

Enhancing Service Quality:

How myRJ Transformed Restorative Denver's Case Management



INTRODUCTION

Restorative Denver is a non-profit organization dedicated to addressing crime, harm, and public safety through community-based conflict resolution methods known as restorative practices.

Its mission is to facilitate healing and justice within the community by fostering open dialogue and mutual understanding.

CHALLENGES

Restorative Denver has faced several challenges in its efforts to effectively manage restorative justice cases:

- **Person Harmed Participation:** Engaging victims in the restorative justice process has been a consistent challenge, requiring sensitive handling and appropriate communication.
- **Volunteer Engagement:** Keeping volunteers informed and engaged, while managing their access to sensitive client information, is crucial to success.
- **Managing Paperwork and Data:** The administrative burden of managing extensive paperwork and data for each case has been overwhelming and time-consuming.

RESTORATIVE DENVER

The partnership with myRJ has been transformative for Restorative Denver. The platform's robust features and user-friendly interface have empowered us to manage our cases more efficiently, engage our volunteers more effectively, and ultimately enhance our restorative justice practices.

By overcoming key challenges, myRJ has helped us better serve our community and achieve our mission of fostering healing and justice.

Restorative Denver



SOLUTION

How the Tool Helps Solve Those Problems

myRJ has been instrumental in addressing the following challenges:

- **Sharing Sensitive Information:** myRJ allows users to securely share sensitive information with volunteers, ensuring that they have the necessary details to better serve Restorative Denver clients.
- **Enhanced Communication:** The platform facilitates improved communication between staff and volunteers, enhancing overall engagement and effectiveness.

Particularly Useful Features in the Tool:

Several features of myRJ have been particularly beneficial to Restorative Denver:

- **Case Links:** The ability to link related cases and view them in the same place has been incredibly useful. This feature helps users understand the broader context of each case and manage interconnected relationships more effectively.
- **User-Friendly Interface:** The intuitive design of myRJ makes it easy for volunteers and staff to navigate, reducing the need for extensive training and support.
- **Comprehensive Reporting:** Advanced reporting tools allow the generation of detailed reports, helping staff track progress and outcomes efficiently.

IMPLEMENTATION & RESULTS

Implementing myRJ has brought significant improvements to Restorative Denver's operations:

- ① **Streamlined Case Management:** The platform has streamlined the case management process, reducing time spent on administrative tasks.
- ① **Improved Volunteer Coordination:** Volunteers are now better informed and more engaged, leading to more effective case handling and support.
- ① **Enhanced Data Security:** myRJ ensures that sensitive client information is handled securely, maintaining the trust and confidentiality of those they serve.

CONCLUSION

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By overcoming key challenges, myRJ has helped Restorative Denver better serve their community and achieve their mission of fostering healing and justice.

ABOUT myRJ

myRJ is a comprehensive restorative justice platform that helps communities, schools, and organisations address harm, conflict, and wrongdoing in a positive and proactive way.

Built on the principles of restorative justice, myRJ empowers individuals and groups to take responsibility for their actions, repair harm, and build stronger relationships.

MyRJ can help you provide more efficient and effective services, while also improving data management, workflow management, reporting and analysis, security and confidentiality, and cost savings.