

West Hawai'i 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!

WHMC AFFILIATIONS



OUR HISTORY, OUR MISSION, OUR VISION, OUR VALUES

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



Executive Director, Eric Paul with Board President, Giovanna Gherardi & Interim Executive Director, Amanda Blount.

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

PROGRAM HIGHLIGHTS

COMMUNITY MEDIATION

33 Active Volunteer Mediators
1388 Volunteer Hours
236 Total Cases
495 Clients Served
124 Community Trainings & Events

YOUTH PROGRAMS

271 Peer Mediators Trained
145 Mediations Conducted
3,125 Students Impacted by the Program
73% Mediators Using Their Conflict Resolution Skills Outside of School

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.*



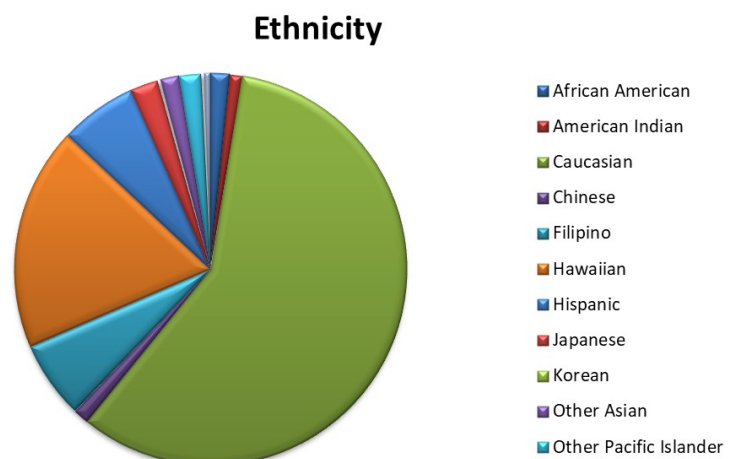
2017-18 Waikoloa Middle School Peer Mediators

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

\$1000 - \$2499

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
Zaheva 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 Wormington
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 Tumasone
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.

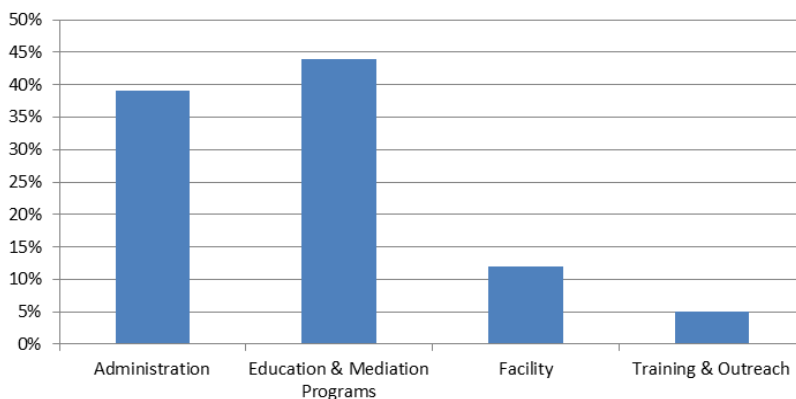
We are extremely excited to have so many new mediators serving this community!

CLIENT INPUT

Very satisfied with the mediation process	43%
Somewhat satisfied with the mediation process	43%
Would definitely recommend mediation to others	68%
Would probably recommend mediation to others	27%

FINANCIALS

FY 2017-2018 Expenditures



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
MICHELE CHAVEZ-PARDINI
THERON COLE
SARAH CRAWFORD
ALYSA FREEMAN
SARAH FRIEDMAN
LEROY GROSE
MILTON HIGGINS
BARBARA HODGSON
TERI HOLLOWELL
LINDA JEFFREY
JOYCE JOHNSON
THERESA LEE

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



Conflict Resolution Day 2018



2018 Bowl for Peace Winners



Mediator Meet and Greet, Kailua-Kona



2018 Basic Mediation Training Certificate Recipients



Community Workshop Led by Andrea Pro