West Hawaiʻi Mediation Center

Annual Report FY 2018-2019

Working it out – together.
A YEAR OF FOCUS

Fiscal Year 2018-19 will be best remembered as a year of sustained commitment. With a new Executive Director and committed Board of Directors, we implemented new mechanisms for mediator recruitment, training, and retention. We committed ourselves to sharing our story with neighbors and community organizations in West Hawaii. We transitioned from a long-time staff employee to a new Conflict Resolution Coordinator (Polly Sylvia), who is overseeing Peer Mediation and aids in building community connections. And we initiated our community education series titled “Conflict Stories” to foster greater awareness around community issues of conflict and to create a space to imagine their resolution. This year has been one of trying new things and strengthening existing structures.

In the next year, we are excited to grow our board and mediator pool, with a particular eye toward under represented communities. We want our leadership and volunteer team to reflect the diversity of our community. We’re looking forward to our fundraising events, which allow us space to not only fund the programs that benefit West Hawaii residents, but allow us to engage those who care about conflict resolution. I’m excited to grow our community partnerships to better connect with the needs of our community – a connected community is a healthy community. Finally, our small staff of four, Gina, Polly, Jen, and myself, are so grateful that we get to do this work. We stand in awe of the ability of people struggling through challenges to work together. It keeps us motivated and moving. Mahalo for your support.

Eric Paul; Executive Director

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 is a 501(c)(3) nonprofit that has served the conflict resolution needs of West Hawai‘i community for 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

38% of our mediation clients had annual incomes of $20,000 or less.

Gender

Those using our services consist of 53% females & 47% males.

Age

15% of clients are 0-30, 40% 31-45, 24% 46-60 and 21% 61+.

Ethnicity

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

PROGRAM HIGHLIGHTS

COMMUNITY MEDIATION

34 Volunteer Mediators Utilized
1376 Volunteer Hours
218 Total Cases
508 Clients Served
30 Community Trainings & Events

YOUTH PROGRAMS

165 Peer Mediators Trained
111 Mediations Conducted
442 Students Directly Impacted
58% Mediators Using Their Conflict Resolution Skills Outside of School
99% of Youth Enjoyed Being a Mediator

CLIENT INPUT

| Very satisfied or somewhat satisfied with the mediation process | 93% |
| Would definitely or probably recommend mediation to others     | 96% |

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FRIENDS OF THE CENTER
WHMC’s important work is only possible thanks to our generous supporters!

$50,000
James C. Shingle Family Fund

$5,000 - $9,999
Joyce Muktarian & Bob Acree

$1,000 - $2,500
Anita Giovanna Gherardi
Barbara Hodgson
Dawn Henry
Jelani Madaraka
Milton P. Higgins III
Sherman & Elaine Warner

$500 - $999
Frances Simperman
Jordan Park Mission Fund
Michele Chavez-Pardini
Margarita Scheffel
Ruth Smith

$250 - $499
Big Island Toyota
LeRoy Gross
Linda Jeffrey

$100 - $249
Amazon Smile
Anthony Tumasone
Arthur Souza and Victoria Missien
George Winchell
Judge Elizabeth Strance (Ret.)
Kathryn Sims
K.H. Loo
Luis Putzel
Nancy Carr-Smith
Niel Thomas
Paula Barringer
Susan Barns

Up to $99
Gina Agustin
Jennifer Halley
Lacey Gacayyan
Steve Bess
Vicki Rosenstein

SPONSORS
Big Island Toyota
Hawaii’i Trust & Estate Counsel
Strance Law & Mediation

IN-KIND CONTRIBUTIONS
Andrea Pro
Balbi Atherton Brooks
William Jardine

GRANTS & AWARDS
Atherton Family Foundation
County of Hawaii’i
Department of Education
Hawaii’i Hotel Industry Foundation
Hawaii’i Island United Way
Hawaii’i Justice Foundation
Hawaii’i State Bar Foundation
Hawaii’i Women’s Legal Foundation
Hawaiian Electric Industries Charitable Foundation
In Memory of Koichi & Taniyo Taniguchi, Founders of K. Taniguchi Ltd. & KTA Super Stores
Kukio Community Fund, Hawaii’i Community Foundation
National Football League Foundation
Richard Smart Fund, Hawaii’i Community Foundation
Sky Ranch Foundation
State of Hawaii’i, Executive Office of Aging
State of Hawaii’i Judiciary
Weinberg Foundation, Friends of Hawaii’i Charities
PROGRAMS

