

West Hawai'i Mediation Center

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Annual Report FY 2020-2021



Working it out – together.

# Hallmarks of Perseverance

For many, this fiscal year (2020-21) was filled with both uncertainty and fear. The pandemic continued to impact our physical and social health. Learning for our keiki was disrupted; the economy continued to sputter with severe consequences for families across our Island chain. And in the midst of it, those we know and love continued to contract Covid-19. For many, this year was filled with grief.

But in moments of hardship, we can also detect the strength of our community. And healthy communities are connected communities. This year we are grateful for the many partners who supported WHMC as we worked to help people resolve conflict. We met regularly with Legal Aid, Hawaii Community Lending, and the 3rd Circuit Judiciary to properly meet the growing needs of landlords and tenants. We implemented landlord/tenant mediations free of charge for those impacted by Covid. Families throughout West Hawaii experienced increased strain on their finances and relationships. As such, we saw a dramatic increase in mediations to resolve domestic disputes and custody challenges. Through it all, partners like Hawaii Community Foundation, Hawaii Justice Foundation, Hawaii County, Friends of Hawaii Charities, West Hawaii Association of Realtors, and the Hawaii Bar Association lend their support.

But this year also saw the need for creative flexibility. In November of 2020, we held our first Annual Peace Gala. With the help of community volunteers like Kessie Hollister and the WHMC Board of Directors, we were able to raise over \$30k. We're excited to grow on this success in years to come. Furthermore, our Peer Mediation Program Coordinator recognized the need to engage youth even while not present in schools. Noelani partnered with Yoga Impact to implement a Peace Camp for middle schoolers and Conflict Resolution education with Aloha Teen Theatre. Our youth have experienced a type of social trauma this past year, and I am proud of the work we have done to help engage this need.

The year ahead holds promise for increased creative engagement with youth, growing partnerships with restorative justice work, the adoption of a new Strategic Plan, and continued dedication to provide the highest quality mediation services to West Hawaii.

Eric Paul, Executive Director



Ruth Smith, Eric Paul & Hon. Elizabeth Strance

## Our Mission and Values

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

West Hawaii Mediation Center is a 501(c)3 non-profit. Our mission is to help people resolve conflict. And, we've been doing it faithfully for over 30 years. We aid in building a culture of peace in West Hawaii through mediation in the community and school system, through conflict resolution education, and restorative justice practices.

### WHMC VALUES

**INTEGRITY—EQUALITY—TRUST—EMPOWERMENT—COMPASSION—EMPATHY**

# PROGRAM HIGHLIGHTS

## COMMUNITY MEDIATION

**37** Volunteer Mediators Utilized

**1865** Volunteer Hours

**318** Total Cases

**600** Clients Served

**11** Community Trainings & Events

## YOUTH PROGRAMS

**47** Peer Mediators Trained Virtually

**191** Students Directly Impacted

**87%** of Youth Enjoyed the Mediation Training

**Schools Visited** Waikoloa Middle, Kohala Middle, Hawaii Tech Academy, Konawaena El., & Honoka'a Waldorf

## WHO WE'VE HELPED

### Income

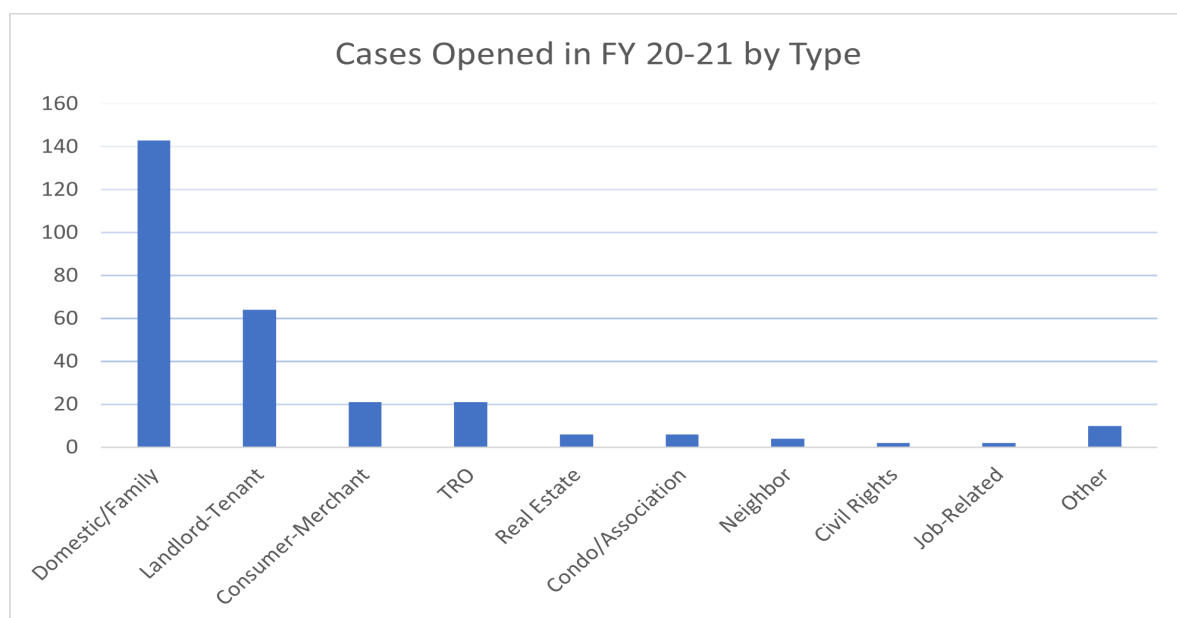
**35%** of our mediation clients claimed *annual incomes of \$20,000 or less.*

