



# The Mediation Center of the Pacific, Inc.



**Fiscal Year 2015-2016  
ANNUAL REPORT**

**FY 2015-2016  
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(2019)\*\*

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\* Serving first three-year term

\*\* Serving second three-year term

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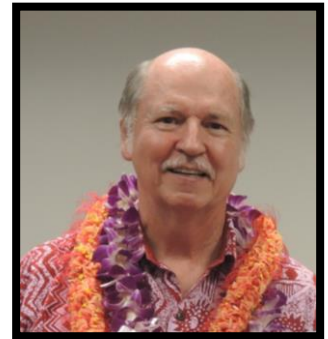
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## Changing, Growing & Making an Impact Together



FY 2015-2016 has been a year of change and growth for the Mediation Center of the Pacific (MCP). On July 1<sup>st</sup>, long-time mediator and past President Bruce McEwan once again assumed the leadership role as President of MCP's Board of Directors. Under his guidance and with the assistance of consultant Larry Rodriguez, the members of the Executive Committee and the Board of Directors coordinated the most successful fundraiser ever, completed a new three-year strategic plan, increased outreach and set the stage for achieving new initiatives in the future. Thanks to



Bruce, Larry and the Board, MCP developed new friendships and supporters whose generosity allowed MCP to flourish and grow.

The more than 150 mediators old and new, who dedicated 3,496 hours of time to mediating, facilitating, mentoring and training, remained the life blood of MCP. Despite last minute requests, multiple requests and requests to assist with the most challenging of cases, they never declined the opportunity to mediate. They were (and continue to be) unsung heroes who came to MCP's office in the mornings, afternoons and even Saturdays, to work their magic. They were on-site at every District Court mediating eviction cases, small claims matters and even Temporary Restraining Orders. The custody mediators

drove to Kapolei on Thursday mornings to assist with the paternity calendar at Family Court and the Kupuna Pono facilitators drove to Waianae and the Windward side of the



island to assist families and their elders engage in difficult conversations. There was no limit to their dedication, compassion and talent. It is only through the hard work of the mediators and facilitators, that MCP was able to manage 1,743 cases and serve 5,762 people.

During the year we bid a fond farewell to devoted members of the MCP Team and were fortunate to welcome ambitious new members who jumped in and picked up where the others left off. Together the Team created and implemented new policies and protocols to strengthen operations and better serve clients. Despite the many challenges of integrating new technology into a workplace, the Team adapted to the new case management system and steadily worked out the quirks. Thanks to the Atherton Family Foundation, the Hawaii Community Foundation and the Michael Nauyokas Innovation and Excellence in Mediation Fund, the new system is in place and running smoothly.

Together, the Board of Directors, staff, mediators, generous supporters and friends, helped to make this a successful year for MCP. It was and is an honor to work with such amazing, caring, talented people. It is a privilege to be part of MCP and know that every day we are making a difference in Hawaii's communities.

Mahalo Nui Loa for your continued support and for believing in the work of MCP.



# Mahalo for Your Support

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# Mahalo to the Mediators for Volunteering

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Cynthia Alm  
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Laureen Wong  
Craig Yim  
Leslie Young  
Ray Zeason

***Bringing people together to talk and resolve their differences***

Referral Source	Mediated: Agreement	Mediated: No Agreement	Conciliations	Closed	Pending	Total
Circuit Court	1	0	0	1	4	6
District Court	340	419	0	13	8	780
Family Court	105	59	0	49	37	250
AOAO/HOA	1	0	0	1	0	2
Attorney	44	25	0	101	16	186
Community/Social Service Agency	5	1	2	9	1	18
DOE	4	0	0	1	3	8
Family/Friend	13	5	0	24	4	46
HCRC	18	11	0	7	5	41
Police	0	0	0	4	0	4
Public Defender	0	0	0	1	0	1
Self	56	35	4	187	23	305
Other	22	9	0	58	7	96
<b>TOTAL *</b>	<b>609</b>	<b>564</b>	<b>6</b>	<b>456</b>	<b>108</b>	<b>1,743</b>

\* Includes pending cases carried over from prior year

**OUTCOMES \***

**OUTPUTS**

<b>Mediation is useful process</b>	<b>96%</b>	<b>Number of mediation hours</b>	<b>3,496</b>
<b>Would use mediation again</b>	<b>83%</b>	<b>Number of mediation sessions</b>	<b>1,301</b>
<b>Mediation clarified my issues</b>	<b>81%</b>	<b>Number of people served through mediation &amp; training</b>	<b>5,762</b>
<b>Mediation improved communication</b>	<b>68%</b>	<b>Number of hours in training &amp; education</b>	<b>161</b>

\* Reported by mediation participants through written surveys completed at the end of each mediation



Permanently restricted funds are the Harry and Jeanette Weinberg Foundation endowment of \$1,000,000 and the Earl and Margery Chapman Foundation match of \$300,000.

