

## Transforming Restorative Justice:

# Advoz's Success with myRJ Restorative Justice Case Management Platform



## INTRODUCTION

Since 1994, Advoz has been a cornerstone in providing Restorative Justice services to Lancaster County. With a dedicated focus on community healing and conflict resolution, Advoz has been instrumental in addressing youth-related offenses through various restorative programs.

Krista Rittenhouse, Director of Restorative Practices at Advoz, oversees multiple programmatic offerings, including Restorative Justice Conferencing, Circle Dialogues, Making Peace workshops, and support in schools.

## CHALLENGES

Advoz faced significant challenges in managing their restorative justice (RJ) cases effectively. As a non-profit organization, affordability was a crucial factor, and finding a budget-friendly yet comprehensive case management solution was paramount. Additionally, Advoz required a system that allowed access to both staff and volunteers without prohibitive costs. The need for tracking detailed outcomes of intersecting relationships in each case further complicated their search for a suitable database.

## ADVOZ

Mediation and Restorative Practices

*"The myRJ team have proven to be both receptive and responsive. They seek genuine feedback and respond with prompt follow up on deliverables. I have been impressed by their investment to continual improvement of myRJ to meet the needs of the organizations and programs they serve."*

*"I'm very excited about the upcoming functionality that will be a huge time saver for our case managers. We're also working with the myRJ team to build functionality to import referrals from our website to reduce manual typing and save further time."*

**Krista Rittenhouse,**  
**Director of Restorative Practices at Advoz**



## SOLUTION

Advoz found the perfect match with the myRJ Restorative Justice Case Management Platform. myRJ offered a non-profit-friendly pricing structure, enabling Advoz to manage their budget effectively while providing extensive capabilities.

Key features of myRJ that benefited Advoz included:

### Unlimited User Access:

Unlike other products that charge per user, myRJ allows unlimited user access, accommodating Advoz's 30 volunteers and 30 account log-ins without additional costs.

### Detailed Outcome Tracking:

myRJ worked with Advoz to build a capability to track outcomes at an individual relationship level. This feature was crucial for Advoz as it allowed them to record separate outcomes or agreements within a single incident, enhancing the effectiveness of their restorative practices.

### Customization and Reporting:

The myRJ platform's customizable fields and advanced reporting module provided Advoz with the flexibility to tailor the system to their specific needs. The ability to filter, view, and download data for further manipulation ensured that Advoz could meet their monitoring and reporting objectives efficiently.

### Relationship Mapping:

The system's ability to link cases and show familial and other relationships between case participants helped Krista's team understand the dynamics between individuals involved in each case.

### Volunteer-Friendly Interface:

Volunteers are able to enter their progress directly into the case profile, giving case managers real-time updates. This also minimizes the amount of data entry required by case managers transferring volunteer case notes from (prior used) google docs.

## IMPLEMENTATION & RESULTS

Working with the myRJ team, Advoz experienced a smooth implementation process. Krista noted their receptiveness and responsiveness, appreciating their commitment to continual improvement of the platform resulting in:

- ① **Time savings** through an RJ specific case management platform.
- ① **Improved oversight** of cases and participants, helping to improve the management on cases.
- ① **Greater user involvement** through simplified views for volunteers.
- ① **Improved reporting** and another improvement to enable the capturing of VOCA KPIs.
- ① A **responsive support team** who support Advoz in an interactive and efficient manner.
- ① Accurate **logging of outcomes** with the ability to capture restitution payments and community hours served.

## CONCLUSION

**Advoz's partnership with myRJ has been pivotal in enhancing their Restorative Justice services.**

**The platform's affordability, extensive capabilities, and responsive support team have empowered Advoz to manage their cases more effectively, ultimately contributing to better outcomes for the community they serve.**

### 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.