West Hawai‘i Mediation Center

ANNUAL REPORT FY 2025-2026



We Help People Resolve Conflict

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A MESSAGE FROM THE EXECUTIVE DIRECTOR

Our mission to help people resolve conflict drives our initiatives, and our vision to be trusted partners in order to cultivate a culture of peace remains our focus. I believe peace to be a dynamic process that requires the work of the whole community. All of us have a role to play; all of us want to build relationships of trust, of safety, of healing. We all want to be a part of a healthy community. And, all of us experience conflict at some point. As trusted partners, we continue to offer community mediation, youth conflict resolution services, and restorative justice for the myriad of conflicts our community faces. I'm excited to share this year's Annual Report with you.

Sometimes, our progress as a nonprofit can be measured through adding new services or by investing in our infrastructural capacity to do this work into the future. I wanted to share a few "new" things this year.

1). In February, we picked up landlord-tenant cases, per Act 278, in instances of non-payment of rent. In other words, the State of Hawai'i has recognized the importance of mediation as an alternative process in situations of possible eviction. From February through June, we opened more than 300 cases. And, those that made it to mediation saw an agreement rate of over 80%.

2). For years, we used a tracking system for mediation cases that relied on such old technology that the system couldn't be used on any new computer. The operating systems wouldn't "communicate." This past year, we invested in our infrastructure - modernizing our database to integrate administrative, scheduling, and tracking tasks across a shared platform. This sounds boring, but so incredibly necessary.

The Annual Report is filled with pictures, stories, and the impact of our work. I encourage you to scroll through the next few pages and see the scope of our work. But more than that, I hope you see the lives changed on account of the volunteers, staff, and donors that support West Hawai'i Mediation Center.

Peace and Aloha,
Eric Paul
Executive Director



STAFF CELEBRATION FOR HIUW MISSION MASTERY AWARD

OUR MISSION & VALUES

Our mission is to help people resolve conflict. And, we've been doing it faithfully for over 38 years. We aid in building a culture of peace in West Hawai'i through mediation in the community and school system, through conflict resolution education, and restorative justice practices. West Hawai'i Mediation Center is a 501(c)3 non-profit.

FRIENDS OF THE CENTER

$5,000
BARBARA HODGSON
JOYCE MUKTARIAN & BOB ACREE

$2,000 - $4,000
NELSON HAIRTSON, JR.
MARGARITA SCHEFFEL
NIEL THOMAS

$1,000-$1250
DOUGALS GROTE
JANET LOVE
SCOTT M. DAHLEM

$500
AMG ASSOCIATES INC.
ANITA GIOVANNA GHERARDI
CHARLENE NISHIDA
CHARLES GREENWOOD
DEE FULTON
DEIRDRE RONEY

$200-$325
ANTHONY TUMASONE
DIANE PETROPOLUS
ELAINE & SHERM WARNER
LAVA ROCK REALTY
MARY MOWDY
MICHELE CHAVEZ-PARDINI ON BEHALF OF
JEANNE OSHIMA & TOM BAILEY
PAUL DARR

$25 - $150
ANDELLE KAHUANUI
ANTHONY DOLIENTE
DAWN LAIRD
DENNIS LOMAS
MARK HOLST
GEORGE WINCHELL
JACQUELINE VISSER
KEOLAN KEAWE
LINDA JEFFREY
MICHELE CHAVEZ-PARDINI
PATRICIA THOMPSON
SATISH KRISHNAN
SHANNON VAN DYKE
STEPHANIE BEEBY
TERI SUGG
TERRA LAVERTY HAEHN
THE HONOROABLE KIMBERLY TSUSHIYA
WILLIAM QUAYLE

GRANTS AND AWARDS

ATHERTON FAMILY FOUNDATION
COUNTY OF HAWAII
COUNTY OF HAWAI'I, CONTINGENCY RELIEF FUNDS FROM COUNCILMEMBER HOLEKA INABA
HARRY HEWITT FUND OF THE HAWAI'I COMMUNITY FOUNDATION
HAWAI'I ISLAND UNITED WAY
HAWAI'I JUSTICE FOUNDATION
HAWAI'I STATE BAR FOUNDATION
HAWAI'I WOMEN'S LEGAL FOUNDATION
JAMES C. SHINGLE FAMILY FUND
KONA BREWERS FESTIVAL
RICHARD SMART FUND OF THE HAWAI'I COMMUNITY FOUNDATION
ROTARY CLUB OF KONA
STATE OF HAWAI'I JUDICIARY
THE ROBERTS FOUNDATION

