

## Strategic Plan for April 2021 – March 2024

Mission: To use and promote peaceful dispute resolution processes throughout our communities.

### **GOAL: DEEPEN OUR CONNECTIONS WITH OUR COMMUNITIES**

#### **Objectives:**

- Develop and distribute messages that speak to each of our target audiences
- Offer education, training, and up-to-date content about mediation and conflict resolution
- Understand and respond to the needs of our counties and communities
- Maintain collaborative partnerships aligned with community needs

### **GOAL: BUILD ORGANIZATIONAL CAPACITY**

#### **Objectives:**

- Maintain an organizational culture that integrates our core values of transparency, self-awareness, collaboration, and respect at all levels of the organization
- Assess and address opportunities to enhance the quality of services through professional development and evaluation
- Sustain a cohort of volunteers who contribute their skills, experiences, and resources to further the mission and growth of the organization
- Increase diversity of funding sources at the county and organizational levels

### **GOAL: INTEGRATE PRINCIPLES OF DIVERSITY, EQUITY, INCLUSION, AND BELONGING (DEIB)**

#### **Objectives:**

- Recruit and support a diverse population of staff, volunteers, and board members
- Evaluate our internal processes periodically and systematically
- Engage all stakeholders in implementing DEIB principles and actions