

Fiscal Year 2022-2023

IF YOU BUILD IT, THEY WILL COME...



**The Mediation Center of the Pacific
ANNUAL REPORT**

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MCP CONTINUES TO GROW



“On the other side of a storm is the strength that comes from having navigated through it. Raise your sail and begin.”

— Gregory S. Williams



Fiscal year 2022-2023 (FY22-23) was a year of transitioning from a world of Zoom to hybrid and in-person meetings and mediations, the ending of the Act 57 early eviction mediation program, and the launching of a new strategic plan. And while many people predicted that life would be simpler as the pandemic subsided and that MCP’s caseload would drop back down to pre-COVID numbers, both speculations were far from reality.

It was in fact more challenging transitioning back to the new normal after nearly three years of restricted social interaction. When the harsh reality of COVID set in, we had no choice but to use Zoom. Whereas in FY22-23, we had to learn to do multiple dances simultaneously... Zoom mediation... in-person mediation... hybrid mediation.... Thank goodness for the wonderful MCP Team and the amazing mediators who were able to adapt and do it all. Their flexibility and commitment to continue providing quality services despite the transition challenges, enabled MCP to open 2,965 new cases (which is 1,199 more cases than the number opened in 2019 prior to COVID), and mediate 1,627 cases involving 6,735 mediator hours. And most importantly, thousands of mediation participants were empowered to negotiate creative resolutions to end their conflicts and move forward in their lives.

“The mediators were excellent, patient, courteous and professional in resolving a rather difficult agreement. I am grateful for the service your organization provides for the community.”

Thus, while life wasn’t easier and requests for MCP’s services remained at an all-time high, the MCP Board of Directors, donors, mediators, and staff, who together comprise the uniquely woven fabric that makes MCP the vibrant organization it is, gave generously of their time and financial resources. Together, we raised our sail and maintained a steady course that led to positive impacts and outcomes. In FY22-23, programs were strengthened, the workplace mediation and training programs were reinvigorated, and a new early eviction mediation program was launched. A formal blessing for MCP’s beautiful home was finally held in February and at the end of the fiscal year on May 6, 2023, MCP held its most successful annual dinner ever in honor of the Kosasa Family.

We are so very grateful for everyone’s generosity that helped to make FY22-23 a success. Author E.C. La Meaux noted that although there are many different types of generous people, there are some common traits that generous people share. Whether they give their time or their money, these qualities are largely shared by the individuals most devoted to giving back to their communities and families. Those qualities are altruism, optimism, trust, energy, and the ability to lead. These qualities describe the people who support the work of MCP.

Mahalo Nui Loa for believing in our work and for being part of the fabric that makes MCP!

The Mediation Center of the Pacific, Inc. is a not-for-profit Aloha United Way Agency

ACCOMPLISHMENTS IN FY2022-2023

MEDIATION	OUTCOMES
Cases Opened	2,965
Cases Mediated	1,627
Mediated Agreements	50%
Total Cases Managed	5,262
Domestic Cases Opened	967
Domestic Cases Mediated	518
Agreements Reached in Domestic Cases	40%
Landlord-Tenant Cases Opened	1,303
Landlord-Tenant Cases Mediated	706
Agreements Reached in Landlord-Tenant Cases	60%

OUTCOMES

OUTPUTS

I would recommend mediation to others	77%	Number of mediation hours	6,736
I would use mediation again in the future	77%	Number of mediation sessions	1,877
Mediation is a valuable process	70%	Number of people served through mediation & training	13,871
Mediation improved communication with the other person	56%	Number of hours in-house training & education for mediators	61.5
Mediation reduced stress in my life	56%	Number of hours outside training & education	140.25

“The mediator was outstanding in trying to understand the situation of both parties. He was fair and explained things in easy to understand, simple language. He genuinely sought to help us get to a settlement and we were surprised he could get the other party towards a resolution as we had made previous efforts without success.”

