

The Mediation Center of the Pacific

ANNUAL REPORT



FY 2013 - 2014

**FY 2013-2014
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Helping People Talk, Rebuild Relationships and Resolve Conflict Creatively



In Fiscal Year 2013-2014, the Mediation Center (MCP) staff, Board of Directors, mediators and facilitators together helped to improve the lives of 7,265 people in Hawaii through the mediations, facilitations, trainings and workshops that were conducted for people young and old. Through this work, disputes were resolved, communication was improved and relationships were restored and strengthened. Couples and families learned to put their emotions aside, negotiated plans that met the needs of their children and Kupuna, and successfully moved on in their lives.

Every mediation that was conducted, irrespective of whether or not a written agreement was reached, made a positive impact on the people who participated. I know this is true not simply because I witnessed the smiles on people's faces as they exited the mediation rooms, and I saw the little glimmer of hope that replaced the distraught and sad expressions that people exhibited at the start of the mediations, but also because the feedback from the mediation participants on the Exit Surveys that were completed at the end of each mediation showed that: 93% of the participants believed mediation was a useful process whether or not they reached an agreement; 89% reported that they would use mediation again in the future; 78% reported that participation in the mediation process helped to reduce stress in their lives; and 75% said that communication with the other party was improved by participating in the mediation process. In addition to these amazing statistics that reinforce the power of mediation, the individual comments that many parties took the time to write, despite having just completed an emotionally draining mediation session, reaffirmed the value of mediation and the important work that we do every day at MCP. One of the many comments that captures how important MCP services are:

“The process is very useful, I would recommend mediation. I am leaving feeling hopeful for us.”

Thanks to the strong leadership of the Board of Directors, the committed hard-working staff, the passionate volunteers and the many generous funders and friends who support the work of MCP, the organization has come a long way since its founding back in 1979. New programs have been created and advanced technology has been integrated to ensure that MCP continues to live up to its mission of providing high quality mediation and dispute resolution services that are affordable and accessible. And while these changes and growth are important to continue to meet the needs of Oahu's communities and keep pace with the changes in mediation and dispute resolution locally and nationally, the original Hawaii model of mediation continues to serve as a solid foundation from which new trainings, processes and programs are developed. The core values of that model, listening and empowering people to come up with their own solutions, are the heart and soul of the valuable services provided by MCP. And that is why, whether or not an agreement is reached, nearly every person who participates in mediation at MCP, believes it is a useful process and would use it again in the future. And that is why MCP's facilitators and mediators are able to help so many people talk, rebuild broken relationships and resolve their own conflicts creatively.

Mahalo Nui Loa for your continued support and for helping to make Oahu's communities stronger!



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Bringing people together to talk and resolve their differences

FY13-14

Referral Source	Mediated: Agreement	Mediated: No Agreement	Conciliations	Closed	Pending	Total
Attorney	49	38	0	75	20	182
HCRC	7	10	0	6	5	28
Circuit Court	0	0	0	0	0	0
Family Court	110	59	0	51	37	257
District Court	420	450	0	26	1	897
DOE	12	0	0	6	2	20
Police	0	1	0	2	0	3
Public Defender	0	0	0	1	0	1
BBB	0	0	0	0	1	1
Family/Friend	16	5	1	36	6	64
Self	46	34	3	139	15	237
Social Service Agency	2	1	0	9	0	12
Community Organization	0	0	0	6	0	6
Other	25	2	0	20	3	50
TOTAL *	687	600	4	377	90	1758

* Includes pending cases carried over from prior year

OUTCOMES *

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

OUTPUTS

Mediation is useful process	91%	Number of mediation hours	3,284
Would use mediation again	85%	Number of mediation sessions	1,356
Mediation clarified my issues	82%	Number of people served through mediation programs	4,199
Mediation improved communication	72%	Number of hours in training & education	143

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, 2013 to June 30, 2014		Prior Year
Revenue & Support:		
Contributions:		
Donated services	459,614	423,457
Unrestricted contributions	81,911	68,818
Total contributions	541,525	492,275
Government contracts	245,390	262,709
Program service fees	119,147	100,057
Net assets released from temporary restrictions	34,800	49,494
Special events, net of direct cost	18,297	28,641
Investment & other income	2,126	3,645
Total Revenue & Support	961,285	936,821
Expenses:		
Mediation services	890,823	851,478
Management and general	53,825	77,199
Fundraising	16,572	15,411
Total Expenses	961,220	944,088
Change in Net Assets	65	(7,267)

