



**City of San Marcos**  
**HUMAN SERVICES FUNDING APPLICATION**  
**Fiscal Year 2022**

Name of Agency/Organization: Central Texas Dispute Resolution Center

Address: 300 CM Allen Parkway Suite 400

City, State & Zip: San Marcos, Texas 78666

Contact Person: Martha Joyce Title: Director

E-Mail Address: (512) 878-0382 Website: centex@drc.org

Phone: (512) 878-0382 Fax: 866-475-4195

Program Title: Central Texas Dispute Resolution Center a Secret No More

Amount of Funds Requested: \$10,000.00

Status: (check one)  Existing Program  Program Expansion  New Program

**Briefly describe the program proposed for funding and the services it provides:**

Central Texas Dispute Resolution Center (DRC) is located in San Marcos, Texas. It is a nonprofit organization founded 2009 to provide mediation services to the unserved and the underserved residents of Hays, Guadalupe, Comal, and Caldwell counties. Mediation is a structured and unique process. It provides parties in conflict the opportunity to resolve their dispute on their own terms while advocating for themselves. The DRC was founded and is dedicated to the belief that parties in conflict can develop their own resolution when given an effective, structured process that is provided through mediation. During the mediation the parties often gain a deeper understanding of their conflicts. Mediation enhances the parties' abilities to continue effective communication long after mediation has ended. Moving forward they are also more likely to foster constructive responses to conflict in general. The DRC strives to engage in community projects and trainings which educate the public on the benefits of alternative dispute resolution. As well as promote its value and necessity within the community and the court system.

It is our goal to focus our efforts on lower income families. The income guidelines are that they cannot make over \$60,000.00 per year and have less than \$50,000.00 in assets. Also, families that have civil disputes in County and/or JP Courts whose cases are less than \$50,000.00 fall within our focus group of clientele. Additionally, we are trying to increase the number of mediations for law enforcement in Hays County as well as for Texas State students. We realize that a major hurdle is many residents of San Marcos and Hays County are unaware that we exist and are here to help. Our goal is to be recognized by the citizens of Hays County as a viable option for them.

If requested funds are to be used as matching funds, identify source and amount of primary grants:

Source: NA Amount: \_\_\_\_\_

Source: NA Amount: \_\_\_\_\_

**Client Information Specific to This Program:**

**1) Describe the direct clients for this program.**

Direct Clients are individuals that participate in mediations through the DRC. Also, those that participate in our trainings to become mediators, as well as those individuals that need to keep their CLE's current.

**2) How is the program marketed to direct clients? How do you find these clients?**

Currently the program is marketed to law firms and attorneys that practice in Hays County. We also have provided every judge in Hays County with a bench book to give them information and court orders to have at their figure tips.

**3) Describe the indirect clients for this program, if any.**

Indirect clients are family members of those who participate in mediation. One of the benefits of mediation is a faster resolution to the problem. The family members are able to experience the relief of getting the situation behind them. Other indirect contacts will be referrals from other agencies and those who attend civic organization programs that we present at.

**4a) Expected total annual unduplicated direct clients for this program: 2,300**

**4b) Expected annual unduplicated direct clients who are City of San Marcos residents: 525**

**5) Does program participation depend upon income or any other determination of eligibility?**

No: \_\_\_\_\_

Yes: X If Yes, please attach a copy of the eligibility guidelines.  
(If a sliding scale is used attach a copy of the scale used.)

**Submitted By:**

*Martha Joyce*

\_\_\_\_\_  
Signature of Executive Director

09/03/2021

\_\_\_\_\_  
Date

Martha Joyce

\_\_\_\_\_  
Printed Name of Executive Director

**Approval:**

*Brenda Jarden Holter*

\_\_\_\_\_  
Signature of Board President

09/03/2021

\_\_\_\_\_  
Date

Brenda Jarden Holter

\_\_\_\_\_  
Printed Name of Board President



## HUMAN SERVICES FUNDING QUESTIONNAIRE FY 2022

The Board strongly requests that all answers be typed.

Responses should not exceed 75 words per question.

**PLEASE COMPLETE ALL QUESTIONS.**

**1. What is the agency's or organization's mission?**

The mission of the Central Texas Dispute Resolution Center (DRC) is to provide mediation and conflict resolution services to the unserved and underserved citizens of Central Texas. As well as to provide relevant training for Central Texas communities, agencies, and residents in accordance with the Texas Civil Practice and Remedies Code Chapter 154 Alternative Dispute Resolution Procedures.

