West Hawaiʻi Mediation Center

Annual Report FY 2017-2018

Working it out – together.
A YEAR OF FOCUS

Fiscal year 2017—2018 saw a renewed vision and focus take shape for West Hawai‘i Mediation Center. Under the guidance of our esteemed Board of Directors, the Center committed itself to continued excellence in conflict resolution education and mediation practices. With the guidance of our Interim Director, Amanda Blount, the Board adopted a new Strategic Plan outlining the next three years of growth and direction for WHMC. The Process outlined five Strategic Goals:

1) Expand community-wide conflict resolution and education with the broad diversity of individuals and families in West Hawai‘i.
2) Provide effective conflict resolution for youth in schools and through community partnerships.
3) Increase and improve the quality and accessibility of our mediator network.
4) Identify and diversify consistent funding sources to ensure financial stability.
5) Stabilize and strengthen WHMC leadership.

This fiscal year, the Center relied on the dedicated work of our passionate mediators to carry out mediation services into the community. More than 1300 volunteer hours were given and almost 500 community members were served in mediation. And once again, we experienced growth in our Peer Mediation program in 13 West Hawai‘i schools. I invite you to spend a little time with this report with gratitude for the success of this past year!

OUR HISTORY, OUR MISSION, OUR VISION, OUR VALUES

Celebrating 30 years of building stronger communities through conflict resolution, education, and training

Founded in 1988, West Hawai‘i Mediation Center (WHMC) is a 501(c)(3) nonprofit that has served the conflict resolution needs of the West Hawai‘i community for almost 30 years. Our service area covers more than 150 road miles and includes communities from O‘okala on the Hamakua coast to North Kohala and Ka‘u in South Kona. Our mission is to provide dispute resolution services and education services to empower individuals and build communities that view conflict resolution as a catalyst for positive change. Through our mediation and education programs, WHMC provides tools and opportunities for people to resolve their differences in a safe and neutral environment. Our vision is to build community through communication.

WHMC VALUES

INTEGRITY—EQUALITY—TRUST—EMPOWERMENT—COMPASSION—EMPATHY
WHO WE’VE HELPED

Income

37% of our mediation clients had annual incomes of $20,000 or less.

91% of youth in our Peer Mediation program enjoyed being a Peer Mediator.

Gender

Females & males accounted for 50% equally of those using our services.

Ethnicity

WHMC clients represent varied ethnic backgrounds. The chart to the right shows the breakdown of our clients’ ethnicities.
FRIENDS OF THE CENTER

WHMC’s important work is only possible thanks to our generous supporters!

$5,000 - $9,999
Joyce Muktarian & Bob Acree
James C. Shingle Fund
Anonymous

$1,000 - $2,499
Douglas & Deborah Troxel
Milton P. Higgins III
Barbara Hodgson
Margarita Scheffel

$500 - $999
Anita Giovanna Gherardi
Sherman & Elaine Warner
Crystal Rose
Jerry & Mahi Hiatt
Jan Marrack
David Higgins
LaFeVa Knowles
Leroy Grose

$250 - $499
Kapioloni Marignoli
Tom Madson
Rose Mae Waterson
Charles Mize
Denise Ray
Richard Rocker

$250 - $499 Continued
Dawn Henry
Judge Greg Nakamura
Hawai‘i Affordable Properties

$100 - $249
Elizabeth Kent
Judy Worthington
Lisa & Charles Anderson
Valerie Poindexter
Taylor & Mark Haines
Anne & Danny Akaka
Cindy Evans
Linda & Scott Jeffrey
Cynthia Morgan
Norman Piianaia
Scott Neish
Art Souza & Victoria Missien
Susan Gingrich
John & Ann Broadbent
Anthony Tumason
Elaine Christianson
Ron Davidson
Michael Bennet
Katherine Werner
Amanda Blount
Racy & Taylor Biven
George Robertson

Up to $99
Constance Fay
Kehaulani Rubio
Antonio Prietto
George Fry
Julie Mitchell
Balbi Atherton Brooks
West HI Association of Realtors
Steve Bess
Linda Swanson
Veronica Schweizer
Christine Murphy Richardson
Alicia Rivera

SPONSORS
Kai Pono Builders
Big Island Toyota
First Hawaiian Bank
Judge Elizabeth Strance (Ret.)
Trusted Home Loans of Hawai‘i
Hawai‘i Electric Light Co.
Hawai‘i Trust & Estate Counsel
Michael S. Zola, Esq.