Statements of Cash Flows		
	As of June 30, 2014	Prior Year
CASH FLOWS FROM OPERATING ACTIVITIES		
Increase in net assets	228,641	27,302
Adjustments to reconcile increase in net assets to net cash provided by operating activities:		
Depreciation	2,792	4,150
Net realized gains (losses) on investments		0
Net unrealized gains (losses) on investments	(58,895)	(31,866)
(Increase) decrease in:		
Accounts receivable	2,717	31,803
Prepaid expenses and other current assets	578	(75)
Increase (decrease) in:		
Accounts payable	(2,656)	(8)
Accounts payable	1,717	13,668
Deferred Revenues	(46,307)	46,307
Net cash provided (used) by operating activities	28,587	91,281
CASH FLOWS FROM INVESTING ACTIVITIES		
Redemptions of certificates of deposit at maturity	(200,000)	(300,000)
Purchases of certificates of deposit	(21,341)	(15,972)
Reinvestment dividends	(795)	(6,682)
Additions to property and equipment	-	111
Decrease in lease deposits	(22,136)	(22,543)
Net cash used by investing activities		
CASH FLOWS FROM FINANCING ACTIVITIES		
Repayment of note payable		(745)
Net cash provided by financing activities		(745)
NET INCREASE (DECREASE) IN CASH	6,451	67,993
CASH – Beginning of the year	258,457	190,464
CASH – End of the year	264,908	258,457

258,457

OUR MISSION AND SERVICES

The Mediation Center of the Pacific is a not-for-profit, Aloha United Way Agency. For 35 years, the Mediation Center has served Oahu's communities by offering high quality mediation and dispute resolution services, including 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.

The Mediation Center'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, the Mediation Center 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, the Mediation Center 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 The Mediation Center 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.
- ❑ **Family Estate Planning**: Decisions about property division, loans, asset management and appointment of trustees.
- ❑ **Elder Issues**: Family decisions about caregiver selection, housing options, financing care, and other related issues.
- ❑ **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**: The Mediation Center 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 offer elders and their families 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:** The Mediation Center 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.
- **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:** The Mediation Center offers mediation services to assist parents of children with special needs and schools to resolve conflicts and promote collaboration.
- **Court On-Site Mediation:** The Mediation Center provides mediators directly on-site at Family Court in Kapolei for select paternity cases.

ACCESS ADR

The Mediation Center 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

The Mediation Center 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, the Mediation Center 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

While the Hawai'i Access to Justice Commission has worked hard since its inception to address the growing needs of the low-income and gap group populations in the State, solutions remain complex, costly and obscure. The Mediation Center is the only low-cost alternative dispute resolution option for individuals in the low-income population on Oahu. In addition to providing direct mediation services, the



Mediation Center also conducts trainings for the poor and needy as well as for groups serving clients in the low-income population to provide them with skills that will enable them to better serve their clients.

The Mediation Center is fortunate to have an endowment from the Harry and Jeanette Weinberg Foundation that supports the provision of services to the poor and needy. In addition, the Mediation Center 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, the Mediation Center 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 the Mediation Center's Community Mediation Program.

YEAR IN REVIEW: 2013 - 2014

In fiscal year 2013-2014 (FY13-14), the Mediation Center served a total of **7,265 people** through its mediation and training programs including opening **1,654 new cases** and conducting **258 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 **3,681 hours** of their time to assist Hawaii's people in preventing and resolving conflict.

Community and Specialized Mediation

In FY13-14, the Mediation Center 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, and civil rights, among others. Of the **1,287** cases mediated, **53% resulted in written agreements overall and 53% of the in-house cases resulted in written agreements.**

"Mediation is the way to go! We had a very positive experience. Thank you!"

"It helps to have an objective third party to help the process."

"Mahalo for your time and effort in finding a peaceful resolution in such a touchy divorce case. Thank you."

"The mediation was very productive and helpful. It is a great start!"

"I found the mediation very resourceful and helpful."

"With use of mediation, we were able to come to a decision we can both agree on."

"It was an opportunity to gain information and better insight into the conflict, as well as practice & develop appropriate and effective communication."

"This appointment was so useful and I got further than I would have on my own. Thank you!"

"Very compassionate and professional."

"At first, I didn't think we could resolve our differences through mediation but now I am glad we did go to mediation because it's helping us to reach an agreement."

"Excellent service and volunteers."

"I greatly appreciate all that you did to take the time to mediate with our situation. Thank you!"

"Mediators were great, fair, and worked very hard to help us."

"I am very thankful to have had the opportunity to get things off my chest, although our situation wasn't resolved, thank you for your time."

"This course of action allowed two parties to discuss concerns without violence and anger. Much appreciated."

