



Resolution Services

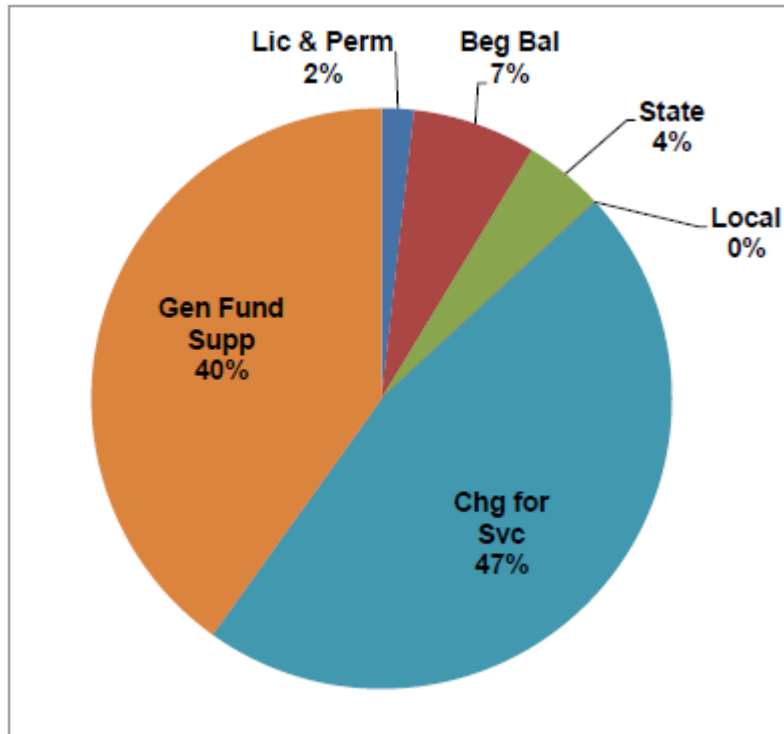
2020-2021 BUDGET PRESENTATION



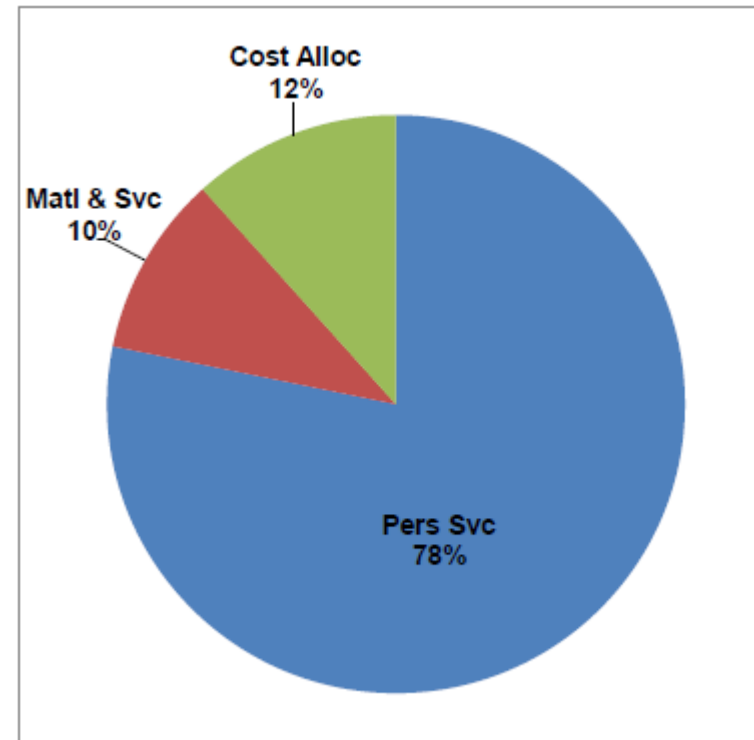
Resolution Services

2020/21 Revenue and Expenses

Revenue



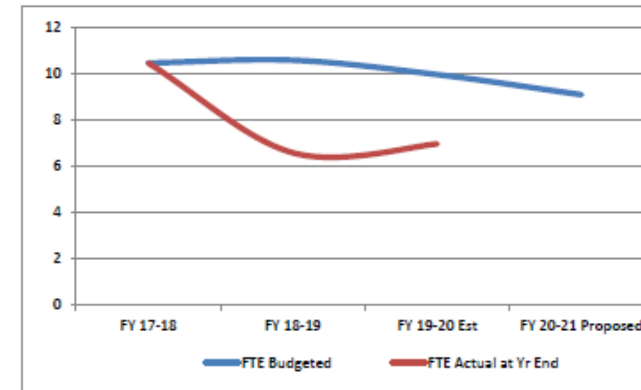
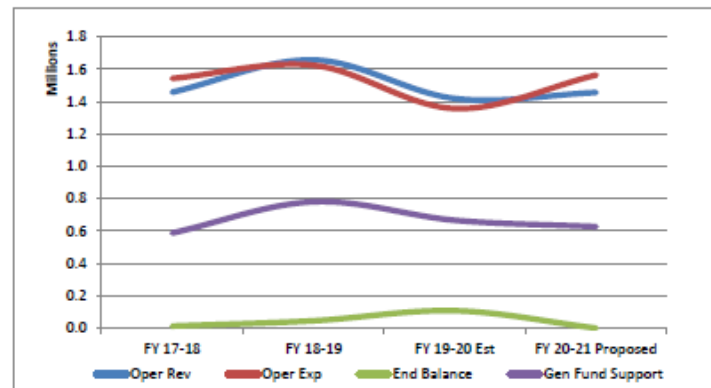
Expenditures



Resolution Services

Summary of Revenue & Expenses

	FY 17-18	FY 18-19	FY 19-20 Adopted Budgeted	FY 19-20 Amended Budgeted	FY 19-20 Projected Year End V2	FY 20-21 Proposed Budget	Chg from Prior Yr Budget	% Chg from Prior Yr Budget
Beginning Balance	97,550	12,702	20,304	45,661	45,661	107,625	61,964	135.7%
Licenses & Permits	22,730	22,370	26,000	26,000	16,590	28,000	2,000	7.7%
State Grants & Revenues	87,098	77,833	80,662	80,662	62,922	70,000	-10,662	-13.2%
Local Grants & Revenues	5,052	24,042	10,000	10,000	0	500	-9,500	-95.0%
Charges for Service	748,244	752,070	894,925	894,925	672,989	730,395	-164,530	-18.4%
Other Revenues	7,121	95		0		0	0	0%
Interfund Transfers	587,869	780,607	666,388	666,388	666,388	627,123	-39,265	-5.9%
Operating Revenue	1,458,114	1,657,017	1,677,975	1,677,975	1,418,889	1,456,018	-221,957	-13.2%