### Gender

Those using our services consist of **52%** females & **48%** males.

### Age

**14%** of clients are 0-30, **41%** 31-45, **24%** 46-60 and **21%** 61+.



Other case types may include: personal loans, property issues, interpersonal disputes, car sales disputes, etc.

# FRIENDS OF THE CENTER

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

## **\$3,000 - \$6,000**

Barbara Hodgson  
Joyce Muktarian & Bob Acree  
K. Taniguchi LTD.  
La'i'opua 2020  
Niel Thomas & Hermine Baker

## **\$500 - \$2,999**

Brian Kerley  
Hawaii Trust & Estate Counsel  
Judge Elizabeth Strance (Ret.)  
Kessie Hollister  
LeRoy & Susan Grose  
Milton Higgins III  
Rush Moore LLP  
Tim Hansen

## **\$250 - \$499**

Brent Sasaki  
Dawn Laird  
Karin Shaw  
Katherine Loo  
Margarita Scheffel  
Nancy Carr-Smith  
Riki Amano (In Honor of  
Judge Elizabeth Strance (R)  
& Kessie Hollister)  
Sherman Warner

## **\$100 - \$249**

Amanda Blount  
Amazon Smile  
Anthony Tumasone  
Bryce Gardner  
George Winchell  
Julie Zimelis  
Keola Childs  
Linda Jeffrey  
Margaret Masunaga  
Peggy Yuan  
Susan Barns  
Walter Kunitake

## **Up to \$99**

Caryl Strance  
Foodland Give Aloha  
Jasmin Kernin  
Natalie Young  
Marcus Dansby  
Patricia Tompson  
PayPal Giving Fund  
Shannon Van Dyke

## **Sponsors**

3B's Auto Repair & Service Inc.  
Island Performers Offroaders  
Roy Vitousek  
VP Electric, LLC  
West Hawai'i Concrete

# GRANTS & AWARDS

Catholic Charities Hawai'i

County of Hawai'i

Friends of Hawai'i Charities, Inc.

Hartwell & Rebecca Carter Fund of the Hawai'i Community Foundation

Hawai'i Island United Way, Inc.

