

West Hawai‘i Mediation Center

Annual Report FY 2019-2020



Working it out – together.

A YEAR OF FOCUS

For many people, this fiscal year (2019-20) will mostly be remembered as the beginning of the Covid-19 pandemic. In March of this year, I had traveled to Belfast, Northern Ireland to facilitate a peacebuilding training. As the United States' borders began to close, I remember scrambling to try to find a flight home. When I arrived back in Kona, Hawaii had transitioned to stay-at-home orders. While this had significant impacts on "how" we conducted the work of the Mediation Center, we adapted and moved forward with fervent resolve. We knew that an economic and health crisis would require the work of well-trained mediators; whether for parents needing to renegotiate parental schedules; or landlords and tenants opening space for a mutual agreement for the duration of the pandemic. WHMC would remain active and present in the midst of such hardship.

I am not only proud of the service we give to the community, but also of our individual supporters, board members, charitable foundations, and local court systems for their continual support. This year we once again met our financial budget, remaining fiscally responsible while building sustainability for the future. We continue to reach out to community groups to partner in creative ways and to our neighbors for growing community support from individuals who live here. In the next year, we'll be working to manage mediations for eviction cases and grow our partnership with the Restorative Justice Program at the Prosecutor's office. Let's stay connected, and thank you for taking the time to view our Annual Report.

Eric Paul, Executive Director

WHMC

AFFILIATIONS



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.



Victim Offender Conferencing Training

WHMC VALUES

INTEGRITY—EQUALITY—TRUST—EMPOWERMENT—COMPASSION—EMPATHY

PROGRAM HIGHLIGHTS

COMMUNITY MEDIATION

34 Volunteer Mediators Utilized
1732 Volunteer Hours
238 Total Cases
432 Clients Served
25 Community Trainings & Events

YOUTH PROGRAMS

174 Peer Mediators Trained
111 Mediations Conducted
513 Students Directly Impacted
52% Mediators Using Their Conflict Resolution Skills Outside of School
98% of Youth Enjoyed Being a Mediator

WHO WE'VE HELPED

Income

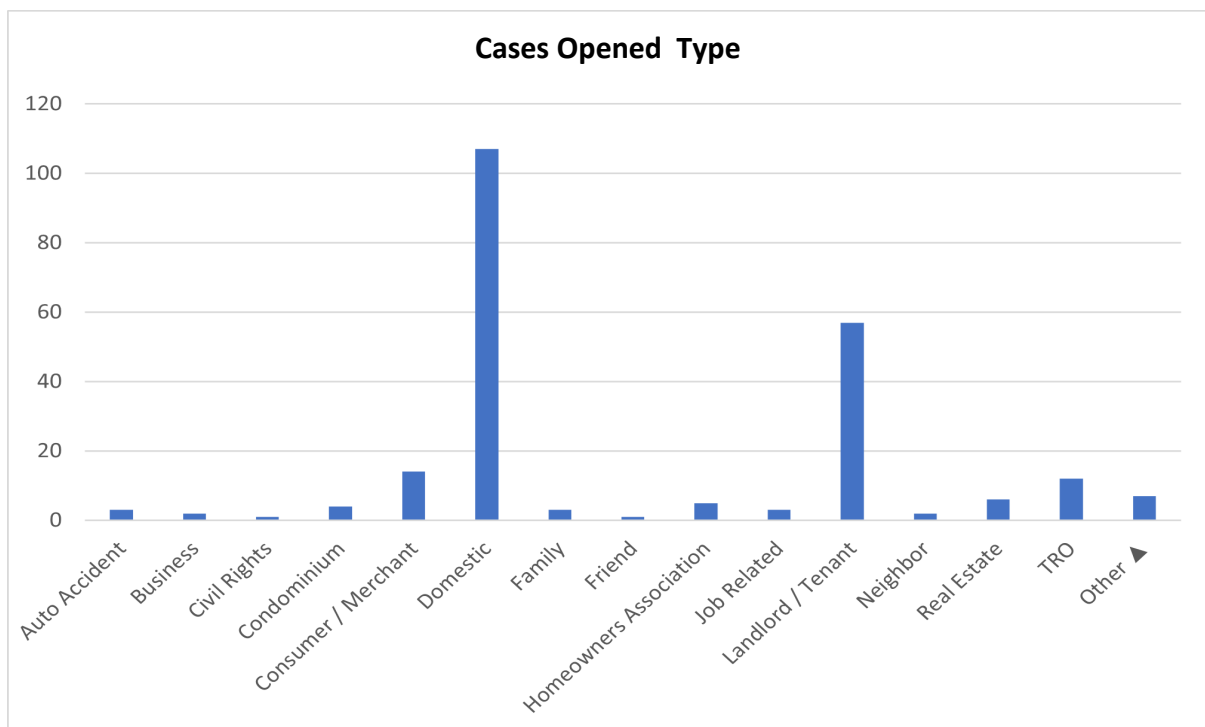
31% of our mediation clients claimed *annual incomes of \$20,000 or less.*

Gender

Those using our services consist of **51%** females & **49%** males.

