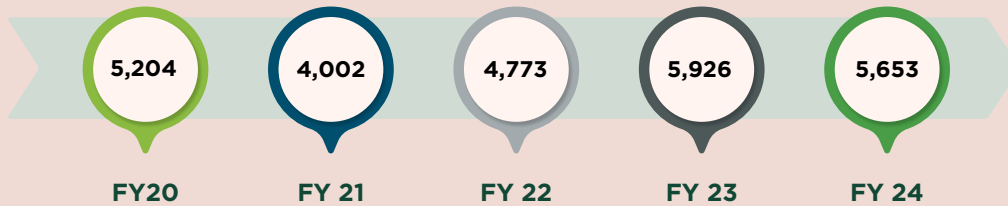


CASE VOLUME

Total case volume has returned to pre-pandemic levels



EDUCATION



178
Trainings

967
Youth



2,354
Adults



EMERGING MEDIATORS



16
Mediation
trainings



161
Graduates



3
Full-time
apprenticeships

AGREEMENT RATES



77%
of housing stability
cases resolved

SURVEY RESULTS

96%
Agree
process was fair



87%
are satisfied with
the outcome

95%
Agree
mediation is valuable



INCLUSIVE AND ACCESSIBLE



Spanish language basic
mediation trainings and
listening sessions

PRO BONO MEDIATORS



353
Volunteers



5,599
Donated hours

PUBLIC COST SAVINGS

\$26.9M



Downstream cost savings
from resolved housing cases*

PEOPLE SERVED

16,729

Community members