**\* NOTE: Based on audited financial statements.**

July 1, 2015 to June 30, 2016		Prior Year
<b>Revenue &amp; Support:</b>		
Contributions:		
Donated services	495,732	452,845
Unrestricted contributions	<u>78,300</u>	<u>99,309</u>
Total contributions	574,032	552,154
Government contracts	233,804	238,446
Program service fees	365,413	130,106
Net assets released from temporary restrictions	78,736	98,525
Special events, net of direct cost	74,266	68,008
Other revenue and support	<u>705</u>	<u>4,089</u>
<b>Total Revenue &amp; Support</b>	<b>1,326,956</b>	<b>1,091,328</b>
<b>Expenses:</b>		
Mediation services	1,164,707	867,011
Management and general	67,726	74,727
Fundraising	16,966	21,661
<b>Total Expenses</b>	<b>1,249,399</b>	<b>963,399</b>
<b>Change in Net Assets</b>	<b>77,557</b>	<b>127,929</b>

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Statements of Cash Flows		
	As of June 30, 2016	Prior Year
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
Increase in net assets	\$ 76,358	\$ 93,293
Depreciation	9,372	2,314
Net realized gains (losses) on investments	29,064	13,423
(Increase) decrease in:		
Pledge receivable - net	50,000	50,000
Accounts receivable - net	(11,627)	909
Prepaid expenses and other current assets	(4,192)	(461)
Increase (decrease) in:		
Accounts payable	2,804	759
Accrued Liabilities	867	(1,520)
Net cash provided (used) by operating activities	<u>152,646</u>	<u>158,717</u>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
Sales of Securities	271,217	
Purchase of Securities	(49,900)	
Redemption of Certificate of Deposit at Maturity	100,000	100,000
Purchases of Certificates of Deposit	(349,000)	(100,000)
Reinvested Dividends	(34,616)	(39,058)
Additions to Property and Equipment		<u>(39,410)</u>
Net Cash Used by Investing Activities	<u>(62,299)</u>	<u>(78,495)</u>
<b>NET INCREASE (DECREASE) IN CASH</b>	90,347	80,222
<b>CASH – Beginning of the year</b>	<u>345,130</u>	<u>264,908</u>
<b>CASH – End of the year</b>	<u>\$435,477</u>	<u>\$345,130</u>

## OUR MISSION AND SERVICES

MCP is a not-for-profit, Aloha United Way Agency. For 36 years, MCP has served Oahu's communities by offering high quality mediation and dispute resolution services, including mediation and conflict resolution training for organizations and businesses.

The underlying goals of the mission are:

- **ACCESS:** to ensure that high quality alternative dispute resolution services are accessible to groups and individuals in all of Oahu's communities, focusing on those communities that are underserved.
- **OUTREACH:** to promote broad community understanding and use of alternative dispute resolution by providing and supporting training, awareness and educational activities in varied organizational and community settings.
- **QUALITY:** to continually improve the quality of dispute resolution services through training, evaluation and revision.
- **SELF SUFFICIENCY:** to broaden community support and representation, secure multiple sources of funding, and provide adequate resources for its operations, programs and its most valuable asset – the volunteers.

MCP's purpose has been identified as "building stronger communities through families, schools, the workplace and neighborhoods by reducing conflict; building collaboration; improving communication; teaching skills in managing conflict and self sufficiency; and providing a model of practice for conflict resolution."

To accomplish its mission, MCP offers six key programs, including Community Mediation; Specialized Mediation; ACCESS ADR; Schools and Youth; Access to Justice; and Training.



