

THE CENTER LETTER

Volume 11 Issue 2

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“Never let it be said that to dream is a waste of time, for dreams are our realities in waiting. In dreams, we plant the seeds of our future.”

- Unknown -

The Mediation Center of the Pacific (MCP) is an organization of dreamers. We envision an island where everyone can easily access mediation to resolve their disputes and bring peace to their lives. And we continuously look to bring these “realities in waiting” to life. From the many funders who trust that MCP will wisely use their financial gifts to help more members of Oahu’s communities resolve their conflicts productively; to the Board of Directors who dare to take risks by agreeing to create new programs and grow MCP’s services; to the staff who believe in the mission and overcome daily challenges to ensure that services are readily available for everyone; and to the mediators who selflessly give of their time, talents, and patience to help more people resolve their differences.

Our dreams are not a waste of time. On the contrary, together our hard work makes those dreams come true and have enabled MCP to grow and make a bigger impact on Oahu’s communities each year. The recently ended 2022-2023 fiscal year (FY2223) is no exception.

In FY2223, MCP served over 13,871 people and managed 5,262 cases, including opening 2,965 new cases which is comparable to last fiscal year when the special Act 57 early eviction mediation program was being managed and is 3,344 more cases than the 1,918 cases managed in 2019, prior to the pandemic. 50% of the cases mediated overall resulted in written agreements. Approximately 85% of the individuals involved in the mediations were in the low-income and ALICE populations.

The Board of Directors and staff have also been working diligently to initiate action steps to support the goals of the new strategic plan. These efforts have led to an expansion of the training program, including conducting a series of Mediation Skills for Leaders trainings for every principal within the Hawaii Department of Education, establishing new partnerships to support the Kupuna Pono Program, and collaborating with the Family Court Judges and the Family Law Section of the Hawaii State Bar Association to strengthen MCP’s Domestic Mediation Program.

Lastly, we are happy to report that most of the interior signage has been installed to recognize the generous donors who helped MCP’s dream of having a permanent home come true. Brian Schweitzer said ***“I challenge you to be dreamers; I challenge you to be doers and let us make the greatest place in the world even better.”*** At MCP, we are dreamers and we are doers. Together, we are making our beautiful Hawaii even better.

The Positive Impact of Mediation



DOMESTIC MEDIATION

continues to be one of MCP's busiest programs. Addressing domestic cases through mediation, including divorce, post-divorce, and paternity, not only meets a critical access to justice need, but it also enables couples with children to work out agreements without fighting, thereby reducing the stress and other negative impacts on their children.

In fiscal year 2022-2023, MCP managed 967 domestic cases, and increase of 229 cases from 2019. MCP mediated 518 cases with ~50% resulting in agreement.

To strengthen the domestic mediation program, the MCP staff coordinates monthly brown bag discussions with the mediators, and recently conducted a presentation for the Family Court Judges about the program. As a result of these initiatives, a new referral form is being created for the courts and quarterly meetings have been instituted with the Family Court Judges and the Family Law Section of HSBA. Working together, MCP anticipates helping more couples negotiate customized agreements through mediation.

"The staff members at the mediation center were great to work with. They made it super easy for us to schedule an appointment. We were provided with a translator that really helped my wife. The mediators also made it easy and to help us write up agreement that we both agree that made it possible for us to move forward with a peaceful solution. A win-win on both sides and we are grateful and blessed with the opportunity that the mediation office provided for us".

- Divorce Mediation Participant

MCP's EARLY LANDLORD-TENANT MEDIATION PROGRAM

continues to achieve positive outcomes despite the fact that rental assistance is no longer available and landlords are not required to participate in mediation prior to filing for an eviction (as was the case when Act 57 was in effect). In FY2223, MCP opened 1,303 landlord-tenant cases. The highest number of cases ever. 634 cases were referred from the District Court with approximately 50% of the mediated court-ordered cases resulting in an agreement.



669 landlord-tenant cases were opened prior to filing eviction. 73% of these cases that went to mediation resulted in agreements.

These outcomes reinforce the fact that while more tenants are facing eviction, early mediation through MCP helps tenants and landlords negotiate agreements that avoid the eviction process entirely and enable the tenant to remain housed. MCP is grateful to the private donors who continue to support this important program.

