator practicum with a volunteer and delivered an in-house training opportunity for volunteers. Developed Facilitation for Mediators Handbook and outline for future 16-hour trainings. Developed a facilitation cohort that meets quarterly. Began communication with Department of Corrections about hosting custom FEM in fall of 2024.
16	Fill 2-4 more conciliator shifts.	About 80% coverage in Q2; still onboarding 3 potential conciliators.
17	Focus on volunteer expansion, sustainability, and quality/competency.	2 new practicum members, 3 new apprentice mediators, 4 new certified members. Hosted 2 In-Services, have a strong presence at coffee talk. Developed Mentor/Mentee Program. Changed onboarding protocols to include more training on observations and feedback.

18	Focus on legacy fund at ED departure.	N/A
19	Capture impact stories for outreach.	Mediation client feedback now being routinely shared and selected testimonials from clients, training participants and community members being submitted to ResWA Storybank.
20	Have a steady social media presence to increase awareness and engagement.	Our social media audience has grown to nearly 1,300 followers on Facebook, LinkedIn and Instagram. Activity focused on the May Peacemaker Event, promotion of the new 10-hour training course for organizations and Give Big campaign. Selection of new ED has had a positive response and significant reach. We are more actively and routinely watching feeds and sharing posts from community partners.