

# West Hawai'i Mediation Center

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Annual Report FY 2016-2017



Working it out – together.

# A YEAR OF RENEWAL & SERVICE

Fiscal year 2016—2017 saw many new beginnings at West Hawai'i Mediation Center. Under the guidance of our esteemed Board of Directors, the Center hosted one of its most successful fundraisers, introduced a fresh new logo, increased our outreach activities and renewed our commitment to our many partners, stakeholders and friends in the community.

Our dedicated volunteer mediators continued to honor us with their outstanding service, giving more than 737 hours of their time to mediating conflicts in our community. The Center's peer mediation program continued its expansion in West Hawai'i schools, training 252 peer mediators in 14 schools in the 2016—2017 school year. As we reached the end of our four-year foreclosure mediation pilot program (2012—2016) with the Third Circuit Courts and Ku'ikahi Mediation Center, WHMC is privileged to have helped more than 200 Hawai'i Island families avoid foreclosure and stay in their homes.

None of these accomplishments would have been possible without WHMC's committed staff, the dedication of the WHMC's Board of Directors, our outstanding volunteers and the unbelievable generosity of our community that supports us with financial and in-kind donations year after year. You will see within this report that fiscal year 2016—2017 was truly an extraordinary year of renewal and service to our community.

## WHMC AFFILIATIONS



## OUR HISTORY, OUR MISSION, OUR VISION, OUR VALUES

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



Founded in 1988, West Hawai'i Mediation Center (WHMC) is a 501(c)(3) nonprofit that has served the conflict resolution needs of the West Hawai'i community for almost 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.

## WHMC VALUES

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

# PROGRAM HIGHLIGHTS

## COMMUNITY MEDIATION

**33** Active Volunteer Mediators

**737** Volunteer Hours

**326** Total Cases

**636** Clients Served

**93%** Client Satisfaction Rate

**30** Community Trainings & Events

## YOUTH PROGRAMS

**252** Peer Mediators Trained

**5,201** Students Impacted by the Program

**160** Hours of Staff and Student Training

**60%** Peer Mediation Students Eligible for Federal Free or Reduced Lunch

## WHO WE'VE HELPED

### Income

**39%** of our mediation clients had *annual incomes of \$21,000 or less.*

**60%** of youth in our Peer Mediation program *qualify for free or reduced lunch.*



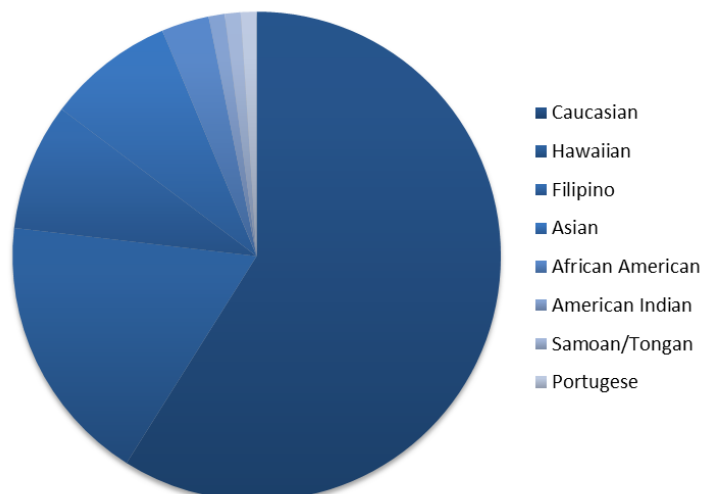
2016-17 Kohala Elementary School Peer Mediators

### Gender

Females & males accounted for **50%** equally of those using our services.

### Ethnicity

WHMC clients represent varied ethnic backgrounds. The chart to the right shows the breakdown of our clients' ethnicities.



# FRIENDS OF THE CENTER

*WHMC's important work is only possible thanks to the generous support of the following supporters.\**

## **\$10,000 +**

Douglas & Deborah Troxel

## **\$5,000 - \$9,999**

Michele & Michael Chavez-Pardini

Mahi & Jerry Hiatt

## **\$1000 - \$4,999**

Milton Higgins III

Barbara Hodgson

George Robertson

Richard Rocker

Doug Scoufus

A.K. Shingle

The Honorable Elizabeth Strance

## **\$500 - \$999**

Robert Acree & Joyce Muktarian

Cameron Bailey-Bram

Tana & Hank Hilliard

Marsha & Tom Kerley

## **\$1 - \$499**

Kahau Agustin

Melinda Anakalea

Lisa & Charles Anderson

Tom Bailey & Jeanne Oshima

Susan Barnes

Janelle & Chris Bays

Mele & Mike Bennett

Steve Bess

G. Arlene Block

## **\$1 - \$499 cont.**

Nancy Carr-Smith

Cheryl Chesnut

Peggy Chesnut

Elaine Christianson

Elizabeth Cleary Cole

Patti Cook

Sandra Ednie

Constance Fay

George Fry III

Barbara & Joshua Gerbert

Giovanna Gherardi

Edward Gibbons

Susan & LeRoy Grose

Jennifer Halley

Dawn Henry

Lynn Higashi

Linda Jeffrey

Marie & Brian Kerley

Zaheva & David Knowles

Chelsea LaFrance

Catherine Lampton

Caroline Landry

Theresa Lee

Christina & Kit Metzler

Anita Miceli

Julie Mitchell

Charles Mize

Jim Monk

Kathleen & Mark Newton

Susan Neyens

Willie Niner

## **\$1 - \$499 cont.**

Charles Oldfather

Brian & Elle Phillips

Norman Piianaia

John Ray

Seiko Ramsen

Chief Justice Mark Recktenwald

Laurie Rosa

Nancy & Mike Rose

Frank Sayre

Clair Scalzo

Margarita Scheffel

Gerald Shintaku

Ruth Smith

Victoria & Art Souza

Richard Spiegel

Marcia Staley-Olsen

Linda Swanson

Anthony Tumasone

Gina Tumasone

Elaine & Sherm Warner

Delise Weir & Rosamond Mark

Katherine Werner

Kevin Wiesman

Matt Wilson

Judy Wormington

John Zucker

Michael Zola, Esq.