% Change	NA	13.6%	1.3%	1.3%	-14.4%	-2.4%		
Personnel Services	1,241,691	1,272,052	1,335,960	1,335,960	1,017,908	1,223,052	-112,908	-8.5%
Materials & Services	131,441	184,592	173,573	198,930	150,271	158,461	-40,469	-20.3%
Cost Allocation Charges	169,830	167,414	188,746	188,746	188,746	182,130	-6,616	-3.5%
Capital Outlay	0	0		0		0	0	0%
Operating Expenditure	1,542,962	1,624,058	1,698,279	1,723,636	1,356,925	1,563,643	-159,993	-9.3%
% Change	NA	5.3%	4.6%	6.1%	-16.4%	5.8%		
Reserve for Future Expenditures	0	0	0	0	0	0	0	0%
Contingency	0	0	0	0	0	0	0	0%
Total Expenditure	1,542,962	1,624,058	1,698,279	1,723,636	1,356,925	1,563,643	-159,993	-9.3%
Ending Balance (if applicable) (includes Reserve & Contingency)	12,702	45,661	0	0	107,625	0	0	0%
General Fund Support (if applicable)	587,869	780,607	666,388	666,388	666,388	627,123	-39,265	-5.9%
Full Time Equiv Positions (FTE) Budgeted	10.4	10.6	9.9	9.93	9.93	9.06	-0.9	-8.8%
Full Time Equiv Positions (FTE) Filled at Yr End	10.4	6.6			6.93			
Full Time Equiv Positions (FTE) Vacant at Yr End	0.0	4.0			3.00			