"I felt like the process was helpful for me to have the other party understand my point of view when I was unable to do so."

"Mahalo for your help. This process was much more inviting than dealing with the scariness of court."

"It was unfortunate that my session wasn't able to resolve my conflict/issues. However, I truly feel that the program/faculty is awesome and could be very useful to those who use it."

"Thank you for trying to help us meet somewhere in the middle. You guys were great."

"Problem solved."

"Thank you for all the assistance. This process was very helpful and educational."

"Appreciated the mediators' time and attitudes."

"Pacific Mediation Center has been very helpful. We have come to solutions and compromises that we could not have reached on our own. Thank you very much!"

"Thank you to the two mediators. They were both extremely patient, understanding and helped to clarify issues that would not have otherwise been clarified."

"Having an unbiased person listen to the problem/situation helped lead towards resolution."

"This process is very helpful and useful saving time, money, and heartaches."

"Agreement reached in timely, constructive, beneficial manner."

"Thank you for giving us the time to talk."

"A 3-hours well spent. Thank you for your help. It couldn't have been done without your help."

"The staff was very professional and provided great insight on multiple solutions. I owe the mediation the ability to make my son a part of my life."

"I appreciate the mediators' time and unbiased opinions that were given during our mediation session. They created a comfortable environment to address a stressful situation."

"Wonderful mediators. Very professional and knowledgeable. Helpful in working out my issues. Highly recommended."

"This is a fantastic place with caring and knowledgeable staff. I am grateful for this service."

"Thank you!!!"

To ensure that the mediators maintained high quality skills as well as subject matter knowledge in the specialized areas, **128 hours of internal trainings and workshops** were conducted in FY13-14 including: Accelerated Divorce Mediation; Adopt-a-Court Small Claims Mediation; Adopt-a-Court Small Claims Mediation Agreement Writing; Adult Guardianship Mediation; Advanced Mediation; Basic Mediation; Body Language for Mediators; Compassion Fatigue for Mediators; Condominium Mediation; Confidentiality in Mediation; Divorce Mediation Best Practices; Domestic Violence: A Primer; Family Conferencing for Elder Issues; TRO Mediation. In addition, other mediator gatherings such as the Mediator Recognition & Holiday Gathering were held during the fiscal year.



The Mediation Center is grateful to the professional mediators and outside experts who contributed over **300 hours** of their time to assist with the trainings and workshops including: **Cynthia Alm, Judge Riki Amano (Ret.), Professor Bruce Barnes, Daniel Bent, Judge Mark Browning, Pam Chambers, Louis Chang, Gerald Clay, Linda Colburn, William Darrah, Dr. James Hoenig, Leo Hura, Charles Hurd, Elizabeth Kent, Roberta Lee-Driscoll, Giuseppe Leone, Dee Dee Letts, Alan Ma, Judge Victoria Marks (Ret.), Bruce McEwan, John Morris, Mei Nakamoto, Philip Nerney, Seth Reiss, Dr. Craig Robinson, Jana Wolff, Beth Worrall-Daily and Raymond Zeason.**

ACCESS ADR

The Mediation Center staff and ACCESS ADR panelists provided 105 hours of mediation and facilitation services for individuals or representatives from private businesses, schools, government agencies, and nonprofit organizations throughout the State during the fiscal year.

Schools and Youth

The Mediation Center 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 27th Annual Statewide Peer Mediation Conference held on February 7, 2014 at the University of Hawaii Campus Center Ballroom. More than 120 students and adults hailing from 6 middle and high schools located on the islands of Oahu and Kauai participated. The Conference theme – "It's All About Helping" – offered workshops on a broad variety of dispute resolution topics such as: "Restorative Justice", "Ho'oponopono", "Personal Values and Mediation", and more. The students uniformly agreed 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

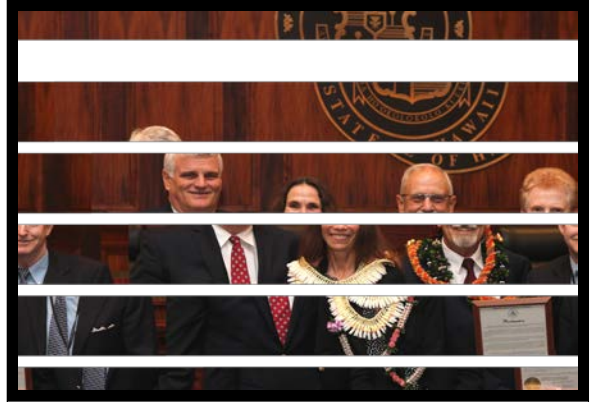


With the continued support of the **Harry and Jeanette Weinberg Foundation** endowment, **Hawai`i Justice Foundation, Pettus Foundation, Bretzlaff Foundation, individual contributions** and the proceeds from the annual Under the Mediation Moon fundraiser, the Mediation Center was able to continue providing services to the growing number of clients in the low income and vulnerable populations. To support the provision of increased services to these populations, the Mediation Center remained actively involved with the Consortium of Legal Service providers, and the Access to Justice Commission and its various committees.

