

West Hawai'i Mediation Center

Annual Report FY 2022-2023



We help people resolve conflict.

A MESSAGE FROM THE EXECUTIVE DIRECTOR

The year 2022 marked the inception of our new Mission Statement: We Help People Resolve Conflict. As a community supported nonprofit, we create space to transform relationships in order to build a culture of peace in West Hawaii. Primarily, we help people resolve conflict through the practices of community mediation, peer mediation in West Hawaii Schools, and restorative justice processes. Each of our services are specifically designed to build a soft space for hard conversations. While the context of the situation determines the practice (that is, whether we turn to mediation, group facilitation, or victim offender conferencing), each creates a unique space to aid participants to move forward in positive ways.

Our community needs spaces to resolve conflict. And when that space is provided in the form of mediation or other practices we receive positive feedback like this:

“I would like to thank both mediators for being patient, kind, and really thoughtful with their words. I felt safe and less nervous with these mediators.”

“The mediators were great! They both listened well without judgement or favoritism, and helped us to refocus on our goals when we digressed or argued. They were very fair and professional, allowing me to feel heard and confident that I was doing the right thing. They were both very easy to talk to and feel comfortable as well. In the end, we reached a short-term resolution peacefully. Thank you so much!”

“I am just thankful this service exists. Our family has a great relationship and this process allowed us to voice feelings in a safe space and maintain a healthy way to move forward in a difficult situation. This was a hard conversation and I am so thankful for the support.”

So I invite you to look through our annual report and celebrate the work we accomplished.

Peace and Aloha,
Eric Paul
Executive Director

OUR MISSION & VALUES

Our mission is to help people resolve conflict. And, we've been doing it faithfully for 35 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. West Hawaii Mediation Center is a 501(c)3 non-profit.

[Celebrating 35 years of building stronger communities though conflict resolution, education and training!](#)

WHO WE'VE HELPED

Income

34% of our mediation clients claimed **annual incomes of \$20,000 or less.**

Gender

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

Age

12% of clients are 0-30, **46%** 31-45, **21%** 46-60 and **21%** are 61 or older.

PROGRAM HIGHLIGHTS

COMMUNITY MEDIATION

44 Volunteer Mediators Utilized

2,940 Volunteer Hours

274 Total Cases Served

618 Clients Served

YOUTH PROGRAMS

150 Peer Mediators Trained

7 Partner Schools

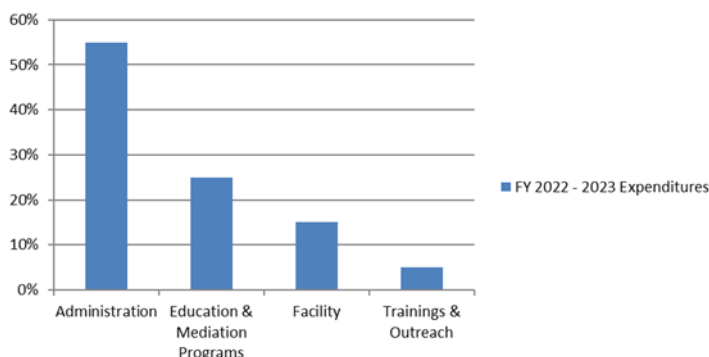
68 Peer Mediations Conducted



Mediator Round Table Discussion

FINANCIALS

FY 2022 - 2023 Expenditures



FY 2022- 2023

Total Income & Expense

Income \$363,587.52

Expenses \$317,512.96

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

FRIENDS OF THE CENTER

\$5,000

Barbara Hodgson
Joyce Muktarian & Bob Acree

\$2,000—\$3,000

Margarita Scheffel
Niel Thomas
Timothy Hansen

\$1,000

Nelson G. Hairston Jr.
Milton Higgins III

\$500—\$800

Charlene Nashida
Charles Greenfield
Eric Paul
First Hawaiian Bank (**Sponsor**)
Hawaii Trust & Estate Counsel
Jill & Steven Jacunski
Susan & LeRoy Gross

\$200 - \$400

Anthony Tumasone
George Winchell
Holeka Inaba

\$200 - \$400 Continued

(Hon.) Mahilani Hiatt
Manago Hotel
Rose White
Saundra & Dale Tokuuoke
Sean Duim

Up to \$150

Amazon Smile
Diane Petropulos
Elizabeth Strance
Foodland Give Aloha
Gina Agustin
Heather Kimball
Honokaa Hongwanji Buddhist Women's Assoc.
Kathryn Sims
(Hon.) Kimberly Taniyama
Lee Lord
Leila Duim
Lou Chang
Maki Morinoue
Roth Law Firm on Behalf of Jill Hasegawa
(Hon.) Wendy DeWeese
William Quayle

Thank you to our generous supporters who make WHMC's work possible!