### COMMUNITY MEDIATION

The Community Mediation Program provides mediation services for a broad variety of cases involving relationships between neighbors, co-workers, families and friends. To support the mission of providing affordable services, MCP has developed an excellent recruitment and training system, enabling it to rely upon a pool of approximately 150 professional mediators who volunteer their services. To be eligible to mediate cases in the Community Mediation Program, each mediator is required to complete approximately 45 hours of training, mediate ten cases with mentor mediators, and be successfully evaluated for mastery of basic skills. After completion of their Apprenticeship, mediators are required to complete 20 hours of continuing education annually. Services offered through the Community Mediation Program include:

- **Consumers and Merchants**: Billing disputes, contract clauses, poor merchandise or service and similar issues are referred from Hawaii's Regulated Industries Complaints Office (RICO), Hawaii Better Business Bureau (BBB) and others.
- **Landlord/Tenant**: Disputes regarding payment of rent, security deposits and damage can be resolved directly at MCP rather than filing a complaint at District Court.
- **Employment/Job Related**: Workplace conflicts arising between co-workers from personality clashes, employment disagreements, discipline, office atmosphere, downsizing, and cultural or generational differences are referred to mediation by Human Resource Professionals, Management or others.
- **Family Business Disputes**: Small family owned businesses often foster unique problems from blending personal and business ties. Through mediation, agreements can be reached and relationships preserved.
- **Juvenile Restitution**: Victims, juveniles and the parents of the youth have the opportunity to meet face to face to work out some form of restitution.
- **Neighbors**: Barking dogs, over-hanging trees, vehicle parking, smoke and noise are just a few of the issues that may be mediated between neighbors. Cases are self-referred, as well as through the courts, police, friends, community organizations and others.
- **Temporary Restraining Orders (TROs)**: Friends, neighbors, classmates, and co-workers may request District Court to issue a TRO. When appropriate, cases are referred by the courts to mediation. The mediators assist the parties in resolving the underlying issues or defining clear boundaries to limit contact and stay away from each other.
- **Court On-Site Mediation**: MCP provides mediators directly on-site at District Court for all pending lawsuits in Small Claims Court and Summary Possession matters, as well as for select TRO cases.

### **SPECIALIZED MEDIATION**

The Specialized Mediation Program provides mediation services in areas such as divorce, paternity, child guardianship, adult guardianship, civil rights, condominium, real estate, mortgage foreclosure and special education. Mediators who provide services in the Specialized Mediation Program are experienced mediators who have completed additional training in the specific area and have subject matter knowledge in that area. The training curriculum in each area includes the policies, protocols and laws governing the respective area, as well as modifications to the basic mediation model designed to assist parties in reaching resolutions on the issues unique to the area. The mediators are required to participate in quarterly workshops, trainings and updates to remain current in the specialized areas. The areas include:

- **Divorce**: Mediators assist parties with property division, child custody and visitation, spousal support and other issues involved in marital separation. Mediators also help the parties improve communication, develop "Parenting Plans", and work through the divorce decree to ensure that they have addressed all issues to finalize the uncontested divorce on their own.
- **Paternity**: Mediators assist unmarried couples with children to resolve issues of custody and visitation, where the child(ren) will live, a child's name and medical insurance coverage.

- **Child Guardianship**: Mediators assist families in dispute regarding who should hold custody of and make decisions for the child(ren) when their biological parents are no longer able to.
- **Adult Guardianship**: Mediators assist families in dispute regarding who should make decisions for their elder member.
- **Kupuna Pono**: Family conferences and mediation provide elders and their families with the opportunity to talk through sensitive issues with the assistance of impartial facilitators and mediators to create custom family plans that meet the unique needs of the elder and other family members.
- **Civil Rights**: MCP receives referrals from the Hawai`i Civil Rights Commission (HCRC) and Legal Aid Society of Hawai`i involving various types of workplace, housing and merchant discrimination complaints.
- **Condominiums**: Disputes arising between owners, board members, property managers, resident managers, vendors and others relating to condominium or homeowner associations. Issues include violations of house rules, by-laws, declarations and more.
- **Family Estate Planning**: Decisions about property division, loans, asset management and appointment of trustees.
- **Real Estate**: Disputes between buyers, sellers and real estate agents involving sales, rentals and encroachments.
- **Mortgage Foreclosure**: Neutrals assist lenders and borrowers of owner-occupied residential property in both Judicial and non-Judicial foreclosures.
- **Special Education**: MCP offers mediation services to assist parents of children with special needs and schools to resolve conflicts and promote collaboration.
- **Court On-Site Mediation**: MCP provides mediators directly on-site at Family Court in Kapolei for select paternity cases.