“The mediator was very thorough, thoughtful, diligent, knowledgeable, and easy to work with.”

- Landlord-Tenant Mediation Participant

Mahalo to Aloha United Way!

MCP was fortunate to recently receive a donation from AUW of waiting room furniture for the third floor. Now clients have a place to sit when using the third floor. Also, mediators can relax while they browse one of the mediation books from MCP’s library. We are grateful to AUW for this wonderful gift!



Outreach and Education to Promote Mediation



To ensure MCP’s services are available to everyone and to encourage “early” mediation, MCP provides regular education and outreach to the community. From small group presentations to table exhibits at conferences and fairs, MCP is there.

Over the past few months, MCP staff participated in panel presentations on condominium mediation sponsored by the Hawaii State Judiciary’s Center for ADR, and workplace mediation sponsored by the Society of Human Resource Professionals. MCP also provided an exhibit at the Windward Mall for the Hawaii Pacific Gerontological Society’s Senior Fair. In July, the Kupuna Pono Program was featured on Hawaii News Now’s Kupuna Life segment. You can see the recording on <https://www.khon2.com/kupuna-life/mediation-can-help-families-who-disagree-about-kupuna-care/>

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Mediation Skills for All Strengthening Schools, Workplaces, and the Community

A key goal of MCP’s strategic plan is to create a culture of peaceful problem solving in Hawaii’s businesses and communities by teaching formal and informal mediation skills to others. To achieve this goal, over the past few months MCP’s staff and mediators have been busy developing, coordinating, and conducting trainings for a broad variety of people and organizations.



DOE principals and administrators participated in the Mediation Skills for Leaders training in July 2023 at the Kroc Center in Ewa Beach.

“The training was great! I will use a lot of these strategies in my daily practice.”

Principal - Mediation Skills for Leaders

MCP provided training to the Judiciary’s Appellate Mediation Program, the Hawaii Society of Human Resource Professionals, community members with the St. Francis Caregiver Wellness Group, and more recently, principals and administrators of the Hawaii Department of Education. MCP is honored to partner with these groups and excited about the possibility of helping more people learn and apply skills to prevent and resolve conflict before it escalates.



Principals and administrators practice active listening among other fundamental mediation skills. When people feel heard, they are more open to hearing others.

“The training was comprehensive and well-paced. I appreciate the design.”

Principal - Mediation Skills for Leaders



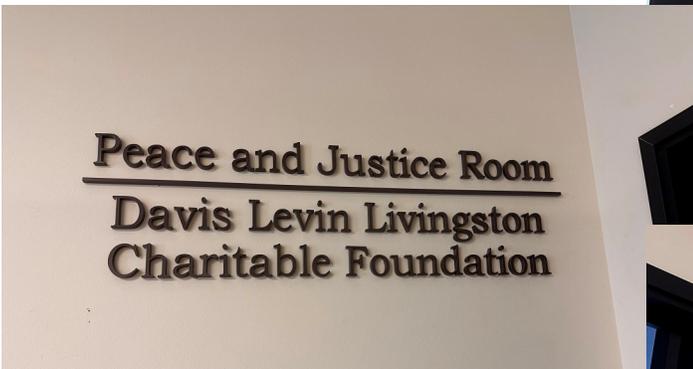
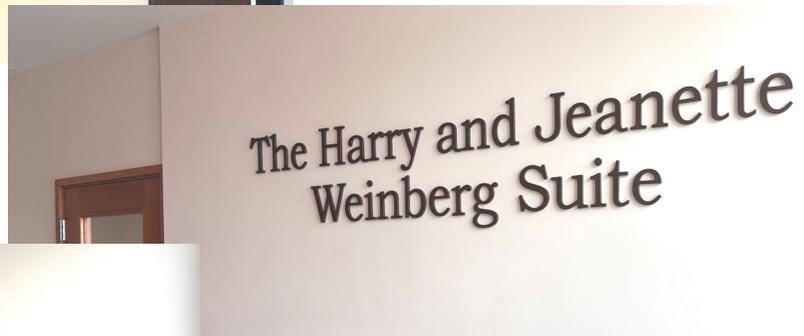
The Judiciary’s Appellate Mediation Program training, held in June, included speakers from across the country delving into the complexities of appellate mediation, the challenges of mediating remotely, and how to build trust in the process.



