

West Hawai'i Mediation Center

Annual Report FY 2023-2024



We help people resolve conflict.

A Message from the Executive Director

This is now my 6th year as the Executive Director inviting you to see our "year in review." And, this has been an incredible year of progress - progress in our program development, adding new staff, creating new partnerships, and answering the deep need of our community for peace and conflict resolution services.

We welcomed Cietta Penn (Restorative Justice Coordinator) and Katrina Zavalney (Peer Mediation Coordinator) to our staff team. Their dedication and passion for the work has both programs connecting to our community in beautiful ways. We just completed our first full year of Victim Offender Conferencing. We've also added two new board members - Paul Darr and Stephanie Beeby; while saying "aloha" to Niel Thomas. Niel served on our board for 6 years - always eager to make new connections for the mediation center. He continues as a volunteer mediator.

Our mission is to help people resolve conflict. We help people do this through our community mediation program, peer mediation work in the schools, and restorative justice work in the wake of harm. As you read through some of our accomplishments and notice the community support we have garnered, I hope you realize - like I do - the good work that sustains this mission. It is done by volunteers, individual donors, change agents, local foundations, a small staff, and a growing community of conflict competent experts who work toward a more peaceful and just community. And, if you are one of those I just named - A big Mahalo to you!

Thank you all for your continued support.

Peace and Aloha,
Eric Paul



Thank You Lunch for Niel Thomas July 2024

Our Mission & Values

Our mission is to help people resolve conflict. And, we've been doing it faithfully for over 36 years. We aid in building a culture of peace in West Hawai'i through mediation in the community and school system, through conflict resolution education, and restorative justice practices. West Hawai'i Mediation Center is a 501(c)3 non-profit.

Celebrating 36 years of building stronger communities through conflict resolution, education and training!

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 **55%** females & **45%** males.

Age

16% of clients are 1-30, **44%** 31-45, **22%** 46-60 and **18%** are 61 or older.

Program Highlights

Community Mediation

42 Volunteer Mediators Utilized

3,397 Volunteer Hours

317 Total Cases Served

639 Clients Served

Peer Mediation

7 Partner Schools

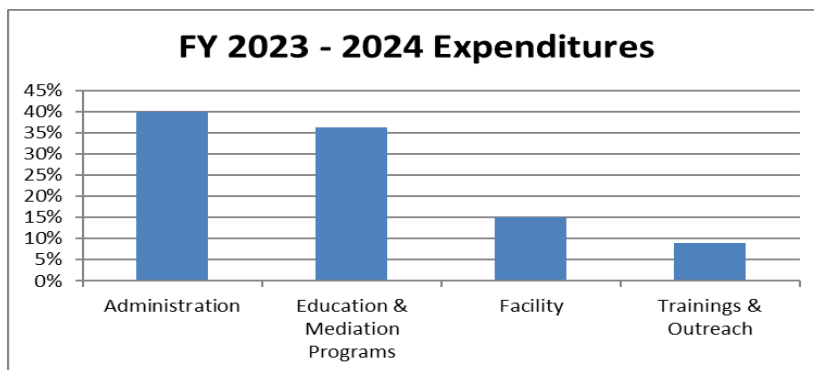
325 Peer Mediators Trained

61 Peer Mediations Conducted



Domestic Violence Presentation with Deborah Chai

Financials



FY 2023 - 2024

Total Income & Expense

Income \$398,191.70

Expenses \$362,051.58

Administration: Salaries, Medical Insurance, Professional Fees & Supplies

Mediation, Peer Mediation & Restorative Justice Programs: Salaries, Medical Insurance, Mileage & Supplies

Facility: Rent, Electricity, Phone, Internet & Equipment

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

Friends of the Center

\$5,000

Barbara Hodgson
Joyce Muktarian & Bob Acree

\$2,000 - \$3,000

Charlene Nishida
Margarita Scheffel
Nelson Hairtson, Jr.
Niel Thomas

\$1,000

Prentiss Higgins & David Higgins
In Honor of Milton Higgins III

\$500 - \$750

A.K. Shingle
Charles Greenfield
Christyn Stroud
Susan & LeRoy Grose

\$200 - \$300

Anthony Tumasone
Carol Davies
Chuck Mize
Daniel Joannis
George Winchell
Keola Childs
Sean Duim

Up to \$150

Diane Petropulos
Elizabeth Strance
Foodland Give Aloha
Gina Agustin
Kaline Unger, Marika Anderson
Kawehi Inaba
The Honorable Kimberly Taniyama
Linda Jeffrey
Marsha Speck
Patricia Tompson
Sherman Warner
William Quayle

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

Grants & Awards

Atherton Family Foundation

County of Hawai'i

County of Hawai'i, Shippers' Wharf Committee Trust Fund

Hawai'i Community Foundation

Hawai'i Island United Way

Hawai'i Justice Foundation

Hawai'i State Bar Foundation

Hawai'i Women's Legal Foundation

Hawaiian Electric

James C. Shingle Family Fund

Kukio Community Fund of the Hawai'i Community Foundation

Kona Brewers Festival

Marbrook Foundation

State of Hawai'i, Department of the Attorney General

State of Hawai'i Judiciary

Programs

Community Mediation

We closed out the fiscal year completing our 3-year program review. We took time to review the entire general mediation program; the volunteer program and the client and mediation experience.