### **ACCESS ADR**

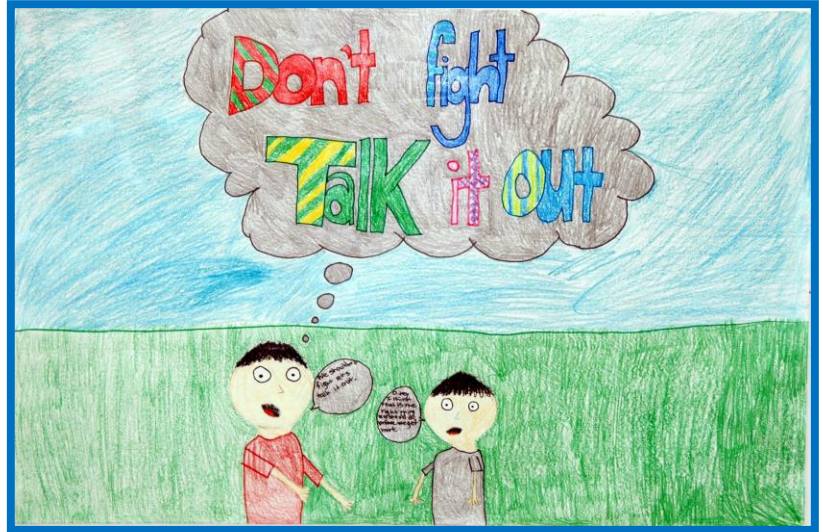
MCP maintains a separate panel of experienced mediators and facilitators referred to as the ACCESS ADR (Affordable and Accessible Dispute Resolution Options) program. The panels were created in response to requests from clients who desire access to low-cost services with the



option of reviewing the background and selecting the dispute resolution professional to meet their specific needs. Clients pay an hourly fee for the services, which can be provided anywhere statewide. The mediators and facilitators are independent contractors who apply to be on the panels.

## SCHOOLS AND YOUTH

MCP works with public and private schools throughout the State to create and support a culture of peaceful conflict prevention and resolution. Services provided include training and workshops for adults and youth, consultation, mediation and facilitation. Additionally, MCP creates opportunities to support the development and preservation of young mediators and peer mediation programs in the schools through collaborations with the Hawai'i Association of Conflict Resolution (ACR Hawai'i), the Hawai'i State Judiciary's Center for Alternative Dispute Resolution (CADR), the University of Hawaii's Program on Conflict Resolution, and other professional mediators, to host events such as the annual Posters for Peace Contest for elementary students and the annual Statewide Peer Mediation Conference for middle/intermediate and high school student peer mediators.



## ACCESS TO JUSTICE

Since its creation in 2008, the Hawai'i Access to Justice Commission has worked hard to address the civil legal needs of the low-income and gap group populations in the State. MCP works closely with many of the civil legal service providers including Legal Aid Society of Hawaii and Volunteer Legal Services of Hawaii to assist these populations. MCP is the only low-cost alternative dispute resolution option for individuals in the low-income population on Oahu.

MCP is fortunate to have an endowment from the Harry and Jeanette Weinberg Foundation that supports the provision of services to individuals in the low income population. In addition, MCP is a recipient of funding from the Hawai'i State Judiciary's Indigent Legal Assistance Fund (ILAF) that supports the provision of dispute resolution services to members of the indigent population.

## TRAINING

Throughout the year, MCP offers training in conflict resolution, mediation and facilitation to the public, government agencies, non-profit organizations, businesses and the military on a fee-for-service basis. The outside training services support the goals of improving Self-Sufficiency and Outreach. Through the program, hundreds of individuals develop a better understanding and use of conflict resolution and mediation skills for preventing and resolving conflicts within their respective organizations and communities. All proceeds from the program directly benefit and support MCP's Community and Specialized Mediation Programs.



