

Resolution Services

| | FY21 Actual | FY22 Actual | FY22 Target |
|--|-------------|-------------|-------------|
| Resolution Services - Conflict Resolution And Skill Development | | | |
| % Mediation clients agree that they feel confident they could handle a similar conflict in the future, either on their own or with the help of a mediator. | N/A (1) | 73% | 60% |
| % Mediation clients agree they feel respected in consideration of their age, race, gender, and other cultural identities. | N/A (1) | 95% | 80% |
| 70% Mediation clients agree that they believe having mediation available through resolution services is valuable. | N/A (1) | 94% | 70% |
| 75% Mediation clients agree that when they think about the conflict that brought them to us, they feel calmer. | N/A (1) | 68% | 75% |

1 - Survey started FY22.