Simulation practices are consistently ranked as the most useful exercise in mediation training. Participants practice their skills under the tutelage of an experienced mediator, such as Bruce McEwan (top right)

The Mediation Center of the Pacific Signage

The MCP Board of Directors and staff are pleased to announce that the donor recognition signage for the interior of the building has finally been installed. The signs highlight the generosity of lead donors whose capital gifts made the dream of having a permanent home for MCP a reality. It is anticipated that the front entry donor acknowledgment board will be completed and installed within the next two months. Mahalo to all of MCP's generous supporters!



Mark Your Calendars for Upcoming Trainings and Events

Basic Mediation Training

The Clarence T. C. Ching Mediation Training Institute, 1301 Young Street

\$650 per person

October 19 - 21, 2023

Thursday and Friday, 9:00 a.m. - 6:00 p.m. & Saturday, 9:00 a.m. - 5:00 p.m.

Register here: <https://mcp808.wufoo.com/forms/basic-mediation-training/>

The Basic Mediation Training offers an introduction to mediation basics and the core skills of effective listening, asking powerful questions, maintaining neutrality, interest identification, negotiation, agreement writing, ethical considerations, and managing challenges. The training is interactive and provides individualized coaching during simulated mediation practice.

Advanced Mediation Training

The Clarence T. C. Ching Mediation Training Institute, 1301 Young Street

\$650 per person

November 16 - 18, 2023

Thursday and Friday, 9:00 a.m. - 6:00 p.m. & Saturday, 9:00 a.m. - 5:00 p.m.

Register here: <https://mcp808.wufoo.com/forms/advanced-mediation-training/>

Build on basic mediation skills and learn how to modify the process to work with attorneys, challenging personalities, multiple participants, cultural differences and more.

Mediation and Conflict Management Master Class

The Clarence T. C. Ching Mediation Training Institute, 1301 Young Street

\$550 per person, if you register before September 15

December 1—2, 2023

Friday, 9:00 a.m. - 5:00 p.m. & Saturday, 9:00 a.m.- 3:00 p.m.

Register here: <https://bit.ly/mcmclass2023>

This workshop is for highly experienced mediators, facilitators, and collaboration experts who have worked on many cases or projects over many years and now want to explore inner and outer frontiers. It concentrates on actionable insight and accomplishes this through no-nonsense presentations, challenging cases, focused conversations on successes and failures, and confidential peer-to-peer exchanges with other experienced practitioners.

Mediation Skills for Managers

The Clarence T. C. Ching Mediation Training Institute, 1301 Young Street

\$195 per person

Friday February 2, 2024 9:00 a.m. - 5:00 p.m.

Register here: <https://mcp808wufoo.com/forms/mediation-skills-for-managers/>

This training provides hands-on skills and strategies for resolving disputes in the workplace through an informal, structured, and private negotiation process. Managers learn practical skills to deal with disputes that solve the problem while maintaining dignity and preserving working relationships. These skills include the seven MEDIATE principles for resolving conflicts, effective listening and communication skills, and assisted negotiation.

For more information and a detailed description of each training go to:

<https://www.mediatehawaii.org/training>

Save the Date

Annual Recognition and Holiday Gathering

Café Julia, YWCA

Thursday December 14, 2023

The MCP Board of Directors and staff are grateful to the volunteer mediators who give so generously of their time helping hundreds of families and individuals resolve their conflicts through mediation, to the many donors whose gifts enable MCP to meet the high volume of requests for services, and the various partners who collaborate with MCP to meet the needs of Oahu's communities. The annual recognition and holiday gathering is the Board of Directors and staff's way of saying mahalo to all. Please save the date and plan to attend. It is the perfect way give thanks, ring in the holidays, and end the year on a positive note.

Under the Mediation Moon

Hawaii Convention Center

Saturday, May 4, 2024

Save the date!

To support MCP's work, each year at the annual dinner, MCP honors leaders in the community whose lives and work reflect MCP's mission and values. Mark your calendars now for this special event.

More details will be forthcoming.