



## 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 &amp; organizational sustainability</i>	
Conflict Resolution	Staff Reporting				Goals	Q1
calls	Alice	468	549	635	700	168
mediations (2p)	Alice	319	306	364	400	61
A&V availability	Alice				12 months	12 months
average time between conf. and session	Alice				1 month	3.8 weeks
facilitations & MP mediations	Alice	n/a	n/a	10 facilitations	18	6
agreement success rate	Alice	87%	86%	85%	85%	84%
caseload diversity - non-family %	Alice			15%	16%	6.20%
cancellation w/o rescheduling	Alice			98 (21%/total)	<20%/total	9%
referrals to private mediators	Alice			65	<50	5
<b>Conflict Prevention</b>						
trainings (non-youth services)	Oriana	28	41	98	107	14
contact hours in training: in-house	Oriana			223.5	240	61
contact hours in training: custom	Oriana			90	120	25
people trained	Oriana	814	557	984	1015	327
cancelled in-house trainings (low enr.)	Oriana		3	2	0	0
<b>Youth Services</b>						
club schools	Lucia	4	5	6	6	4

training schools & organizations	Lucia	3	2	5	7	4
people trained (youth)	Lucia				100	165
people trained (adults)	Lucia				200	100
%-age of data assessment completed	Lucia				100%	tbd

### People

FTE	Jody	4.8	5.3	5.5	6	5.7
active volunteers*	Jesse	142	132	131	150	146
lead/apprentice/observer	Jesse			80/21/12	95/20/15	89/15/16
%-age meeting certification standards	Jesse	n/a	n/a	est. 80%	100%	tbd
conciliator shift coverage	Alice				100%	95%

*\*definition of active more restrictive in 2018*

### Structures

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

### Dollars

average case revenue for 2P mediation	Alice				\$250	\$228
annual income	Jody	\$357,385	\$369,889	\$400,000	\$470,000	\$164,064
contributed/earned ratio	Jody	54/56	56/44	52/48	57/43	46/53
balanced budget?	Jody	no	yes	yes	yes	yes
business partners	Joe	20	19	19	23	17
monthly sustaining donors	Joe	50	52	55	65	50
leadership circle households	Joe	9	17	24	40	30
on-time mediation fees (pre-session)	Jennifer			83%	100%	95%
write-offs	Jennifer	8%	3.50%	4%	0%	0%

### Community Engagement

outreach efforts	Joe	83	166	150	165	42
community needs assessment ongoing?	Jody		yes	yes	yes	yes
%-age of board engaged in fundraising	Joe			100%	100%	100%
referral source outside of law/court	Alice				35%+	36%