Age

13% of clients are 0-30, **46%** 31-45, **25%** 46-60 and **16%** 61+.



FRIENDS OF THE CENTER

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

\$5,000 - \$6,000

Barbara Hodgson
Joyce Muktarian & Bob Acree

\$1,000 - \$3,000

Anita Giovanna Gherardi
Judge Elizabeth Strance (Ret.)
Michele Chavez-Pardini
Milton Higgins III
Niel Thomas

\$500 - \$999

Frances Simperman
LeRoy Gross
Margarita Scheffel
Ruth Smith

\$250 - \$499

George Winchell
Holeka Inaba
Jasmin Kiernan
Margarita Scheffel
Sherman Warner
Tim Hansen

\$100 - \$249

Amanda Blount
Amazon Smile
Anthony Tumasone
Arthur Souza & Victoria Missien
Caleb Stroud
Dawn Jones
Elaine Christianson
Eric Paul
George Robertson
Karen Rosen
Katherine Loo
Lisa Sims
Marsha Kerley
Michael Shanin
Peter Van Dyke
Richard Abbott
Richard Rocker
Ryan Lee Henry
Shawn Nokoa

Up to \$99

Andi Pawasarat-Losalio
Catherine Lampton
Christine Murphey Richardson
Cynthia Wilburn
Foodland Give Aloha
Jennifer Halley
Judith Andrews
Julie Mitchell
Karin Shaw
Katherine Madeira Cross
Kim Church on Behalf of Sue & LeRoy Gross
Kimberly Jackson
Maureen VonBurkirk
Nancy Carr-Smith
PayPal Giving Fund
Peter Wizinowich
Richard Spiegel
Steven Chelminiak
Sasha Jansen

GRANTS & AWARDS

Atherton Family Foundation
County of Hawaii—Grant in Aid
County of Hawaii—Discretionary Funds
from Councilmember Tim Richards
Department of Education
Friends of Hawaii Charities
Hawaii Community Foundation
Hawaii Hotel Industry Foundation
Hawaii Island United Way
Hawaii Justice Foundation
Hawaii State Bar Foundation

Hawaii Women's Legal Foundation
Hawaiian Electric Industries Charitable Foundation
James C. Shingle Family Fund
Kosasa Family Fund, Hawaii Community Foundation
Kukio Community Fund, Hawaii Community Foundation
Richard Smart Fund, Hawaii Community Foundation
Robert Emens Black Fund, Hawaii Community Foundation
State of Hawaii, Executive Office of Aging
State of Hawaii Judiciary
West Hawaii Fund, Hawaii Community Foundation

PROGRAMS

MEDIATION

WHMC's mediation program encountered many changes during the last quarter of our fiscal year as a result of the COVID-19 pandemic. We quickly moved all case management online and all mediations virtual. We added a Rapid Response Landlord Tenant program, assisting landlords and tenants who have encountered unemployment, lost wages, and many other COVID-19 related challenges.

A positive result of the changing times is that mediators who have been unable to mediate together in the past are able to co-mediate and continue to mediate while living off island. Holding trainings virtually has allowed for an increase in mediator attendance, cross-mediation center partnerships, and savings on location and travel fees.

Divorce/separation/parenting mediations continue to be the majority of case types served, followed by landlord/tenant, restraining orders, consumer/merchant and a variety of others.