<i>Line of Business</i>	FY 20/21	FY 20/21	FY 20/21	FY 20/21
<i>Program</i>	FTE	Resolution Services	Total Proposed Budget	General Fund Subsidy Included in Proposed Budget**
Conflict Resolution				
Conflict Resolution	7.20	1,285,672	1,285,672	489,156
Skill Development			-	
Skill Development	1.86	277,971	277,971	137,967
			-	
TOTAL	9.06	1,563,643	1,563,643	627,123
<i>FY 19/20 Budget</i>	9.93	1,723,636	1,723,636	666,388
<i>\$ Increase (Decrease)</i>	-0.87	-159,993	-159,993	-39,265
<i>% Increase (Decrease)</i>	-8.76%	-9.28%	-9.28%	-5.89%

** General Fund subsidy is support from unrestricted General Fund revenues, primarily property tax
Subsidy does not include resources generated by operations such as charges for service (including costs allocated to users) and grants

Resolution Services

Performance Clackamas Strategic Results

BCC Priority	Measure	FY18-19 Actual	FY 19-20 Target	FY 19-20 Projected Perform.	FY20-21 Target
Ensure safe, healthy and secure communities	Percentage of Domestic Relations cases in which parties reach mutual agreement on the issue(s) between them.	73%	75%	78%	75%
Ensure safe, healthy and secure communities	Percentage of cases where parties reach agreement in community mediation.	80%	75%	81%	80%
Ensure safe, healthy and secure communities	Percentage of parents who attended the parent education class who report that "The information I learned in class will influence the decisions I make regarding my children." [7/1/17 - present]	82%	75%	89%	90%

Resolution Services

2019 Major Accomplishments

- **Remote Client Services** including virtual mediation sessions offered via Zoom conferencing, electronic signature and document scanning capabilities
- **Family Law Clinic** for clients who are not represented by attorneys and voluntarily reach mutual agreement with the help of CCRS mediation services on all matters in their case including filing mediated settlement agreements with Clackamas County Court
- **Second Home Mediation** services to unhoused Clackamas County high school students and those making rooms available to students in their homes, in partnership with Oregon Ecumenical Ministries and H3S Social Services
- **Parent Education** classes offered virtually via Zoom conferencing in both English and Spanish in support of parents and children effected by family change
- **Improved Website** providing information, forms and documents, and online registration and payment options

Resolution Services

Significant Changes from 2019/20

\$ Amount	Description	Service Level Impact, including citizens & staff
-\$112,908	Reduction in FTE through attrition including retirement	Response times may increase as fewer staff work to answer increasing client requests for services and information
-\$100,00	Flat or Reduced funding continues from DOJ for Family Law mediation services	Fewer FL mediators available to meet the need of clients seeking services
-\$39,265	Reduction in General Fund Allocation	Fewer administrative staff to support mediation staff and client requests for services and information, as well as to support data collection for MFR, and perform safety protocols under Covid-19
-\$10,662	Reduction in State Revenues for community mediation activities (OOCDR, MMCRC, OFAP)	Fewer citizens will receive services, especially if staff reductions occur as a result of decreasing revenues

Resolution Services

Significant Changes from 2019/20

More online service options for clients	We are replacing desk top with lap top computers to allow more flexibility for remote service delivery off site. Staff are using online conferencing platforms, document sharing and signing, and registration and payment options for clients
Marketing services through social media	We continue to work with PGA to get the word out about conflict resolution and skill development services via our website, and County accounts with Nextdoor, Facebook, Instagram, and Twitter
Covid-19	Our staff has moved quickly to work from home providing mediation sessions and Parent Education classes via Zoom. Administrative duties are also being provided by staff from home. Clients and staff have learned to navigate new service delivery tools and platforms



Questions?