Hawai'i Justice Foundation

Hawai'i State Bar Foundation

Hawai'i Women's Legal Foundation

James C. Shingle Family Fund

Kukio Community Fund of the Hawai'i Community Foundation

Marbrook Foundation

The Laura Jane Musser Fund

State of Hawai'i Judiciary

# PROGRAMS

## MEDIATION

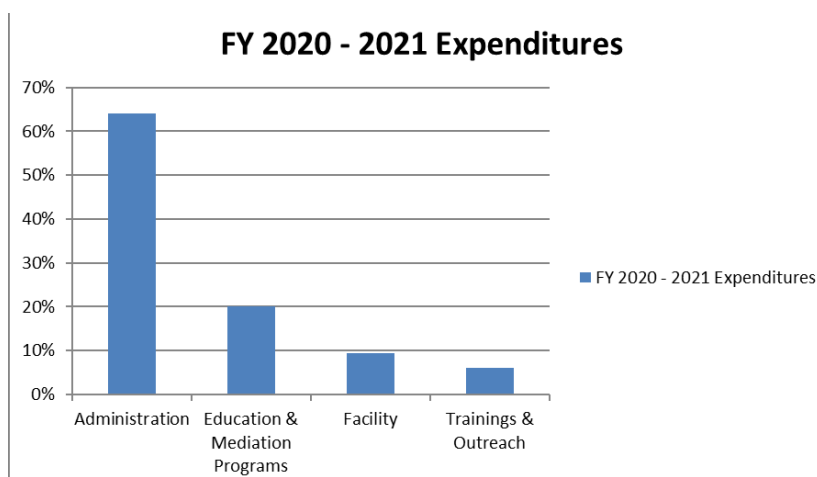
All of WHMC's programs continue to be served 100% virtually. Mediation clients and volunteer mediators continue to have the option to participate virtually almost anywhere in the world. Ongoing continued education for our volunteer mediators is continuing to thrive through online platforms, proving beneficial for all involved. We've been able to interface with our trainers on a more frequent basis, providing additional training, all the while coming together with other non-profit mediation centers within Hawaii. The collaboration among mediators state-wide has been invaluable.

Mediation cases served annually significantly increased from FY19-20 to FY20-21, rising by 23%, with the majority of case types from landlord-tenant and family disputes. Staff, with the help of volunteers, have begun a very detailed internal mediation review process to review all general mediation procedures and training review to ensure our services are of the highest quality. We look forward to sharing our progress in the new year.

## PEER MEDIATION

The 2020-2021 School Year was challenging for everyone. Parents, teachers, administrators, and especially students, showed incredible resilience in the face of an unprecedented Global Pandemic, and I am proud to say that the Peer Mediation Program at the West Hawaii Mediation Center showed up for our community in creative ways that could take pressure off educators and support a culture peace-building in the midst of crisis. We were able to hold a online mediation trainings with both Kohala and Waikoloa Middle school, and the Waldorf School of Honoka'a. We also partnered with the Aloha Theatre and Kona Dance and Performing Arts to provide conflict resolution workshops through drama and dance. We held Haiku workshops that used poetry and expression as a way to process the present reality they were facing. We participated in the Peer Mediation Virtual Conference in partnership with the Matsunaga Institute and other PM programs across the state. We even held an in person Peace Camp in partnership with the non-profit Yoga Impact over Spring Break during which students were trained in Peer Mediation, practiced Yoga, oli and Hula, created art and learned about non-violent social movements and key historical figures. We are looking forward to making this camp annual as the immersive experience of camp, especially after lockdown and isolation, was particularly impactful for everyone involved, including the educators!

## FINANCIALS



### FY 2020 - 2021

#### Total Income & Expenses

**Income**                **\$236,874.04**

**Expenses**             **\$222,830.41**

**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 and Mileage



## STAFF *FY 2020-2021*

Eric Paul, Executive Director  
Gina Agustin, Case Manager  
Noelani Anderson, Peer Mediation Coordinator  
Jennifer Halley, Finance Manager

## BOARD OF DIRECTORS *FY 2020-2021*

The Hon. Elizabeth Strance: Board President  
Niel Thomas: Vice President  
George Winchell: Treasurer  
Holeka Inaba: Secretary  
Jasmin Kiernan  
Ruth Smith  
Sean Duim  
Karin Shaw

## VOLUNTEER MEDIATORS *FY 2020-2021*

Laurel Ailie	Theresa Lee
Marquita Bekeart	Rachel Lieff-Axelbank
Barbara Bell	Kyla Livingston
Cathy Blough	Yuka Lysiuk
Michele Chavez-Pardini	Scott Mahoney
Nolan Chock	Joyce Muktarian
Alysa Freeman	Christina Pearl
Giovanna Gherardi	A.K. Shingle
LeRoy Grose	Katheryn Sims
Grayson Hashida	Lisa Sims
Randy Higa	Kimberly Taniyama
Barbara Hodgson	Niel Thomas
Teri Hollowell	Rose White
Mark Holst	Kathy Webb
Kawehi Inaba	Beth Wilson
Dan Joannis	The Honorable David Wiseman
Linda Jeffrey	The Honorable Chris Zouboulakis
Carol Kitaoka	
Cathy Klotz	

## WHMC AFFILIATIONS



Basic Mediation Training via Zoom 2021



Strategic Planning Meeting 2021



Peace Camp 2021