

West Hawai'i Mediation Center

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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.



Gina Agustin, Case Manager; Jennifer Halley, Bookkeeper; Judge Elizabeth Strance (Ret.), Board President and Eric Paul Executive Director.

WHMC

AFFILIATIONS



WHMC VALUES

INTEGRITY—EQUALITY—TRUST—EMPOWERMENT—COMPASSION—EMPATHY

# 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%

## WHO WE'VE HELPED

### Income

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

### Gender

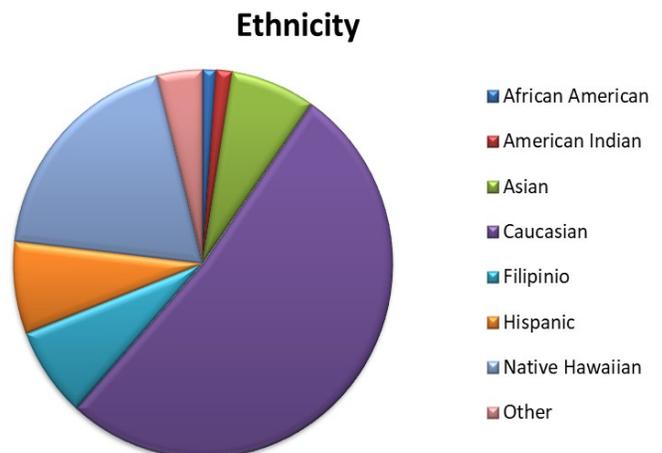
Those using our services consist of 53% females & 47% males.

### 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.



# 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 Gacayan

Steve Bess

Vicki Rosenstein

## **SPONSORS**

Big Island Toyota

Hawai'i Trust & Estate Counsel

Strance Law & Mediation

## **IN-KIND CONTRIBUTIONS**

Andrea Pro

Balbi Atherton Brooks

William Jardine

## GRANTS & AWARDS

Atherton Family Foundation

County of Hawai'i

Department of Education

Hawai'i Hotel Industry Foundation

Hawai'i Island United Way

Hawai'i Justice Foundation

Hawai'i State Bar Foundation

Hawai'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, Hawai'i Community Foundation

National Football League Foundation

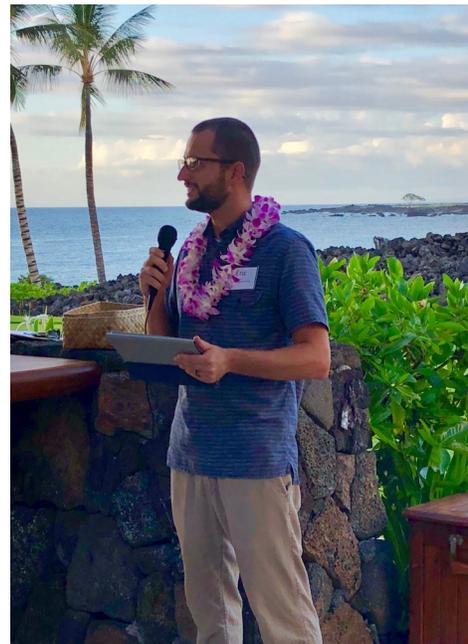
Richard Smart Fund, Hawai'i Community Foundation

Sky Ranch Foundation

State of Hawai'i, Executive Office of Aging

State of Hawai'i Judiciary

Weinberg Foundation, Friends of Hawai'i Charities



**Eric Paul, Executive Director, speaking at Kukio Community Fund event.**

# PROGRAMS

## MEDIATION

West Hawai'i 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.

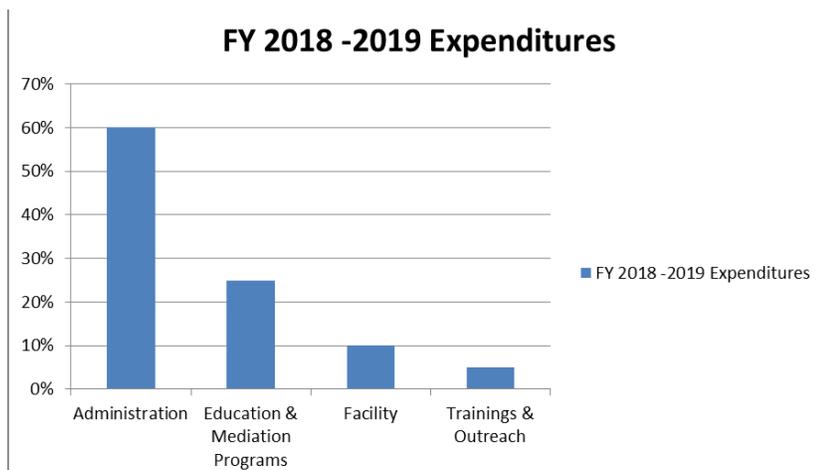
In an ongoing effort to ensure WHMC's mediators maintain the skills to work with the community, 54 hours of training and continued education were provided in FY2018-2019 including Basic Mediation, Refresher, Divorce, Brown Bag Gatherings, and Quarterly Mediator Roundtables.

## 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	
Total Income & Expenses	
<b>Income</b>	<b>\$260,421.16</b>
<b>Expenses</b>	<b>\$244,528.78</b>

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



**Volunteer Mediator Refresher Training**



**End of the Year Party for Honokaa Peer Mediators**



**If Crime Wounds, Justice Heals Conflict Stories**



**2019 Basic Mediation Training Certificate Recipients**



**All Islands Mediation Centers Staff at Access to Justice**