Resolution Services

Department Purpose Statement

The purpose of the Resolution Services Line of Business is to provide conflict resolution services to people and organizations experiencing conflict so they can resolve their differences peacefully, develop skills for the resolution of future conflicts and build safe, healthy relationships and communities.

Resolution Services

Lauren Mac Neill - Director

FTE 9.06

Total Proposed \$1,563,643

General Fund Support \$627,123

Conflict Resolution

FTE 7.20

Total Proposed
\$1,285,672

Gen Fund \$ 489,156

Skill Development

FTE 1.86

Total Proposed
\$277,971

Gen Fund \$ 137,967



Resolution Services Department

Conflict Resolution Line of Business

Purpose Statement

The purpose of the Conflict Resolution Program is to provide mediation and dispute resolution services to people and organizations so they can resolve their differences peacefully.

Performance Narrative

Resolution Services proposed an operating budget of \$1,285,672. This will support 7.2 FTE doing Conflict Resolution work within a department of 9.06 FTE regular staff. All staff provide or support services in both Conflict Resolution and Skill Development. We anticipate completing our transition to full implementation of Performance Clackamas budgeting and performance reporting in the coming year.




Conflict Resolution services are specifically targeted when individuals or communities have a defined dispute and we assist them in working toward a resolution of that dispute.

Conflict Resolution Services include:

Adoption Mediations	Manufactured Dwelling Park Mediations
Code Enforcement Mediations	Neighbor to Neighbor Mediations
Eviction Mediations	Small Claims Mediations
Meeting Facilitations	Victim Offender Dialogues
Family Law Mediations	Workplace Mediations
Foreclosure Avoidance Program Facilitations	

These efforts support the Board's Strategic Goals: build public trust through good government; and ensure safe, healthy and secure communities.

Key Performance Measures

		FY 17-18 Actual	FY 18-19 Actual	FY 19-20 Target	FY 19-20 Actuals as of 12/31/19	FY 20-21 Target
 Result	Percentage of Domestic Relations cases in which parties reach mutual agreement on the issue(s) between them.	73%	77%	75%	78%	75%
 Result	Percentage of cases where parties reach agreement in community mediation.	80%	79%	75%	81%	80%
 Output ¹	Number of clients receiving services	2656	3778	n/a	1949	n/a

¹ We don't have target numbers for our Conflict Resolution work as the nature of this work is responsive, and we seek to make services available to anyone seeking them whether on their own behalf, for others or by mandate.

Program includes:

Mandated Services

Shared Services

Grant Funding

Explanation:

Mandated Services:

Family Law: ORS 107.755

Mediation Orientation: Oregon law requires that each judicial district offer an orientation to mediation for litigants in family law matters. Clackamas County is the contracted provider of this service.

Family Law Mediation: Oregon law further requires that each judicial district offer court-connected mediation to litigants in family law matters; Clackamas County Circuit Court makes this mediation mandatory by Supplemental Local Rule. Clackamas County is the contracted provider for these mediation services.

Small Claims: Clackamas County Supplementary Local Rule 12.005 Mediation in Small Claims Actions

Clackamas County Circuit Court and Clackamas County Justice Court require all litigants to small claims matters to first attempt mediation prior to judicial hearing. Clackamas County Resolution Services is the contracted provider.

Foreclosure Avoidance Program: ORS 86.741

ORS 86.741 requires that lending institutions must provide notice and opportunity for homeowners to participate in a facilitated meeting prior to filing a judicial or administrative foreclosure proceeding. Clackamas County Resolution Services is the contracted provider for these services.

Grant Funding:

Our Community Mediation services section receives grant funding from the Oregon Office of Community Dispute Resolution, administered through the University of Oregon School of Law. We anticipate funds from this bi-ennial grant will be approximately \$50,000 by June 30, 2020. This grant covers neighbor-to-neighbor disputes for residents of, or businesses within, Clackamas County. We anticipate funding will continue into future years at the same level with a possible COLA of 3-4%.