**2. Regarding the program for which funding is being requested, what evidence suggests this program is needed in San Marcos or nearby?**

In 2019 CTDRRC voted to take advantage of a tool to assist with strategic planning. The assistance was needed to determine the organizations direction. Upon completion of the survey by mediators, the board, staff, and stakeholders The Core Capacity Assessment Tool revealed our weakest area was marketing and advertising. Our difficulty then and now continues to be the inability to get the word out that we exist to those whom we are supposed to be serving.

**3. What specific, measurable outcomes or results do you hope to achieve with this program?**

In this grant proposal we will continue to maximize access to mediations in San Marcos and Hays County. We plan to do the following:

1. We will tell our story to civic organizations every opportunity we have.
2. We will advertise in the newspapers throughout Hays County. We will submit information about our ongoing activities to the county newspapers.
3. We will continue to participate in the local Chamber of Commerce's in the county.

As a result of the increased marketing opportunities we will get additional mediation referrals from the courts, lawyers, Texas State Students, and from individuals needing to settle conflict.

**4. How will you measure results throughout the year?**

We will measure results by the total number of mediations from San Marcos and Hays County that we mediate in 2021 & 2022. We will also continue to evaluate our process by asking clientele and attorneys to give us their input after mediations are complete. Additionally, we will track community engagement by the number of speaking engagements and participants that we reach.

**5. Please answer the following questions if funding is requested for staff:**

a. List the title of each position for which funding is requested, how many hours per week will be spent on this program vs other programs, and the activities associated with each position.

b. If staff funding requests can only be partially funded, how will you supplement the funding to cover the remainder needed?

c. Staff pay may only be funded for one year. What will you do to provide for this position next year?

**6. Funding Questions:**

**a. What has your organization done in the past two years to raise different funding for this program?**

In 2019 the DRC held a silent auction at the Hays County Bench Bar. We were able to raise over \$2,000.00. Because of COVID we were unable to have fundraisers in 2020. We were given some donations by supporters to continue the DRC's mission. This year we are actively working with the Hays County Bench Bar to reinstate the silent auction.

**b. What do you plan to do this year to find different funding for this program?**

This year we will continue to take advantage of opportunities to write grants to help fund our marketing endeavors.

**7. What additional funding is your agency requesting for this program?**

<b>Funding Source</b>	<b>Amount Requested</b>	<b>Amount Granted</b>	<b>Pending (Y/N)</b>
<b>McKenna Foundation Funding to be used in Comal County only.</b>	<b>\$10,000.00</b>		<b>Y</b>

**8. Describe any differences between the way you had proposed spending last year's allocation and they way you actually spent it.**

Last year we asked for funding to help us hire and train a part-time person as we prepared to start mediating the Cite and Divert Program. Because this program has not gotten off the ground we have not been able to utilize this person in that capacity. We currently have a person on board that has been trained in the processes of setting up and tracking mediations from start to finish. When the District Attorney's office gets this off the ground we will be ready to step in and do our part to get this program going. This person has currently been assigned other job responsibilities.

**9 How many volunteers does your agency or organization have and how many hours do they spend on the program requesting funding?**

The DRC currently has 60 volunteers who generously amassed 922 in kind hours during a pandemic year. For family mediations they have to be very committed. Many of these volunteers spend 8 to 10 hours mediating a family case. Small claims cases last about 4 hours. They also are active by going to commissioner's court to support us in asking for yearly funding. There are approximately 40 hours a year spent on assisting us with funding.

**10. Board of Directors Questions:**

a. How is the agency's or organization's Board of Directors selected?

The board of Directors is comprised of 8 volunteers, 3 of whom reside and/or work in Hays county. Potential Board of Directors are required to fill out a questionnaire that asks why they want to serve and what they know about the DRC. The questionnaires are reviewed by the current Governance Committee. The current sitting directors vote on the new members and invitations are extended to fill the vacant seats. Each new director is assigned a mentor. They also receive a notebook that has the by-laws and other information in it to help them step into the position easier. (See attached list of Board Members)

b. How often does the Board meet?

The Directors meet regularly each month for two hours, they also attend an annual three to eight-hour retreat in the winter

c. What actions do Board members take to support the programs of the agency or organization?

The Directors provide additional committee and/or office work as needed throughout the year. They also provide volunteer hours through their mediation services. They contribute financially to the DRC.