MEDIATION

West Hawaiʻi Mediation Center’s mediators are trained community volunteers who empower youth, families and communities with their passion to help others. In FY2018-2019, we welcomed 6 new volunteers to our mediator pool; 4 who have graduated their apprentice program and are now mediating!

Throughout the year, WHMC provided mediation and facilitative services for a variety of cases including landlord/tenant, divorce/separation, neighbor, business, property, civil rights and many more types of disputes. Domestic classed cases including separation, divorce, parenting plans and custody agreements continue to be the top mediated at almost 50% of cases opened.

In an ongoing effort to ensure WHMC’s mediators maintain the skills to work with the community, 54 hours of training and continued education were provided in FY2018-2019 including Basic Mediation, Refresher, Divorce, Brown Bag Gatherings, and Quarterly Mediator Roundtables.

PEER MEDIATION

Our peer mediation program is working with 8 elementary and middle schools throughout West Hawaii during SY2019-2020 to provide one two-hour training to elementary students and one eight-hour training held over two days to middle school students. These trainings give these students the opportunity to learn communication skills and problem-solving skills that they can use during peer mediations.

Peer mediation is both a program and a process where students of the same age group facilitate resolving disputes between two of their peers. During SY2018-2019, 189 students conducted 111 mediations throughout West Hawaii schools, with more than 50% of students reporting the use of these skills outside of school.

FINANCIALS

FY 2018—2019

<table>
<thead>
<tr>
<th>Total Income &amp; Expenses</th>
<th></th>
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<tbody>
<tr>
<td>Income</td>
<td>$260,421.16</td>
</tr>
<tr>
<td>Expenses</td>
<td>$244,528.78</td>
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</tbody>
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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

Trainings & Outreach: Training Expenses for Community/Staff/Volunteer/Mileage, Travel Expenses for Airfare/Mileage
STAFF as of July 2019

ERIC PAUL, Executive Director
GINA AGUSTIN, Case Manager
POLLY SYLVIA, Conflict Resolution Coordinator
JENNIFER HALLEY, Bookkeeper

BOARD OF DIRECTORS as of July 2019

JUDGE ELIZABETH STRANCE, RET., President
NIEL THOMAS, Vice President
GEORGE WINCHELL, Treasurer
JOYCE MUKTARIAN, Secretary
ANITA GIOVANNA GHERARDI, Director
DAWN HENRY, ESQ., Director
RUTH SMITH, Director

VOLUNTEER MEDIATORS as of July 2019

ARLENE ARAKI
RACHEL AXELBANK
PAULA BARRINGER
BHAGAVAN BURITZ
MICHELE CHAVEZ-PARDINI
ALYSA FREEMAN
SARAH FRIEDMAN
LEROY GROSE
BARBARA HODGSON
TERI HOLLOWELL
KAWEHI INABA
LINDA JEFFREY
JOYCE JOHNSON
THERESA LEE
KYLIA LIVINGSTON
YUKA LYSIUK
STEPHANIE MACDONALD
SCOTT MAHONEY
JOYCE MUKTARIAN
JAMES PETERSEN
ROD QUARTATATO
MIKE ROBINSON
A.K. SHINGLE
KATE SIMS
LISA SIMS
JUDGE ELIZABETH STRANCE, RET.
POLLY SYLVIA
MARIA TEPPER
NIEL THOMAS
BETH WILSON
JUDGE DAVID WISEMAN, RET.

2019 Basic Mediation Training Certificate Recipients

End of the Year Party for Honokaa Peer Mediators

If Crime Wounds, Justice Heals Conflict Stories

Volunteer Mediator Refresher Training

All Islands Mediation Centers Staff at Access to Justice