We concluded the review with a client follow-up survey which checked in with clients 3-6 months after their mediation session. Summarized findings included:

- 100% said they would use mediation again
- 93% would recommend mediation to others in conflict
- 83% of those who had a mediated agreement reported their agreement had been kept

10 clients (71%) described their mediation experience in a positive way. Of these, six said mediation helped educate and prepare them for what they needed to move forward. Regardless of whether they reached agreement, they learned important information such as a) what the other party wants, b) the level of openness of the other party to resolution, and c) what next steps needed to be: court or something else. Three others said that mediation helped the parties to feel heard.

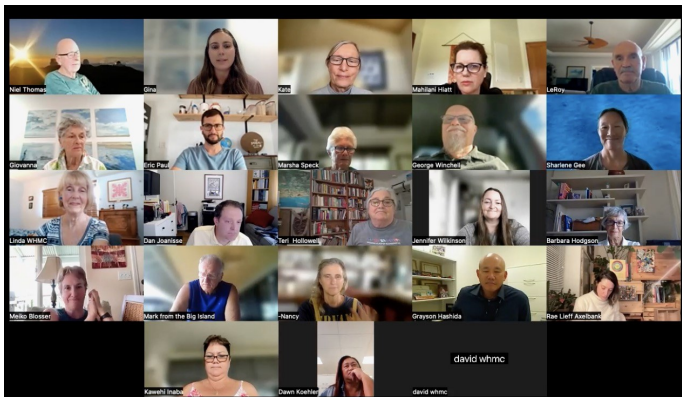
The community mediation program is excited to set new goals for the new fiscal year, which include increasing community connections, training more community members in conflict resolution practices, and supporting our active volunteers by diversifying training content.



Kona Judge Talk Story with Mediators



2024 Basic Mediation Training Graduates



Mediator Roundtable via Zoom



Mediators in Mediation Role Plays

Programs Continued

Restorative Justice

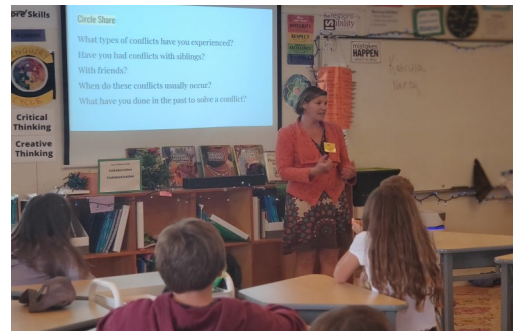
We celebrated our first full year for our Restorative Justice Program in Victim Offender Conferencing. We work with community groups to create spaces that address harm by building accountability and repair, collaborative dialogue, and meeting needs of those who have been harmed. In short, Restorative Justice works to make things pono. We hired Cietta Penn as our Restorative Justice Coordinator - who established our partnership with the Office of the Prosecuting Attorney and acts as our lead facilitator. Over the past year we have:

- Hired our first Restorative Justice specific staff member
- Led a 20 hour Restorative Justice training
- Added 6 new volunteers as Victim Offender Conferencing facilitators for Restorative Justice
- Recruited and implemented a Restorative Justice Advisory Committee
- Successfully completed 8 Victim Offender Conferencing cases

We're excited for what year 2 holds in this program!



Restorative Justice Training



Elementary Peer Mediation Training

Peer Mediation

WHMC works with elementary, middle, and high schools throughout West Hawai'i to provide conflict resolution and peer mediation training in public and private schools. This fiscal year we felt the importance and need for youth conflict resolution education. The impact of the social and emotional development after covid cannot be overstated. While we provided services to 7 schools, we anticipate partnering with 12 schools over the next year.

- We welcomed our new Peer Mediation Coordinator - Katrina Zavalney
- 75% of referrals came from the students themselves

And here are some positive reviews from students and school personnel:

- I learned to hear both sides before making any conclusions.
- We are learning how to be fair with people.
- Our peacemakers are so happy and proud to be considered leaders in our school as they do Peer Mediation.

Staff

Eric Paul, Executive Director
Gina Agustin, Mediation Program Manager
Jennifer Halley, Finance Manager
Kate Sims, Mediation Coordinator
Cietta Penn, Restorative Justice Coordinator
Katrina Zavalney, Peer Mediation Coordinator

Board of Directors

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

Volunteers

Laurel Ailie
Megan Alexander
Stephanie Barnett
Meiko Blosser
Michele Chavez-Pardini
David Ellis
Alysa Freeman
Sharlene Gee
Giovanna Gherardi
LeRoy Grose
Nelson Hairston Jr.
Grayson Hashida
The Honorable Mahilani
Hiatt
Christine Hijirida

Barbara Hodgson
Teri Hollowell
Mark Holst
Emma Hsu
Kawehi Inaba
Joan Jackson
Dan Joannis
Linda Jeffrey
Tahiti Kulia
Rae Lieff-Axelbank
Kyla Livingston
Natalia McCarthy
Christina McEnerney
Elsbeth McKeen
Mary Mowdy

Joyce Muktarian
Linda Nguyen
David Perkins
Cecilia Poblete
A.K. Shingle
Marsha Speck
Niel Thomas
Linda Walton
Kathy Webb
Rose White
Beth Wilson
George Winchell
Nancy Young
Audra Zook



Staff Holiday Lunch December 2023



2024 Peacebuilder Awardee,
Dr. Claren Kealoha-Beudet



WHMC Volunteers at 2024 Kona Brew Fest

WHMC AFFILIATIONS