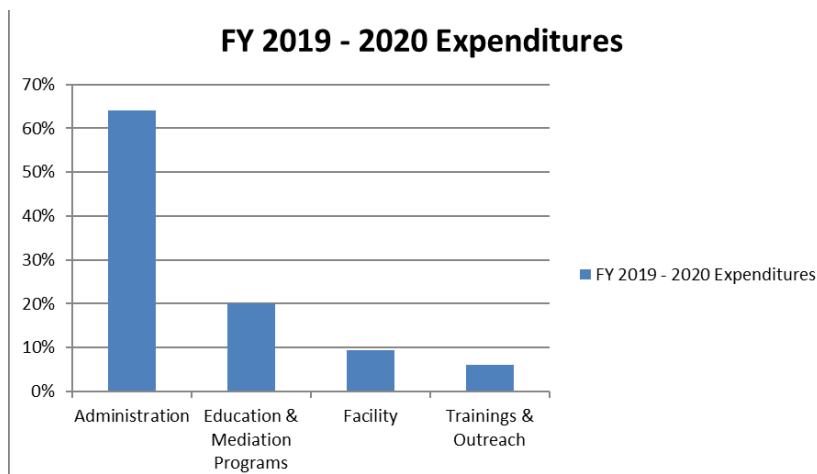
CLIENT INPUT

Very satisfied or somewhat satisfied with the mediation process	91%
Would definitely or probably recommend mediation to others	99%

PEER MEDIATION

While the pandemic stunted some of our year-end impact in the schools, WHMC still received valuable feedback. Statistics are always good to see, but here's what the youth are saying about peer mediation: "I love this," "I liked getting together to work as a team," and "I think everyone should have this kind of skill." In the year ahead, and with schools still not meeting in person, we are excited to engage the youth of this island through creative spaces for conflict resolution education: theatre programs, homeschools networks, zoom meetings, and literary integration.

FINANCIALS



FY 2019—2020	
Total Income & Expenses	
Income	\$265,032.59
Expenses	\$244,203.67

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

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

Facility: Rent, Electricity, Phone, Internet & Equipment

Trainings & Outreach: Training Expenses for Community/Staff/Volunteer/Mileage, Travel Expenses for Airfare/Mileage

STAFF *Fiscal Year 2019-2020*

ERIC PAUL, Executive Director
GINA AGUSTIN, Case Manager
POLLY SYLVIA, Peer Mediation Coordinator
JENNIFER HALLEY, Bookkeeper

BOARD OF DIRECTORS *as of August 2020*

JUDGE ELIZABETH STRANCE, RET., President
NIEL THOMAS, Vice President
GEORGE WINCHELL, Treasurer
HOLEKA INABA, Secretary
SEAN DUIM, Director
JASMIN KIERNAN, Director
KARIN SHAW, Director
RUTH SMITH, Director

VOLUNTEER MEDIATORS *as of August 2020*

RACHEL AXELBANK	YUKA LYSIUK
NANEA BEKEART	SCOTT MAHONEY
BHAGAVAN BURITZ	JOYCE MUKTARIAN
MICHELE CHAVEZ-PARDINI	ROD QUARTARARO
ALYSA FREEMAN	A.K. SHINGLE
LEROY GROSE	KATE SIMS
WAIOLA HIGA	LISA SIMS
BARBARA HODGSON	JUDGE ELIZABETH STRANCE, RET.
TERI HOLLOWELL	NIEL THOMAS
KAWEHI INABA	ROSE WHITE
DAN JOANISSE	BETH WILSON
LINDA JEFFREY	JUDGE DAVID WISEMAN, RET.
JASMIN KIERNAN	
THERESA LEE	
KYLA LIVINGSTON	



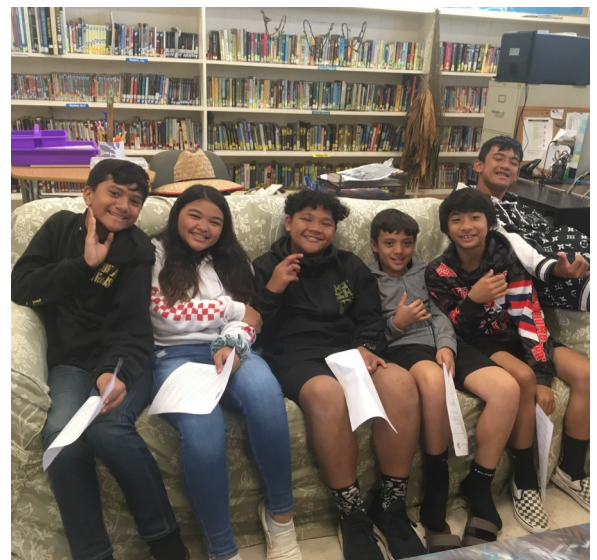
Mediator Refresher Training



Basic Mediation Training Practice Session



Conflict Sorties Event
Speaker, Peter Adler



Kohala Middle School Peer Mediators