- Landlord-Tenant Mediation Participant -



“BUILDING ON MCP’S STRENGTHS AND LAYING THE FOUNDATION FOR THE FUTURE”

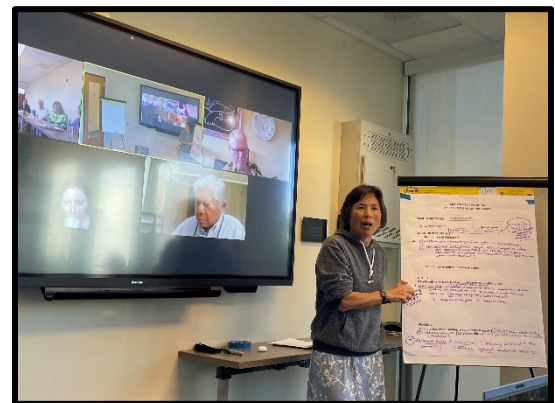


Every successful business has a plan and knows where its heading in the future. – Angie Mohr

MCP’s resiliency and ability to quickly adapt and grow during one of the most difficult periods was a testament to its solid foundation and the value of the services it provides. To build on its strengths and achieve greater impact moving forward, the MCP Board of Directors implemented a strategic planning process in early 2022.

To initiate the process and gather feedback and ideas about how MCP was doing and where MCP should be going, an anonymous electronic survey was sent to MCP’s Board of Directors, staff, mediators, supporters, funders, and partners. Eighty-seven people completed the survey highlighting MCP’s strengths, challenges, and opportunities for the future. The results from the survey and outcomes from earlier Board, staff, and mediator meetings were used to design a hybrid strategic planning session with members of the Board in early July. The vision and goals identified in the Board planning session were further refined at subsequent board, staff, and committee meetings throughout the remainder of the year.

“MCP is being very topical and responsive to societal needs in offering assistance where sorely needed.”



The goals and action steps of the new strategic plan involve re-evaluating current practices and policies, restructuring of staff, integrating technology to increase efficiency, expanding the mediator pool, strengthening partnerships, enhancing programs, assessing stronger culturally sensitive approaches, and incorporating lessons learned during COVID. Many of these steps were already being undertaken by the end of the fiscal year.

Domestic Mediation

The domestic mediation program remains one of MCP's largest programs. Through MCP, divorcing, divorced, and unmarried couples with children are assisted with working out issues involving time-sharing, co-parenting, and property division.

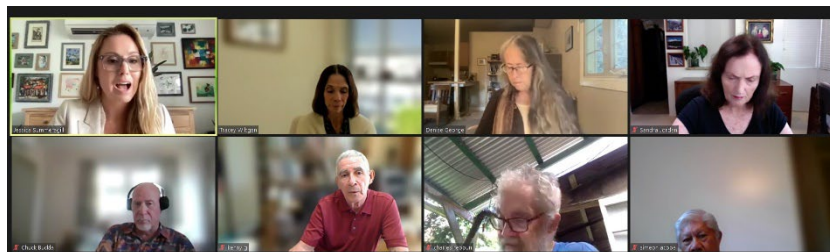
"Our mediators did an amazing job. Their calm demeanor truly helped us navigate through what has been a drawn out, stressful and emotional custody process."

- Custody Mediation Participant -

Negotiating agreements through mediation enables couples to save time and precious financial resources that are required for maintaining separate households and supporting the needs of their children. And with the high cost of living in Hawaii, saving money and being financially prudent whenever possible is critical. Equally important, participating in mediation helps couples stop fighting and start talking to each other in a new, productive way. Engaging in constructive conversations reduces the stress of the couple involved, as well as the stress created for their children when their parents fight.