IN-KIND CONTRIBUTIONS
Balbi Atherton Brooks
William Jardine

GRANTS & AWARDS

County of Hawai‘i
Hawai‘i Justice Foundation
Hawai‘i State Bar Foundation
Hawai‘i Island United Way
Department of Education
Matson Navigation Co. Inc.
NFL Foundation
Rotary Club of No. Hawai‘i
Jordan Park Mission 1st Fund in Honor of AK Shingle & Tim Gaffney
Foodland Give Aloha/Western Union

Friends of Hawai‘i Charities
Hawai‘i Hotel Industry Foundation
Kukio Community Fund of the HCF
Richard Smart Fund of the HCF
West Hawai‘i Fund of HCF
Sky Ranch Foundation
The Bill Healy Foundation
Hawai‘i Womens Legal Foundation
In Memory of Koichi & Taniyo Taniguchi, Founders of K. Taniguchi Ltd. & KTA Super Stores
RESOURCES

VOLUNTEERS

West Hawai’i Mediation Center’s mediators are trained community volunteers who empower youth, families and communities through the power of conversation. WHMC is so grateful for the mediators who so often rearrange schedules and other activities when the case load is especially large. With their continuous dedication to serve their community, we can continue to assist those in need.

WHMC has three trainees from our January 2018 training who moved into apprentice rolls which brought us to a total of nine active apprentice mediators in the FY 2017-2018. Current apprentices; Paula Barringer, Eddy Cash-Dudley, Sarah Friedman, Teri Hollowell, Joyce Johnson, Melony Tavares and Linda Walton.

Two of the apprentice volunteers have now moved into co-mediator rolls, mediating 11 sessions, totaling 29 hours of mediations. Maureen Ryan, serving the Waimea area and Kate Sims, serving Kona.

Being an apprentice mediator includes observing mediations and developing skills before entering into a co-mediator roll. Many of the listed apprentices above will soon be entering co-mediator rolls this year.

We are extremely excited to have so many new mediators serving this community!

CLIENT INPUT

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<tbody>
<tr>
<td>Very satisfied with the mediation process</td>
<td>43%</td>
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<tr>
<td>Somewhat satisfied with the mediation process</td>
<td>43%</td>
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<tr>
<td>Would definitely recommend mediation to others</td>
<td>68%</td>
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<tr>
<td>Would probably recommend mediation to others</td>
<td>27%</td>
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FINANCIALS

FY 2017-2018 Expenditures

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<tbody>
<tr>
<td>Administration</td>
<td>45%</td>
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<tr>
<td>Education &amp; Mediation Programs</td>
<td>41%</td>
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<tr>
<td>Facility</td>
<td>6%</td>
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<tr>
<td>Training &amp; Outreach</td>
<td>3%</td>
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FY 17-18

Total Income & Expenses

Income $261,129.00
Expenses $261,701.00

Administration: Salaries, Professional Fees, Medical Insurance & Office Supplies

Education & Mediation Programs: Salaries, Medical Insurance, Peer Mediation Conference, Mileage & Supplies

Facility: Rent, Electricity, Phone, Internet & Equipment Rental

Trainings & Outreach: Training Expenses for Community/Staff/Volunteer/Mileage, Travel Expenses for Airfare/Mileage
STAFF as of July 2018

ERIC PAUL, EXECUTIVE DIRECTOR
GINA AGUSTIN, PROGRAM MANAGER
ROBYN SKUDLAREK, YOUTH PROGRAMS COORDINATOR
JENNIFER HALLEY, BOOKKEEPER

BOARD OF DIRECTORS as of July 2018

ANITA GIOVANNA GHERARDI, PRESIDENT
DAWN HENRY, ESQ., VICE PRESIDENT
JOYCE MUKTARIAN, SECRETARY
JOY PERSONIUS
RUTH SMITH
THE HONORABLE ELIZABETH STRANCE, RET.,
NIEL THOMAS
KATHERINE WERNER

OFFICERS

MARGARITA SCHEFFEL, TREASURER

VOLUNTEER MEDIATORS as of July 2018

ARLENE ARAKI
BHAGAVAN BURITZ
NANCY CARR-SMITH
EDDY CASH-DUDLEY
LESLEY CENS-MCDOWELL
MICHÉLE CHAVEZ-PARDINI
THERON COLE
SARAH CRAWFORD
ALYSA FREEMAN
SARAH FRIEDMAN
LEROY GROSE
MILTON HIGGINS
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JOYCE JOHNSON
THERESA LEE

STEPHANIE MACDONALD
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CHUCK MIZE
JOYCE MUKTARIAN
PATRICIA NYE
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ROD QUARTATATO
MIKE ROBINSON
MAUREEN RYAN
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LISA SIMS
KATE STERLING
MARA TEPPER
BETH WILSON
HON. DAVID WISEMAN, RET.