

**Lake County Mediations
2015-18 STRATEGIC PLAN
GOALS & OBJECTIVES**

- I. GOAL: Human Resource Development & Management:
Expand the number and skill diversity of committed LCM volunteers and institute effective volunteer retention incentives

OBJECTIVE 1. Attract volunteers from Lake County stakeholder, referral organizations and community at large to LCM;

OBJECTIVE 2: Expand the engagement of volunteers in dispute resolution services, administrative and management (BOD) positions and committee work.

OBJECTIVE 3: Institute a volunteer retention protocol

- II. GOAL: Program Services
Increase the Annual Level of LCM Program Services provided to the Lake County Community:

OBJECTIVE 1: Increase the annual volume of ADR phone Intakes and community Referrals.

OBJECTIVE 2: Increase the annual volume of dispute resolution mediation services to the Lake County Community.

OBJECTIVE 3: Increase the annual volume of LCM Neutral Election Monitoring Service

III. GOAL: Expand the Use of Appropriate Technology by LCM
Utilize appropriate technology advances to improve target market interface, volunteer management, volunteer satisfaction, data collection and reporting requirements.

OBJECTIVE 1: Identify able volunteer assistance to recommend, assess and incorporate appropriate digital technology that LCM can utilize to improve its internal communication with volunteers, expand its training and e-meeting capacity, and enhance LCM's social marketing.

IV. GOAL: Financial Resource Development:
Expand the level and diversity of LCM's annual revenue sources.

OBJECTIVE 1. Expand the depth, breadth and frequency of LCM's annual donor campaign

OBJECTIVE 2. Increase the annual level of mediation fees earned by LCM by requiring that each party of a community mediation pay a minimum of \$50 an hour for mediation services; sliding scale fees will be available for low-income parties. All parties must pay some amount.

OBJECTIVE 3. Increase the proportion of LCM annual grant revenue by ____ percent/ or to ____ dollars.