*In FY22-23, 518 domestic cases were mediated.
209 couples reached final agreements saving
time, money, and reducing stress on themselves
and their children.*

In keeping with the goals of the Strategic Plan to strengthen the domestic mediation program, new policies and procedures were implemented to better prepare couples for participating in mediation including clarifying which documents they are required to complete and submit in advance. To ensure consistency and maintain open communication about MCP's policies with everyone involved in the domestic mediation program, workshops were conducted for the staff, the mediators, members of the Family Law Section of the Hawaii State Bar Association (FLS), and the Judges of the First Circuit Family Court. The workshops set the stage for building a stronger working relationship between MCP, mediators, the FLS, and the Judges. It was therefore agreed that future workshops and conversations would be scheduled on a regular basis.



"I really enjoyed the experience with our mediators. The overall calmness really made the experience and process painless. I felt amazing walking out of there."

- Family Mediation Participant -

District Court Mediations

1,176 District Court cases were opened and 868 mediated in FY2223, nearly double the 643 cases opened and mediated in 2019.

number of court-referred landlord-tenant cases remained at an all-time high with 1,303 referrals during the year, compared to only 433 landlord-tenant cases in 2019. Restraining order cases were also unexpectedly high in FY22-23, with 105 new cases opened compared to only 58 restraining order cases managed in 2019. These numbers reflect the increasing challenges faced by tenants and landlords, as well as an increase in conflict between neighbors, co-workers, and others. Sadly, many of the restraining order cases involved middle and high-school students, and in some instances, teacher and student. Thanks to MCP's talented mediators, many of these cases were resolved through mediation.

The District Court Mediation Program continued as MCP's busiest program in FY22-23. 1,176 new District Court cases were opened involving small claims matters, landlord-tenant issues, and requests for restraining orders. This number was nearly double the 643 District Court cases opened and mediated in 2019. Equally significant, the

The high volume of cases reflects the increasing challenges for landlords and tenants, as well as an increase in conflict between neighbors, co-workers, and students.

Finally, in keeping with the strategic plan goal to incorporate more technology to increase efficiency, with the high number of cases referred directly to MCP, a new Zoom scheduling process was initiated. Each week, Client Service Specialist Jocelyn Ng appeared in court via Zoom to quickly schedule mediation sessions for parties who appeared in court remotely and were ordered to mediate. While not all parties appeared in court via Zoom, Jocelyn was able to expedite scheduling mediations for those parties who did appear in court remotely, thereby alleviating some of the lengthy scheduling work that is typically required for mediation referrals.

"The process worked well resolving the conflict. It saved a lot of time. I also thought that it was effective and can be used for future disputes."

-District Court Mediation Participant -

Early Mediation for Landlords and Tenants

Due to the success of the early eviction mediation program created in response to Act 57 in 2021, and the fact the fact that eviction filings rose in FY22-23, through the generosity of private donors and foundations, MCP continued to offer early mediation for landlords and tenants. As a result, in FY22-23, MCP opened 669 landlord-tenant cases prior to a court filing and mediated 267 of these cases with 195 or 73% of the mediations resulting in agreements. These outcomes reinforce the value of early mediation and the importance of encouraging tenants and landlords to mediate before going to court.

Training for All...

Conducting training and workshops for MCP's dedicated volunteer mediators, as well as providing training for individuals, organizations, and workplaces to promote the use of mediation, are key to MCP's mission and values. With the relaxation of COVID restrictions, MCP's training calendar was consistently filled in FY22-23. The MCP staff conducted 61.5 hours of training for the mediators and over 140 hours of training for 1,392 people from various groups and organizations including: the Department of Health; Kauai Economic Opportunity Mediation Program; District 5000 Rotary Clubs; Rotary Youth Interaction; the Judiciary's Appellate Mediation Program; the Hawaii State Teacher's Association; and more. MCP was honored to partner with these various groups and is excited about the possibility of helping more people learn and apply skills to prevent and resolve conflict before it escalates.



"Great job! Thank you for an EXCELLENT training experience!"

"I could not have predicted the amount of skills and helpful learning that resulted from my participation."

This really was a great training and opportunity to learn and grow. So grateful I got to attend!"

- Basic Mediation Training Participants -

"Excellent trainers. Excellent materials. Everything is at the highest level of training."