Training and Facilitation

A total of **164 hours of external trainings/workshops and presentations** were conducted for various agencies, businesses, schools and individuals including: Alu Like Kupuna Program in Honolulu, Waianae, and Waimanalo, the Kupuna Caucus; Lanakila Meals on Wheels staff; Hawaii Employer's Council; Rotary Clubs throughout Hawaii; and various members of the community.

To promote mediation in the area of divorce, the Mediation Center was a co-presenter for the monthly Divorce Law in Hawai'i Program hosted by the Hawai'i State Judiciary. The Mediation Center staff also taught a Mediation Workshop for the University of Hawai'i'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 Hawai'i'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.



Finally, thirty-four hours (34) hours of facilitation were provided for a variety of groups such as WRAP Hawaii that assists youth in the Child Welfare system; Honolulu City Council; schools; and professional organizations. The Mediation Center also customized the Partnering process to help more groups collaborate and achieve their vision and goals.

Fundraising and Community Relations



Thanks to our Board of Directors and generous supporters, fundraising efforts were increased this fiscal year to offset the reduction in funding from the Judiciary, Aloha United Way and the Weinberg Endowment. The celebration of the Mediation Center's 35 years of providing high quality yet affordable mediation and dispute resolution services to Hawaii's communities at the 7th Annual ***Under the Mediation Moon*** on May 3, raised additional funds to support Community Mediation and increased access for individuals in the low-income and underserved populations. Moreover, the event was an opportunity to recognize Hawaii's

Mediator Pioneers and to pay tribute to the three honorees: Linda Colburn, James K. Hoenic, and the Honolulu Board of Realtors.



Looking Ahead in 2014 - 2015

Thanks to the generous support of the Bretzlaff Foundation, Friends of Hawaii Charities, the Harry and Jeanette Weinberg Foundation, the Hawaii State Bar Foundation, the Pettus Foundation and other private donors, in FY 2014-2015, MCP will take the Kupuna Pono Program to the next level, expand the Paternity Mediation Program, continue to strengthen the Divorce Mediation Program and create a new Case Management Program.

In response to the growing number of unmarried couples with children filing complaints in Family Court to decide custody, visitation and other issues, MCP initiated a pilot Paternity Mediation Program both in-house at MCP in 2011 and on-site at Family Court in 2012. Due to the success of these pilot programs and the continued community need for mediation services in this area, the Friends of Hawaii Charities, the Bretzlaff Foundation and the Hawaii State Bar Foundation, awarded grants to MCP to help grow the Programs. With this generous support, more mediators will be recruited and additional training for the staff and current mediators will be conducted. Additionally, community outreach will be increased to encourage more couples to engage in mediation at MCP before filing an action in court.

After laying the foundation for the Kupuna Pono Program over the past few years, MCP was extremely fortunate to receive a generous three-year grant from the Harry and Jeanette Weinberg Foundation to expand the Program. The funds will be used to hire additional staff dedicated to the Kupuna Pono Program, refine the Family Conferencing process, train additional neutrals and develop partnerships with Kaiser Permanente and other healthcare providers in the community.

Funding from the Bretzlaff and Pettus Foundations will enable MCP to recruit and train more Family Law attorneys and other professionals with expertise in the divorce arena, to further strengthen the Divorce Mediation Program. MCP has been extremely fortunate that Family Law attorney William "Bill" Darrah who has played an integral role in growing and strengthening MCP's Divorce Mediation over the years. The Board and staff are grateful that Bill has agreed to continue to work with MCP in this coming fiscal year to provide additional training and refine the best practices for divorce mediations that he developed to ensure high quality services are provided.

Finally, in FY 2014-2015 MCP will work with Synergy Asia Pacific to create a new Case Management Program that will enable the staff to more efficiently manage the approximate 1,700 cases that will be opened, as well as track the many outcomes from the services provided. MCP is grateful to the Atherton Family Foundation for awarding a grant to support the development of the new Case Management Program.

FY 2014-2015 will definitely be another exciting year thanks to the continued support of MCP's many mediators, friends and funders!