

West Hawai'i Mediation Center

Annual Report FY 2021-2022



Working it out – together.

A LETTER FROM THE EXECUTIVE DIRECTOR

At West Hawaii Mediation Center, we believe that healthy communities are connected communities. And the work we've been able to accomplish in 2021-22 holds to that mantra. As you read through this annual report, I hope you see more than statistics and numbers. I hope you see the relationships that make good work happen. For every student trained in Peer Mediation, a relationship was formed with a local school administrator. For every mediation conducted, volunteers were trained, vetted, and observed to carry through on our mission to help people resolve conflict. For every grant received and every dollar given, we are grateful for the connections with those who trust WHMC as partners in building peace in West Hawaii. And this year, we worked in partnerships with Hawaii Community Lending, the County of Hawaii, Legal Aid, and Hope Services to make sure that our county could weather the potential 'flood of evictions' we anticipated last summer. And I'm proud to say that our community is more healthy because of these connections. I'm proud to be a part of this work; alongside our staff, board members, and volunteers.

Mahalo for your continued support.

Peace and Aloha,

Eric Paul

Executive Director

PROGRAM HIGHLIGHTS

COMMUNITY MEDIATION

41 Volunteer Mediators Utilized

2,940 Volunteer Hours

274 Total Cases Served

511 Clients Served

7 Community Trainings & Events

YOUTH PROGRAMS

102 Peer Mediators Trained Virtually

88 Students Directly Impacted

8 Schools Visited

Our Mission and Values

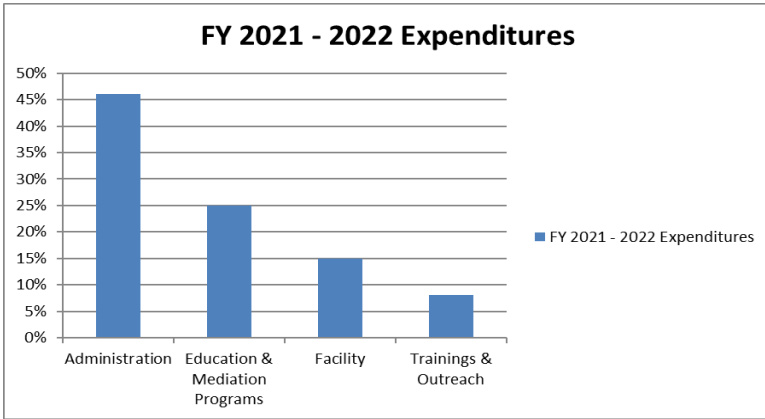
Celebrating over 30 years of building stronger communities through conflict resolution, education, and training

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

FINANCIALS



FY 2021 - 2022

Total Income & Expenses

Income	\$383,120.37
Expenses	\$356,863.79

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

WHO WE'VE HELPED

Income

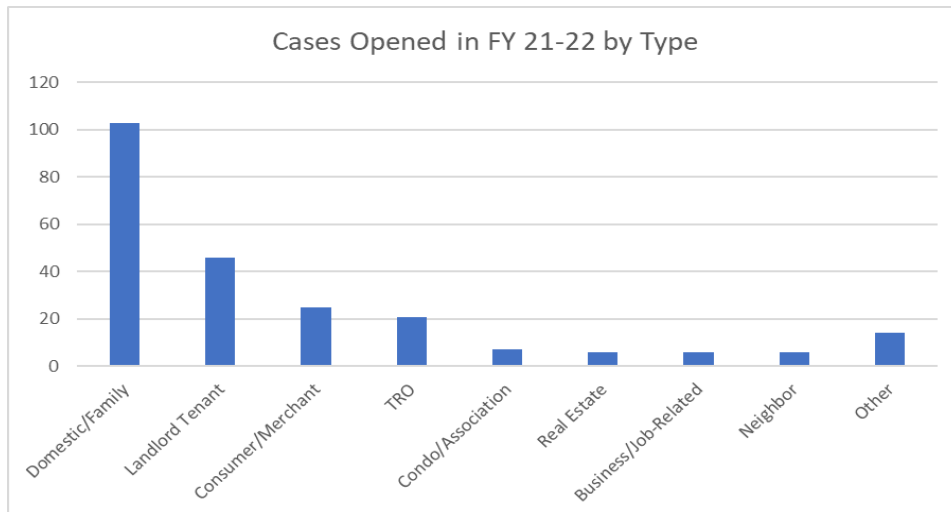
32% of our mediation clients claimed *annual incomes of \$20,000 or less*.

Gender

Those using our services consist of **54%** females & **46%** males.

Age

17% of clients are 0-30, **39%** 31-45, **23%** 46-60 and **21%** 61+.



Other case types may include: personal loans, property issues, civil rights, car sale disputes, etc.

FRIENDS OF THE CENTER

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

\$5,000

Barbara Hodgson
Joyce Muktarian & Bob Acree

\$1,000

Caleb Stroud
Milton Higgins III

\$500

Charles Greenfield
LeRoy & Susan Gross
Margarita Scheffel
Timothy Bostock

\$250 - \$400

Carol Davies
Eric Paul
Riki Amano Honoring Kessie Hollister
Sean Duim

\$100—\$200

Anthony Tumasone
Arthur Souza & Victoria Missien
Cecelia Chang
Dawn Laird
Diane Petropulos
George Winchell
Kimberly Taniyama
Honokaa Hongwanji Buddhist Women's Association
Nancy Carr-Smith

Up to \$99

Amazon Smile
Foodland Give Aloha
Larry Brown
Patricia Tompson
PayPal
Peter Wizinowich Honoring Margarita Scheffel
Waimea Community Education

GRANTS & AWARDS

Atherton Family Foundation

County of Hawaii Office of Housing & Community Development

County of Hawaii Prosecuting Attorney's Office

Friends of Hawaii Charities, Inc.