## YEAR IN REVIEW: 2015 - 2016

In fiscal year 2015-2016 (FY15-16), MCP served a total of **5,762** people through its mediation and training programs including opening **1,621 new cases** and conducting **161 hours of trainings and workshops** for mediators, businesses and organizations throughout the State. These accomplishments were made possible through the dedication of the approximately **150** facilitators, mediators, trainers, Board members and others who donated **4,682 hours** of their time to assist Hawaii's people in preventing and resolving conflict.

### Community and Specialized Mediation

In FY15-16, MCP continued to provide mediation services for a broad variety of disputes under the Community and Specialized Mediation Programs, including domestic, special education, family, landlord/tenant, condominium, civil rights, consumer/merchant and a variety of others. Of the **1,173** cases mediated, **52% resulted in written agreements overall and 66% of the in-house cases resulted in written agreements**. A few of the comments from the mediation participants include:

*"This was very helpful and made issues come to light and thank you."*

*"Helped in understanding both sides to every argument or how things are perceived from the other party."*

*"My mediators were very understanding, fair, respectful, and easy going. I would like to say I had a very good experience."*

*"Exceptional mediators, were able to create an agreement from a potentially very volatile situation. Very happy with outcome."*

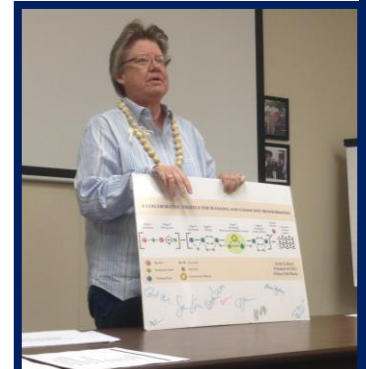
*"I am greatly appreciative of the MCP as a resource in our community and always recommend it as a support to others."*

### In-House Training

To ensure that the mediators maintained high quality skills as well as subject matter knowledge in the specialized areas, **86.5 hours of internal trainings and workshops** were conducted in FY15-16 including: divorce mediation; family conferencing; basic and advanced mediation; domestic violence; paternity mediation; child support; parenting plans; TRO mediations; Challenges; Elder Mediation; and Civil Rights and Housing Mediation. In addition, other mediator gatherings such as the Mediator Recognition & Holiday Gathering were held to thank the mediators and supporters for all of their excellent works and generosity throughout the year.



MCP is grateful to the mediators and outside experts who contributed over **404 hours** of their time to assist with the trainings and workshops conducted throughout the year including: **Cynthia Alm, Judge Riki Amano (Ret.), Charlene Anaya, Professor John Barkai, Professor Bruce Barnes, Daniel Bent, Ned Busch, Louis Chang, Gerald Clay, Linda Colburn, William Darrah, Tom DiGrazia, Kale Feldman, Jessi Hall, Constance Hassell, Dr. James Hoenig, John and Kim Holzman, Leo Hura, Iris Ito, Doug Kaya, Jo Ann Kocher, Roberta Lee-Driscoll, Peter Lenhart, Dee Dee Letts, Tom Mitrano, Judge Victoria Marks (Ret.), Bruce McEwan, Mei Nakamoto, Philip Nerney, Ron Oster, Jennifer Patricio, Seth Reiss, Dr. Craig Robinson, John Stallman, Tom Stirling, Owen Tamamoto, Eugene Villaluz, Bill Watts, Jana Wolff and Ray Zeason.**



### **ACCESS ADR**

MCP staff and ACCESS ADR panelists provided **204 hours of mediation and facilitation services** for individuals or representatives from private businesses, schools, government agencies, and nonprofit organizations throughout the State including: John A. Burns School of Medicine; Department of Health; Pacific Buddhist Academy; City Council; Department of Education; Na'i Aupuni; and more.

MCP was especially proud to be contracted by Na'i Aupuni to serve as the contract administrator for the facilitators who designed and managed the process for the aha that was held in 2016. Initially, a delegation of 40 Native Hawaiians were to participate in a two-month long process of creating a Hawaiian Constitution. When legal obstacles arose, the plan quickly changed and the aha was opened to all candidates. 152 people agreed to participate in an abbreviated four-week gathering. The word quickly went out through Hawaii's communities that the process was doomed for failure.

Despite the naysayers and the many obstacles that presented themselves along the way, the team of facilitators lead by Peter Adler, Linda Colburn, Ku'umealoha Gomes and Kalei'aina, Lee, were able to successfully apply a blend of traditional and modern facilitator and mediator tools to help the group talk, share their diverse perspectives and create and agree on a Hawaiian constitution. It was truly a historic moment. One that MCP is grateful to have played a small role in.