- Divorce Mediation Training Participant

FINANCIAL STATEMENT

July 1, 2022 - June 30, 2023	Current Year	Prior Year
Revenue & Support:		
Contributions & Grants without donor restrictions	\$1,659,186	\$1,349,536
Government Contracts	358,998	826,128
Program Service Fees	189,295	200,755
Net Assets Released from donor restrictions for programs	5,508	134,739
Other Revenue and Support	116	9,159
Total Revenue and Support	2,370,955	2,520,317
Expenses:		
Mediation services	2,184,030	2,107,489
Management and general	166,674	196,128
Fundraising	46,782	10,182
Total Expenses	2,397,486	2,313,799
Change in Net Assets		
Contributions with donor restrictions	75,752	82,670
Investment income from assets with donor restrictions	1,012	25
Net assets released from donor restrictions	(24,115)	(766,302)
Increase (decrease) in net assets with donor restrictions	52,649	(683,607)
Increase in Net Assets	44,728	154,474
Net Assets – Beginning of Year	6,710,710	6,556,236
Net Assets – End of Year	\$6,755,438	\$6,710,710

Mahalo Nui Loa to MCP's Generous Supporters. You Made it all Happen!

MCP is grateful to the many donors and supporters who gave so generously throughout FY22-23. The financial support enabled MCP to achieve the outcomes highlighted in the previous pages and proactively respond to 2,965 requests for mediation. To raise the needed funding, annual and end-of-year solicitation campaigns were held in July and November. And for the first time in four years, MCP hosted an in-person annual dinner at the Hawaii Convention Center on May 6. Nearly 300 people were in attendance to honor the amazing Kosasa family. Serenaded by the beautiful music of Noly Pa`a, opening remarks by Chief Justice Mark Recktenwald, and a special song on the piano by world-renowned pianist and philanthropist Ginny Tiu, the evening was outstanding. Thanks to many generous sponsors and donors, MCP made its financial goal, and the proceeds were used to support the domestic, family, and housing mediation programs.



The Mediation Center of the Pacific, Inc. is a not-for-profit Aloha United Way Agency

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LOOKING AHEAD TO FISCAL YEAR 2023-2024



MCP's strategic plan will continue to guide it forward in the upcoming fiscal year 2023-2024 (FY23-24). A strong foundation for strengthening programs and new initiatives as outlined in the strategic plan was established in FY22-23. The Board of Directors and MCP staff will build on this foundation.

The successful monthly mediator brown bags for the domestic mediators, as well as the district court mediators, will continue. Efforts to develop a closer working relationship with the Family Law Section of the Hawaii State Bar Association and the family court judges will also remain a priority. To refresh and grow the Kupuna Pono Program, new partnerships with healthcare providers such as Vivia Cares and Rehabilitation Hospital of the Pacific are in the works.

Mediator recruitment, training, and mentoring will also be a key focus for Kupuna Pono, the domestic arena, and the District Court programs. MCP is grateful to the Hawaii Justice Foundation and other supporters who provided additional funding to keep the Early Landlord-Tenant Mediation program active. Helping tenants remain housed and ensuring landlords are paid results in housing stability and stronger communities. MCP is committed to meeting these critical community needs through this important program.

And finally, thanks to a successful year of reinvigorating the training program, MCP already has multiple trainings scheduled for FY23-24 with the Hawaii Department of Education (DOE) and others. Through a series of trainings, MCP will provide the leadership of DOE and various businesses with mediation skills to help them develop a culture of early problem solving in Hawaii's schools and workplaces.

MCP has ambitious goals for FY23-24. Together we will accomplish every one of them and more. Together, we will help more people in Oahu's communities prevent and resolve conflict and continue to help MCP be the vibrant organization it is today! Mahalo for being part of MCP!

"The mediator was great for the session, giving us space to speak and allowed mom and I to "connect" as we had not spoken in almost 17 months."

- Domestic Mediation -