West Hawaiʻi Mediation Center

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.

OUR HISTORY, OUR MISSION, OUR VISION, OUR VALUES

Celebrating nearly 30 years of building stronger communities though 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
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.*

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.

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

2016-17 Kohala Elementary School Peer Mediators
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

$1,000 - $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
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Dawn Henry
Lynn Higashi
Linda Jeffrey
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Zaheva & David Knowles
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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
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!

CLIENT INPUT

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

**FY 2016-2017 Expenditures**

- **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
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ALYSA FREEMAN
LEROY GROSE
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BARBARA HODGSON
ROBIN INABA
LINDA JEFFREY
THERESA LEE

STEPHANIE MACDONALD
KATHLEEN MCRAE
CHUCK MIZE
JOYCE MUKTARIAN
PATRICIA NYE
JAMES PETERSON
ROD QUARTATATO
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