Resolution Services

Conflict Resolution

Budget Summary

	FY 17-18 Actual	FY 18-19 Actual	FY 19-20 Amended Budget	FY 19-20 Projected Year End	FY 20-21 Proposed Budget	Chg from Prior Yr Budget	% Chg from Prior Yr Budget
Beginning Balance	76,089	9,908	35,220	35,220	83,331	48,111	136.6%
State Revenues	67,936	60,710	62,217	62,922	70,000	7,783	12.5%
Local Govt & Other Agencies	3,941	18,753	7,713		500	(7,213)	-93.5%
Charges for Service	589,185	586,689	828,175	575,845	606,395	(221,780)	-26.8%
Licenses & Permits	22,730	22,370	20,054	16,590	28,000	7,946	39.6%
Interfund Transfers	458,538	608,873	514,002	514,002	495,992	(18,010)	-3.5%
Operating Revenue	1,142,330	1,297,395	1,432,161	1,169,359	1,200,887	(231,274)	-16.1%
Total Rev - Including Beginning Bal	1,218,419	1,307,303	1,467,381	1,204,579	1,284,218	(183,163)	-12.5%
Personnel Services	968,519	992,201	1,030,461	786,720	966,472	(63,989)	-6.2%
Materials & Services	102,524	143,982	153,441	89,526	123,510	(29,931)	-19.5%
Cost Allocation Charges	132,467	130,583	145,584	145,578	140,479	(5,105)	-3.5%
Capital Outlay	-	-	-	-	-	-	0%
Operating Expenditure	1,203,510	1,266,766	1,329,486	1,021,824	1,230,461	(99,025)	-7.4%
Total Exp - Including Special Categories	1,203,510	1,266,766	1,329,486	1,021,824	1,230,461	(99,025)	-7.4%
General Fund Support (if applicable)	458,538	608,873	514,002	514,002	495,992	(18,010)	-3.5%
Full Time Equiv Pos (FTE) Budgeted	9.14	9.27	7.65	7.65	7.20	(0.45)	-5.9%
Full Time Equiv Pos (FTE) Filled at Yr End	-	-		5.34	-		
Full Time Equiv Pos (FTE) Vacant at Yr End	-	-		2.31	-		

Significant Issues and Changes

1 - FY20 Resolution Services is transitioning to Performance Clackamas budgeting. Prior years' budgets were not divided into Lines of Business. The past years' ratios are estimated based on revenue types.

2 - Several unanticipated staff changes in our small staff have slowed planning and implementation of our new data system.



Resolution Services Department

Skill Development LOB

Purpose Statement

The purpose of the Skill Development Program is to provide experiential education and coaching services to people and organizations so they can develop the skills to respond more effectively and resolve conflicts.

Performance Narrative

Resolution Services' Skill Development program group proposed an operating budget of \$277,971. This will support 1.86 FTE doing Skill Development work within a department 9.06 FTE regular staff. All staff provide or support services in both Conflict Resolution and Skill Development. We anticipate completing our transition to Performance Clackamas budgeting and performance reporting in the coming year.




Skill Development opportunities are offered on a wide range of topics for those who wish to become mediators as well as those who wish to learn skills for themselves and those around them.

Skill Development Services include:

Basic Mediation Training	Family Law Custody and Parenting Courses
Case Consultations	Family Law Financial Courses
Clinical Supervision Sessions	Parent Education Classes
Conflict Management Training	Peer Mediation Training
Conflict Management Class for Schools	Restorative Justice Victim Offender Dialogue Facilitation Training
Mediator Continuing Education Classes	Workplace Mediation Training
Court Systems Training	Workplace Cohort Communication Training
Divorce Financial Analysis Consultations	
Facilitation Training	

These efforts support the Board's Strategic Goals: build public trust through good government; and ensure safe, healthy and secure communities.