## Schools and Youth

MCP once again collaborated with **Mediation Works, ACR Hawai`i, the Hawai`i Department of Education, Hawai`i State Judiciary's Center for Alternative Dispute Resolution (CADR), University of Hawaii's Matsunaga Peace Institute's Program on Conflict Resolution** and private mediators to host the 29<sup>th</sup> Annual Statewide Peer Mediation Conference held on February 12, 2016 at the University of Hawaii Campus Center Ballroom. More than 50 students and adults hailing from 6 middle and high schools located on the islands of Oahu and Kauai participated. The Conference theme – “What do YOU think?” – offered workshops on a variety of topics including “Bad Stuff”, Social Media, Mediation Skills and more. The students reported that the Conference helped them to learn new skills and ideas that they would take back to their respective schools to strengthen and grow their Peer Mediation Programs.

## Access to Justice

With the continued support of the **Harry and Jeanette Weinberg Foundation** endowment, **Hawai`i Justice Foundation, Pettus Foundation, Bretzloff Foundation, individual contributions** and the proceeds from the annual Under the Mediation Moon fundraiser, MCP continued to provide low and no-cost services for clients in the low income and vulnerable populations. To support the provision of increased services to these populations, MCP remained actively involved with the Consortium of Legal Service providers, and the Access to Justice Commission and its various committees. Mediator Constance Hassell was recognized by MCP at the Pro Bono Celebration for the many hours she has devoted as a mediator and trainer for MCP. Executive Director Tracey Wiltgen served on a panel about **Landlord/Tenant Mediation: Working Together to Prevent Homelessness**, at the annual Access Justice Conference.



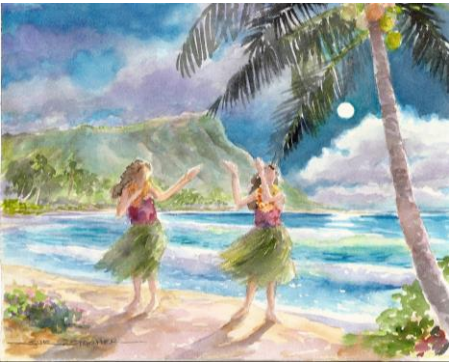
## External Training and Facilitation

More than **143 hours of external trainings/workshops and presentations** were conducted for various agencies, businesses, schools and individuals including: the Department of Education; Kaiser Permanente; AARP members; John A. Burns School of Medicine; Hawaii Women Lawyers; YMCA Seniors; Special Education Parent Network; Nuuanu Craigsides; Queens Hospital; and various members of the community.

To promote mediation in the area of divorce, MCP was a co-presenter for the monthly Divorce Law in Hawai`i Program hosted by the Hawai`i State Judiciary. MCP staff also taught a Mediation Workshop for the University of Hawaii's William S. Richardson School of Law from August through October. Various forums addressing issues relating to dispute resolution were provided for diverse audiences in collaboration with ACR Hawai`i, the University of Hawaii's Matsunaga Institute for Peace and Conflict Resolution, the ADR Section of the Hawai`i State Bar Association, the Access to Justice Commission, and the Hawai`i State Judiciary.



## Fundraising and Community Relations



To maintain sufficient funding to strengthen and support current programs, as well as develop new programs, MCP conducted two gift campaigns in early August and in December of 2016, as well as hosted the 9<sup>th</sup> Annual Under the Mediation Moon on May 7<sup>th</sup>. Thanks to a dedicated Board of Directors and generous supporters, fundraising efforts were successful and targeted goals were achieved.

This year, MCP honored Mediation Pioneers Rick Blangiardi, General Manager of Hawaii News Now and Dennis Francis, President and Publisher of the Honolulu Star-Advertiser at the May 7<sup>th</sup> fundraiser. Historically competitors, Rick and Dennis forged a unique collaboration to address the growing homeless crisis in Hawaii. In true mediator fashion, they joined forces to bring people together from all facets of Hawaii's communities, to problem solve and help the homeless. MCP honored them for their leadership and willingness to work together to address one of Hawaii's most challenging problems.