Hawaii Community Lending

Hawaii Island United Way

Hawaii Justice Foundation

Hawaii Legal Women's Foundation

Hawaii State Bar Foundation

Hawaiian Electric on Hawaii Island

Kuki'o Community Fund of the Hawaii Community Foundation

Marbrook Foundation

Richard Smart Fund of the Hawaii Community Foundation

Stanley & Renee Tomono Family Fund of the Hawaii Community Foundation

State of Hawaii Judiciary

West Hawaii Fund of the Hawaii Community Foundation

PROGRAMS

MEDIATION

Last year we reported that we were mediating all cases virtually, which is still the case for the majority of mediations. While we continue to offer in-person sessions, it's the overwhelming preference for participants and mediators to participate in their sessions online. Because of this preference, we've started working to improve our virtual capacity at our home office in Waimea by purchasing a TV and video conference system to accommodate ongoing virtual trainings and hybrid mediations. We look forward to being able to welcome people both virtually and in-person based on need.

Over the past 10 months our quality assurance team, made up of select volunteers and staff, has been working on a program review which divided the mediation program into two areas; Volunteers and Clients/Mediation Process. Here's what we've reviewed thus far; Basic Mediation Training (BMT) recruitment, BMT mentoring, post BMT volunteer application process, volunteer apprentice process, mediator assessment, and ongoing continuing education. We look forward to continuing this work on an ongoing basis.

PEER MEDIATION

Peer Mediation programs are gaining traction as schools begin to emerge from the challenges of the past two years. We even held end of year celebrations at Kohala and Pa'auilo Intermediate this year! The Parker and Kohala Elementary PM programs trained 38 and 12 students, respectively, and HPA is planning to reboot their program in the year to come. As schools recover and catch up from the last two years of the Pandemic, time and space for extra programming is limited, but it is in more need than ever as conflict is a constant, especially in these times. We are thankful to the dedicated educators and counselors who made space for this programming and urged their administrators to support it. In addition to PM training with the leadership class at Kohala Intermediate, we also participated in three different girls' groups of mixed ages. We did yoga to navigate conflict, as well as used theatre games and techniques to practice active listening skills. We ended the year with a poetry party, full of reflections and yummy food. We left the students with this message as they enter the summer months: "Ho'ola'i na Manu I ke aheahe", translating to 'the birds poise quietly in the gentle breezes', reminding us to 'be at peace in the world.'

LANDLORD TENANT MEDIATION

Using funds appropriated in Act 57 (2021), the county contracted with WHMC to manage the Landlord Tenant Eviction Mediation Program for the West Hawai'i area for one year, starting August 6th, 2021. This program provided free 90-minute mediation services to tenants who received notices of eviction for non-payment of rent after the end of the COVID rental moratorium. The state funded a full-time case manager at the Center for this program, and she worked with hundreds of West Hawai'i landlords and tenants, many of whom participated in mediations to settle payback schedules, Emergency Rental Assistance application processes, or moving out conditions. Mediations focused on repairing relationships between landlords and tenants that had been strained during the difficult financial times brought on by the pandemic.

STAFF *FY 2021-2022*

Eric Paul, Executive Director
Gina Agustin, Mediation Program Manager
Noelani Anderson, Peer Mediation Coordinator
Jennifer Halley, Finance Manager
Megan Alexander, Intake Specialist
Kate Sims, Landlord Tenant Case Manager

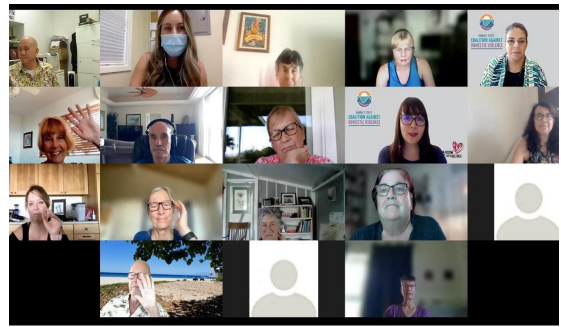
BOARD OF DIRECTORS *FY 2021-2022*

Holeka Inaba: Board President
Niel Thomas: Vice President
George Winchell: Treasurer
Holeka Inaba: Secretary
Sean Duim
Karin Shaw

VOLUNTEER MEDIATORS *FY 2021-2022*

Laurel Ailie	Kyla Livingston
Barbara Bell	Scott Mahoney
Cathy Blough	Natalia McCarthy
Michele Chavez-Pardini	Richard Morley
David Ellis	Joyce Mukhtarian
Alysa Freeman	Christina Pearl
Giovanna Gherardi	Cecilia Poblette
LeRoy Grose	A.K. Shingle
Grayson Hashida	Kate Sims
The Honorable Mahilani	Lisa Sims
Hiatt	The Honorable Kimberly
Christine Hijirida	Taniyama
Barbara Hodgson	Niel Thomas
Teri Hollowell	Kim Tomasino-Reed
Mark Holst	Rose White
Kawehi Inaba	Kathy Webb
Dan Joannis	Beth Wilson
Linda Jeffrey	George Winchell
Carol Kitaoka	The Honorable David
Cathy Klotz	Wiseman
Theresa Lee	The Honorable Chris
Rae Lief-Axelbank	Zouboulakis

WHMC AFFILIATIONS



Volunteer Mediator Training
HI State Coalition Against Domestic Violence



Giovanna Gherardi
2021 Community Peacebuilder



2022 Volunteer Appreciation Gathering