*\*Donor List 7/1/16—6/30/17*

## GRANTS & AWARDS

Ceeds of Peace

County of Hawai'i

Department of Education

Deviants from the Norm Fund of  
the Hawai'i Community Foundation

First Hawaiian Bank Foundation

Friends of Hawai'i Charities

Friends of the Future

Foodland Give Aloha

Hawai'i Hotel Industry Foundation

Hawai'i Island United Way

Hawai'i Island Visitor Industry

Hawai'i Justice Foundation

Hawai'i State Bar Foundation

Hawai'i Womens' Legal Foundation

James C. Shingle Family Fund

Matson Foundation

Mauna Lani Resort

MP Higgins III Foundation

North Hawaii Rotary

## SPONSORS

Cal Kona Produce

Hilton Hotels

Honaunau Market

Kamuela Hardwoods

Kamuela Liquor Store

Napua Restaurant at the Mauna

Lani Beach Club

# RESOURCES

## VOLUNTEERS OF THE YEAR

Linda Jeffrey has mediated for WHMC since 2007 & LeRoy Grose since 2004. In FY 2016-2017, Linda and LeRoy have mediated a combined 83 cases, many were mediated together. Linda & LeRoy are an excellent team, both trained in Domestic Mediation, Kupuna/Caregiver Mediation, Facilitation and many more trainings throughout the years.

Linda joined WHMC's Board of Directors in 2016.

LeRoy and Linda are not only active with volunteering for WHMC, they are both active members of the West Hawai'i community. We are grateful and humbled to have them both as long time friends of the Center. Thank you both for all that you do!



Linda Jeffrey

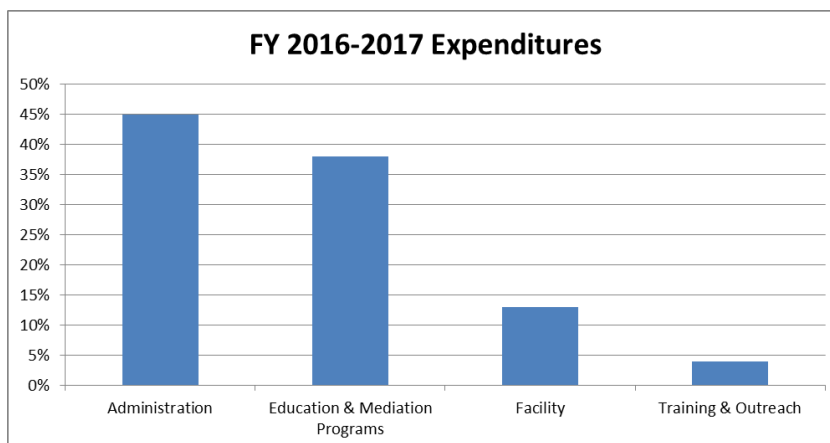


LeRoy Grose

## CLIENT INPUT

<b>Very satisfied with the mediation process</b>	48%
<b>Somewhat satisfied with the mediation process</b>	45%
<b>Would definitely recommend mediation to others</b>	56%
<b>Would probably recommend mediation to others</b>	44%

## FINANCIALS



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

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

**Facility:** Rent, Electricity, Phone, Internet & Equipment Rental

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



## WHMC STAFF *as of July 2017*

AMANDA BLOUNT, MSW, **INTERIM EXECUTIVE DIRECTOR**  
GINA TUMASONE, **CASE MANAGER**  
ROBYN SKUDLAREK, **YOUTH PROGRAMS COORDINATOR**  
JENNIFER HALLEY, **BOOKKEEPER**

## BOARD OF DIRECTORS *as of July 2017*

ANITA GIOVANNA GHERARDI, **PRESIDENT**  
THE HONORABLE ELIZABETH STRANCE, RET., **SECRETARY**  
DAWN HENRY, ESQ.  
LINDA JEFFREY  
ZAHEVA KNOWLES, ESQ.  
JOYCE MUKTARIAN  
RUTH SMITH  
KATHERINE WERNER  
MICHAEL ZOLA, ESQ.

## OFFICERS

MARGARITA SCHEFFEL, **TREASURER**

## WHMC VOLUNTEER MEDIATORS

ARLENE ARAKI  
STEVE BESS  
BHAGAVAN BURITZ  
NANCY CARR-SMITH  
LESLEY CENS-MCDOWELL  
MICHELE CHAVEZ-PARDINI  
THERON COLE  
SARAH CRAWFORD  
KERRY CROSSON  
ALYSA FREEMAN  
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LINDA JEFFREY  
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STEPHANIE MACDONALD  
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CHUCK MIZE  
JOYCE MUKTARIAN  
PATRICIA NYE  
JAMES PETERSON  
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MIKE ROBINSON  
AK SHINGLE  
RICHARD SLINN  
LISA SIMS  
KATE STERLING  
MARA TEPPER  
LINDA WALTON VANCIL  
BETH WILSON  
HON. DAVID WISEMAN, RET.



October 2016 Napua Event



Conflict Resolution Day 2016



Mediator Appreciation Breakfast



2017 Basic Mediation Training Certificate Recipients



Landlord/Tenant Training w/ Charles McCreary of Legal Aid