Key Performance Measures

		FY 17-18 Actual	FY 18-19 Actual	FY 19-20 Target	FY 19-20 Actuals as of 12/31/19	FY 20-21 Target
 Result	Percentage of parents who attended the parent education class who report that the class "increased [their] understanding of why it is important for parents to find a way to cooperate." [7/1/2016-3/1/17]; "increased their understanding of the needs of children during and after separation." [3/8/17 - 6/30/18]. ¹	93%	<i>discontinued</i>			
 Result	Percentage of parents who attended the parent education class who report that "The information I learned in class will influence the decisions I make regarding my children." [7/1/17 - present]	82%	88%	75%	89%	90%
 Output ²	Number of clients receiving services	1748	1422	1800	584	1400

¹ We are evolving our client surveys to more accurately capture information about how our services impact the community.

² The past few years have seen increases in the number of Skill Development clients served, in part due to mandated service demand increase and in part due to intentional development and outreach to populations who can benefit from the skills our staff is apt at delivering. We do not presently have target numbers in our strategic plan but may develop them as our focus on Skill Development work evolves.

Program includes:

Mandated Services	<input checked="" type="checkbox"/> Yes
Shared Services	<input type="checkbox"/> No
Grant Funding	<input type="checkbox"/> No

Explanation:

Mandated Services

FL Education: ORS 3.425

Parent Ed: Oregon law requires that all litigants in qualifying domestic relations actions who have minor children must attend a mandatory family law (parent) education session. Clackamas County Resolution Services is the contracted provider for these services.

Family Law Ed: Oregon law provides that each jurisdiction may establish a family law education program to assist litigants in understanding the purpose and procedure of family law. Clackamas County Circuit Court has opted to offer this service through Clackamas County Resolution Services.



Resolution Services

Skill Development

Budget Summary

	FY 17-18 Actual	FY 18-19 Actual	FY 19-20 Amended Budget	FY 19-20 Projected Year End	FY 20-21 Proposed Budget	Chg from Prior Yr Budget	% Chg from Prior Yr Budget
Beginning Balance	21,461	2,794	10,441	10,441	24,294	13,853	132.7%
State Grants & Revenues	19,162	17,123	18,445			(18,445)	-100.0%
Local Govt & Other Agencies	1,111	5,289	2,287			(2,287)	-100.0%
Charges for Service	166,180	165,477	66,750	97,144	124,000	57,250	85.8%
Licenses & Permits	-	-	5,946	-	-	(5,946)	-100.0%
Interfund Transfers	129,331	171,734	152,386	152,386	131,131	(21,255)	-13.9%
Operating Revenue	315,784	359,623	245,814	249,530	255,131	9,317	3.8%
Total Rev - Including Beginning Bal	337,245	362,417	256,255	259,971	279,425	23,170	9.0%
Personnel Services	273,172	279,851	305,499	231,188	256,580	(48,919)	-16.0%
Materials & Services	28,917	40,610	45,489	60,745	34,951	(10,538)	-23.2%
Cost Allocation Charges	37,363	36,831	43,162	43,168	41,651	(1,511)	-3.5%
Capital Outlay	-	-	-	-	-	-	0%
Operating Expenditure	339,452	357,292	394,150	335,101	333,182	(60,968)	-15.5%
Total Exp - Including Special Categories	339,452	357,292	394,150	335,101	333,182	(60,968)	-15.5%
General Fund Support (if applicable)	129,331	171,734	152,386	152,386	131,131	(21,255)	-13.9%
Full Time Equiv Pos (FTE) Budgeted	1.49	1.28	2.28	2.28	1.86	(0.42)	-18.4%
Full Time Equiv Pos (FTE) Filled at Yr End	-	-		1.59	-		
Full Time Equiv Pos (FTE) Vacant at Yr End	-	-		0.69	-		

Significant Issues and Changes

1 - FY20 Resolution Services is transitioning to Performance Clackamas budgeting. Prior years' budgets were not divided into Lines of Business. The past years' budgets have been split out for comparison here based on revenue types.

2 - Several unanticipated staff changes in our small staff have slowed planning and implementation of a new data system.