GRANTS & AWARDS

Atherton Family Foundation

County of Hawaii

Friends of Hawaii Charities

Hawaii Island United Way

Hawaii Justice Foundation

Hawaii State Bar Foundation

James C. Shingle Family Fund

Jordan Park Mission First Fund

Marbrook Foundation

Richard Smart Fund of the Hawaii Community Foundation

State of Hawaii Judiciary

PROGRAMS

MEDIATION

With 278 new cases opened, an increase 4 cases from last year, community mediation proves to be a continued need in our West Hawaii community. Approximately 50% of our cases are court referred, all other cases come in directly from the community. Out of the 202 cases that mediated, 58% came to an agreement within their mediation session.

We've received feedback from the courts and past participants reporting that although a mediation may conclude with "no agreement" participants sometimes still end up coming to agreement on their own. Mediation through WHMC provides the space for disputing parties to come together and listen to one another and consider alternatives to moving forward. After an initial session concludes, parties reflect, receive further advice, or better consider their options, leading to finalizing agreements on their own.

WHMC would like to thank Diane Petropulos for leading our annual mediation trainings for the past 9 years. Diane has trained 124 Hawaii community members and half of our current mediator cadre. We are so thankful for her sharing her knowledge with our staff and community over those years.

WHMC is also excited to share that we have started holding our annual mediation training in-house! Our very own, Kate Sims, began leading WHMC's annual training in 2023. WHMC is proud to have 7 new volunteer mediators join us this past fiscal year. With an additional 5 who recently joined us from our latest mediation training, bringing our active mediator total to 40! Mediators mediate on average 3-4 cases every week and attend court in Waimea and Kona 6 times per month, which means our mediators are volunteering well over 150 hours per month! WHMC continues to rely on community support to sustain our case-load and serve people in a timely manner.

We are so thankful for our volunteers for leading these challenging conversations and helping people resolve conflict and to our clients who entrust us in holding space through some of their most vulnerable life moments.

PEER MEDIATION

In fiscal year 2022-23, WHMC was able to be fully present on school campuses again. For two years in the midst of the pandemic, we creatively reached youth with conflict resolution services with virtual content, social distancing, and outdoor workshops. For many schools, last year felt like a return to normal. However, we quickly realized the impact that two years have on both education and social emotional learning. Our work to help people resolve conflict was needed more than ever on school campuses.

In all, 71% of students said they used mediation outside of the school system, and 60% of mediation referrals came from the students themselves. Here's what some of the students had to say about their experience:

I learned:

- to help and lead by example and not fight with one another
- there are other ways of doing things
- it's important to know the full story
- to hear both sides before making a conclusion
- people just need to talk to each other



Mock Mediations at Parker School

We started the year with Megan Alexander as our Peer Mediation Coordinator, while Kate Mulligan finished the year in the same role. In the years to come, we hope to have a consistent presence for the mediation center and our school system.

STAFF FY 2022-2023

Eric Paul, Executive Director
Gina Agustin, Mediation Program Manager
Jennifer Halley, Finance Manager
Kate Sims, Mediation Coordinator
Megan Alexander, Intake Specialist
Kate Mulligan, Peer Mediation Coordinator



Staff Holiday Lunch December 2022

BOARD OF DIRECTORS FY 2022-2023

Holeka Inaba, President
Niel Thomas, Vice President
George Winchell, Treasurer
Nelson Hairston Jr., Secretary
Sean Duim
Charles Greenfield
Charlene Nishida



Access to Justice Conference 2023

VOLUNTEER MEDIATORS FY 2022-2023

Laurel Ailie	Rae Lieff-Axelbank
Michele Chavez-Pardini	Kyla Livingston
David Ellis	Natalia McCarthy
Alysa Freeman	Christina McEnerney
Sharlene Gee	Elsbeth McKeen
Giovanna Gherardi	Joyce Muktarian
LeRoy Grose	Christina Pearl
Grayson Hashida	Cecilia Poblete
The Honorable Mahilani	A.K. Shingle
Hiatt	Kate Sims
Christine Hijirida	Lisa Sims
Barbara Hodgson	Niel Thomas
Teri Hollowell	Azin Valafar
Mark Holst	Linda Walton
Emma Hsu	Rose White
Kawehi Inaba	Kathy Webb
Dan Joannis	Beth Wilson
Linda Jeffrey	George Winchell
Cathy Klotz	Nancy Young
Theresa Lee	Audra Zook



Volunteer Mediators Attend Kona Court



Pau Hana Fundraiser

WHMC AFFILIATIONS