PROGRAMS

COMMUNITY MEDIATION

We are continually moved by the dedication and commitment of the volunteer mediators at WHMC. Our mediators are so much more than volunteers—they are part of something much greater: a community of like-minded people who care deeply about personal growth and about improving the lives of those in our West Hawai'i community.

In FY 2025-2026, our **mediators provided 1,058 hours of mediation service** and, amazingly, contributed an additional **1,342 volunteer hours** through continuing education, court attendance, community events, and other in-office support. We added four new mentors to our ranks, and several mediators have become senior mediators this year. We continue to conduct mediator Roundtables and to do annual observations to keep us sharpening our skills and to reinforce confidence in the quality of our work.

We are all continually growing and learning, and we are incredibly proud and grateful that our mediators choose to be on this journey alongside us as staff. Their compassion, dedication, and willingness to serve are at the heart of what makes WHMC's work possible.

In addition to the support of our volunteers, we extend our heartfelt thanks to the **568 clients** who entrusted us this fiscal year to help navigate their conflicts. Among those who provided post-mediation feedback, 96% reported feeling very satisfied or satisfied with the mediation process, and 98% said they would definitely or probably recommend mediation to others. It is an honor to provide support during challenging times and help create hope for a more positive future.



Volunteer Appreciation Gathering



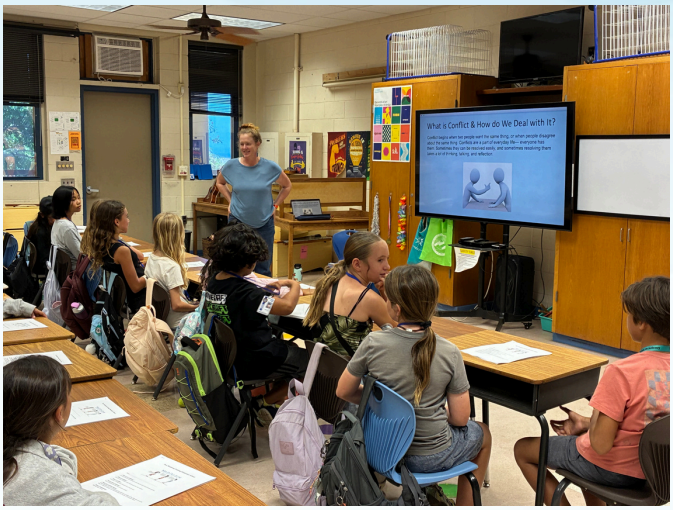
NAFCM Mediator of the Quarter, George Winchell

PROGRAMS

PEER MEDIATION

WHMC has a presence training Peer Mediation and youth Conflict Resolution skills in 6 West Hawai‘i schools, both public and private. 52% of youth say they use their learnings outside of school, and 81% of the mediation referrals come from the students themselves. In the last FY, we have trained 180 students.





RESTORATIVE JUSTICE

We celebrated our third year in the Restorative Justice Program. We work with community partners to repair harm and make things right while holding those who caused harm accountable. Over the past year we have:

- Delivered over $39,000 in restitution directly to people harmed.
- 92 total volunteer hours with volunteer facilitators and our high school intern.
- Completed 5 VOCs referred from the prosecutor's office.
- Held our first Peace Circle Training



STAFF

Eric Paul, Executive Director
Gina Agustin, Mediation Program Manager
Jennifer Halley, Finance Manager & Act 278 Program Coordinator
Kate Sims, Mediation Coordinator
Cietta Penn, Restorative Justice Coordinator
Jasmine Pankratz, Peer Mediation Coordinator & Act 278 Support

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Volunteers at the 2026
Kona Brewers Festival



Staff & Board Members at
The Givers Gala

VOLUNTEERS

Hermine Baker
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Michele Chavez-Pardini
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Garth Edwards
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