DISPUTE RESOLUTION CENTER
Executive Director's Report
May 20, 2024

Welcome back!

It will come as no surprise that the DRC has accomplished quite a lot in the past months, which you'll see outlined below. You may remember that we had set some goals for this fiscal year and I am proud to say that we are well on our way.

I have appreciated all of your support and confidence as I have navigated my first months at the DRC. It has been an exciting time and I am looking forward to our continued work as a staff and board.

Many thanks and take care,

Erin S. Patterson

Statistical Report:

January, February, March, April:

Month	PREVIOUS PENDING	CASES OPENED	CASES MEDIATED	% MEDIATED	CASES SETTLED	% SETTLED	PND		I&R
Jan-2024	77	65	25	17.6%	15	60.0%	70		10
Jan-2023	66	71	17	12.4%	8	47.1%	78		6

Month	PREVIOUS PENDING	CASES OPENED	CASES MEDIATED	% MEDIATED	CASES SETTLED	% SETTLED	PND		I&R
Feb-2024	70	57	23	18.1%	17	73.9%	77		11
Feb-2023	78	50	14	10.9%	9	64.3%	67		11

Month	PREVIOUS PENDING	CASES OPENED	CASES MEDIATED	% MEDIATED	CASES SETTLED	% SETTLED	PND		I&R
Mar-2024	77	52	16	12.4%	10	62.5%	82		15
Mar-2023	67	80	20	13.6%	11	55.0%	76		10

SECOND QUARTER								
Fiscal Year	PREVIOUS PENDING	CASES OPENED	CASES MEDIATED	% MEDIATED	CASES SETTLED	AVE % SETTLED	PND	I&R
2024		174	64	16.0%	42	65.5%	82	36
2023		201	51	12.3%	28	55.4%	76	27

Summary:

In the second quarter of our fiscal year, we continue to see a reduced number of new cases, but expect those numbers to increase in the coming months as we implement a new marketing plan, including the launch of a new website by the end of summer, 2024. Of the 174 cases that were opened this quarter, 80% were held online. That said, we are seeing a small, but steady increase in the number of mediations held in person.

Website Dashboard:

The DRC website dashboard continues to allow individual board members and committees to access previous documents with ease via their board issued password. All relevant documents, meeting minutes and other similar items can be found there. While we have considered discontinuing the dashboard due to a suspected lack of use, we have surveyed the board and learned that it is a useful tool for members. Given this, we will continue to make the dashboard available.

The link for locating the Dashboard along with the case sensitive password is:
https://austindrc.org/drc-dashboard/
Password: Mediation5407

Initiative to Recruit More Mediators:

In November of 2023, DRC staff implemented an initiative to recruit new mediators. The staff is now requesting that the trainers for each 40-hour training recommend 2 participants that the DRC will invite to mediate for us. Our goal is to recruit 10 new mediators by September. Currently, we have recruited 8 new mediators.

DRC PROGRAM/SERVICES UPDATE:

Volunteer Appreciation Party:

The DRC staff hosted approximately 37 mediators, board members, staff, and guests at Moonshine Grill on Friday, May 3rd. We used this opportunity to spend time together, acknowledge our volunteers' commitment to the DRC and celebrate our accomplishments. The volunteers were each gifted a blanket as a thank you gift for their hard work.

At this party DRC staff member, David Huang, shared the following statistics from 2023:

Total volunteer hours: 1,415 hours
Value of volunteer Mediator Contribution is $176,875
Estimated savings for Travis County by providing mediation services: $1,857,600

Bill Forbes, in Massachusetts mediated 43 times for 194 hrs
Craig Bell, mediated 25 times for 95 hours
Bob O'Keefe mediated 27 times for 88.5 hours and
Margaret Borden meditated 19 times for 80 hours

In 2023, 2,333 people were served, including 831 that ultimately participated in mediation. Whether they settled or not, 97.1% were satisfied with the staff, mediators and mediation process.

124 Zoom Community Based
7 Zoom Community Based (Spanish)
15 Community Based in person (Spanish)
5 Civil Litigation Mediation in person
44 Zoom Civil Litigation Mediation
7 Zoom Civil Litigation Meditation (Spanish)
11 Juvenile Court Mediations in person
4 Juvenile Court in person in (Spanish)
3 Zoom Juvenile Court mediations
1 Zoom Juvenile Court mediations (Spanish)
12 Facilitations

Of the 928 cases DRC worked on, referral sources are as follows:
50% came from attorneys
17% from Media
13.58 from Agencies
Personal 9.27%
Community Groups 8.19
Business 1.19 %

Standard Trainings:

1 Basic 40-Hour Training: February 2024 (10 participants)

1 Basic 40-Hour Training: April 2024 (20 Participants)

Custom Trainings, Marketing, Public Relations, etc.

1. The 2023 Annual Report was emailed with an introductory message from Erin Patterson to the usual stakeholders, such as the judges in Travis and Williamson Counties, various Travis County and City of Austin departments, City Council, nonprofits and more.

2. 1/24/24: Erin Patterson and Lisa Weger met with Vicky Read from the Center of Public Policy Dispute Resolution to make introductions and discuss a possible move to County offices.

3. 3/7/24: Erin Patterson and Lisa Weger attended the Travis County budget meeting and also met with the DRC's new County contact, Iris Suddaby.

4. 3/6/24: The DRC staff met to discuss our website rebuild, update and remove any necessary content, and create a map for the new site.

5. We worked with Kara Hawthorne on participation as a member of the DRC Directors Council in the March annual TAM conference.

6. 4/3/24: Erin Patterson, Bettye Benten and Belinda Herrera met to discuss the status of the DRC, Belinda becoming the board president and the possibility of updating the DRC's strategic plan.

7. 4/4/24: Erin Patterson met with Kristen Jenna, a potential website designer.

8. 4/6/24: Matt Smith conducted the first facilitation from our new pool of facilitators trained by Kris Donley before she retired. This was attended by the Blackland

Community Development Corporation's Board of Directors (6 people).

9. 4/10/24: Erin Patterson met with Cameron Joyner, a potential website designer.
10. 4/18/24: Erin Patterson met with Cameron Joyner to review the website plan and agreement.
11. 5/3/24: The DRC staff hosted an appreciation lunch for our volunteers at Moonshine Grill.
12. 5/8/24: The Board of Directors voted to proceed with the website redesign and hire Cameron Joyner to lead this project.
13. 5/14/24: Erin Patterson, Bettye Benten and Belinda Herrera met to discuss next steps in reimagining and rewriting DRC's strategic plan.

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