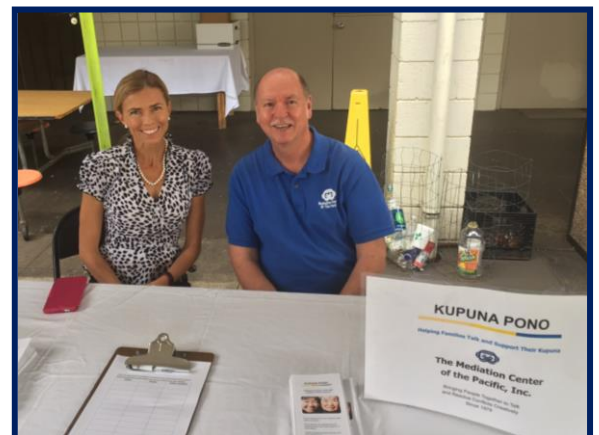


In June, MCP was extremely fortunate to receive the Harry & Jeanette Weinberg Foundation Aim for Excellence top Award for 2016. The recipients of the award are determined by a panel of local business and foundation leaders, including Al Castle of the Mary K. Castle Foundation pictured above. The award recognizes outstanding non-profits in Hawaii. MCP received the award for its innovative Kupuna Pono Program



and ongoing work to support families caring for an elder family member. The award will help to support MCP's work with elders in the low income population.

In addition to fundraising, MCP's Board of Directors, staff and volunteers coordinated and engaged in multiple presentations, table exhibits and other public relations strategies throughout the year, to get the word out about the value of mediation and the importance of mediating before going to court. MCP was fortunate to have the support and expertise of past mediator Leo Hura, who created and produced a video about the Kupuna Pono Program. Facilitators Pat Brandt, Erika Ireland, Doug Kaya, Christa Otake, Owen Tamamoto and Jana Wolf "starred" in the video. Together the team created a first class production that is now being used to encourage more families to engage in mediation and family conferencing.



## Looking Ahead in 2016 - 2017

Lead by President Bruce McEwan, in FY2016-2017, MCP's Board of Directors will implement the new Strategic Plan that will guide the direction of MCP over the next three years. The focus of the new plan will be on: 1) creating a solid financial foundation for the future of MCP; 2) increasing outreach to encourage more people in Hawaii's communities to use mediation first; 3) strengthening current programs, including the Kupuna Pono, Divorce and Custody mediation programs; and 4) growing the



Training program. To accomplish all of this, the Board will be creating its first Board of Advisors comprised of business and community leaders to provide insight and support along the way.

Thanks to the continued generous support of the Harry and Jeanette Weinberg Foundation, the Bretzlaff Foundation and the Charles H. Hurd Memorial Fund for Kupuna Pono, MCP will continue to grow the Kupuna Pono Program and assist elders and their families. MCP will also be launching a new program in early 2017, to assist landlords and tenants in addressing their issues early, before going to court. The Early Access Mediation Program (EAM) will focus initially on educating landlords and tenants about the benefit of mediating early. During the second half of the year, individuals from the Leeward and Windward communities will be recruited and trained to serve as volunteer mediators for landlord/tenant matters that arise within their community.

To generate sufficient financial resources to support the work of MCP, the 10<sup>th</sup> annual Under the Mediation Moon will be held on Saturday May 6<sup>th</sup> at the Hawaii Convention Center. The 2017 honorees will include Kitty Lagareta and Brendon Kaleiaina Lee for their outstanding work helping approximately 152 Native Hawaiians create a Hawaiian Constitution at the aha that took place in early 2016, and Judge Victoria Marks (Ret.) for her leadership in promoting and growing mediation in Hawaii.

Finally, the staff will continue to strengthen operations, as well as client and mediator support through a variety of initiatives. Starting on July 1, all divorcing couples will be required to complete draft co-parenting plans and asset & debt statements prior to the mediation sessions. This step will ensure clients are better prepared to participate in the session and provide the mediators with information to more effectively plan how to conduct the session.



The staff will also be implementing Phase II of the new Case Management System Upgrade. This next Phase will focus on producing turn-key reports that will show clear outcomes and accomplishments in each of the various program areas.

With the continued commitment of the Board of Directors, funders, friends, mediators and staff, FY2016-2017 will be another busy year helping thousands of people prevent and resolve conflicts and ultimately strengthening Hawaii's communities.