



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	2018	2019
			"Stability" <i>transition management with finance, staffing, and org. visibility</i>	"Presence" <i>facility and services that authentically reflects organizational values</i>	"Capacity" <i>individual & organizational sustainability</i>
Conflict Resolution	Staff Reporting				Goals
calls	Alice	468	549	635	700
mediations (2p)	Alice	319	306	364	400
A&V availability	Alice				12 months
average time between conf. and session	Alice				1 month
facilitations & MP mediations	Alice	n/a	n/a	10 facilitations	18
agreement success rate	Alice	87%	86%	85%	85%
caseload diversity	Alice				increased
cancellation w/o rescheduling	Alice				<20%/total
referrals to private mediators	Alice				<50
Conflict Prevention					
trainings (non-youth services)	Oriana	28	41	98	107
contact hours in training: in-house	Oriana				240
contact hours in training: custom	Oriana				120
people trained	Oriana	814	557	984	1015
cancelled in-house trainings (low enr.)	Oriana				0
Youth Services					
club schools	Lucia	4	5	6	6

training schools & organizations	Lucia	3	2	5	7
people trained (youth)	Lucia				100
people trained (adults)	Lucia				200
%-age of data assessment completed	Lucia				100%

People

FTE	Jody	4.8	5.3	5.5	6
active volunteers*	Jesse	142	132	131	150
lead/apprentice/observer	Jesse			80/21/12	95/20/15
%-age meeting certification standards	Jesse	n/a	n/a	est. 80%	100%
conciliator shift coverage	Alice				100%

**definition of active more restrictive in 2018*

Structures

facilities	Jody	no change	no change	new location	new 40-hr loc.
systems upgrades	Jody	Quickbooks	CLM & LGL	Volgistics	new server

Dollars

average case revenue for 2P mediation	Alice				\$250
annual income	Jody	\$357,385	\$369,889	\$400,000	\$470,000
contributed/earned ratio	Jody	54/56	56/44	52/48	57/43
balanced budget at year end?	Jody	no	yes	yes	yes
business partners	Joe	20	19	19	23
monthly sustaining donors	Joe	50	52	55	65
leadership circle households	Joe	9	17	24	40
on-time mediation fees (pre-session)	Jennifer			83%	100%
write-offs	Jennifer	8%	3.50%	4%	0%

Community Engagement

outreach efforts	Joe	83	166	150	165
community needs assessment ongoing?	Jody		yes	yes	yes
%-age of board engaged in fundraising	Joe			100%	100%
referral source	Alice				not via law/ct