



The Center Letter

*Bringing People Together to Talk, Rebuild Relationships,
and Resolve Problems Creatively*

The Mediation Center of the
Pacific, Inc.
A 501(c)(3) Corporation



Tough Times Provides Fertile Ground for Growth & New Opportunities



Fiscal Year 2010—2011 has truly been a year to remember ... The Mediation Center completed the transition to the beautiful Kukui Center, strengthened its team of outstanding employees, held twenty “standing room only” interactive trainings and workshops for the mediators, initiated a new on-site TRO mediation program at District court, assumed the administrative responsibilities for Family Court’s Volunteer Settlement Master Program, and held its most successful fundraiser ever! These accomplishments are thanks to everyone who so generously contributed their time and money to help the Mediation Center weather the economic storm and serve even more clients than in previous years.

Following more than a year of reduced staffing and hours of operation, the staff has gradually grown and hours of operation restored with even more efficient systems in place. Fridays are now reserved for trainings, workshops and special mediations. All other mediations are held Monday through Thursday during the day or on Tuesday, Wednesday or Thursday evening. Training Coordinator Jessica Stabile and Mediator & Program Development Manager Nathan Nikaido organized more than 144 hours of trainings and workshops during the year. Professional mediators, trainers extraordinaire and other experts inspired the mediators with secrets and tips they shared covering a broad variety of topics such as “The Role of the Apology & Forgiveness”, “Elder Issues”, “Divorce Mediation”, “Calculating Child Support”, and more.

The increased activity and success of the Mediation Center in very difficult times is a credit to its outstanding leadership. In 2010, President Mike Nauyokas (Visionary Mediator) challenged the Board of Directors to raise the bar on fundraising. Under the inspirational leadership of current Board President Cindy Alm, the Board of Directors continued to surpass ambitious goals to raise unrestricted funds and help the Mediation Center flourish. Their enthusiasm worked.

Despite a dismal economy and unprecedented thunderstorms that literally soaked most of Hawai'i this past Spring, the Mediation Center's 4th Annual Under the Mediation Moon fundraiser enjoyed clear skies and a magical night with Maya Soetoro-Ng as Guest Speaker. More than 250 friends and supporters gathered under the stars to pay tribute to Visionary Mediators Mike Nauyokas, Earl



Chapman and Arlynn Howell Livingston who were recognized with Lifetime Achievement Awards for their proactive roles in growing mediation in Hawai'i and supporting the Mediation Center of the Pacific.

Congratulations to Earl, Arlynn and Mike!

Mahalo to all for instilling your positive energy, confidence and generous support in the Mediation Center. Thanks to you, the Mediation Center is stronger today and ready to play an even bigger role in preventing and resolving conflict in Hawai'i.

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- In fiscal year 10 -11, the Mediation Center managed 1,640 cases

- 56% of the in-house mediations resulted in written agreements

- Approximately 66% of the in-house mediations included clients from the low-income population

- 3,762 people were assisted through the mediation & training programs



Mahalo for Your Contributions and Support

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Earl & Margery Chapman Foundation
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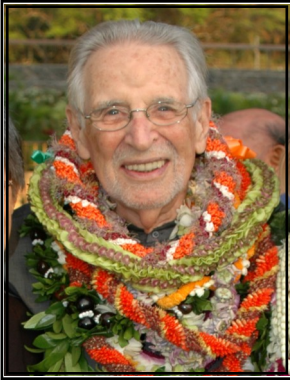
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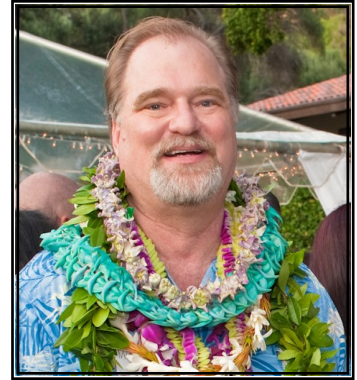
Under the Mediation Moon Honored Mediation Visionaries & Raised Funds to Support Services for the Poor & Needy



Earl Chapman



Arlynn Howell-Livingston



Michael Nauyokas



Mahalo to photographer Eugene Villaluz for donating his talents and capturing the beautiful photos!

PROGRAM DEVELOPMENT

COURT TRO MEDIATIONS

In response to the growing number of requests for Temporary Restraining Orders at District Court, the Mediation Center implemented a pilot on-site TRO Mediation Program at the Honolulu District Court. To support the Program, Judge Hillary Gangnes and Judge Barbara Richardson provided an in-depth presentation on the TRO process. Shortly thereafter, eight ambitious mediators lead by Mediator & Program Development Manager Nathan Nikaido adapted the basic model of mediation to quickly assist the participants in these highly contentious cases. To date, more than 90 cases have been mediated at court with approximately 64% reaching final agreement.

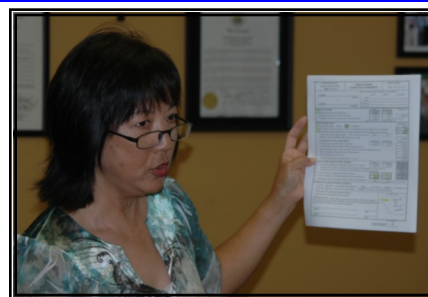


STRENGTHENING DIVORCE MEDIATION

To insure quality services are provided, the Mediation Center's Program & Quality Assurance Committee reviews current trends, client needs and outcomes. Based on the Committee's findings, curriculums are updated, experts are sought and new programs developed.

This year, the Committee worked with the Chair of Hawai'i State Bar Association's Family Law Section Tom Farrell, to strengthen the Mediation Center's Divorce Mediation Program. Thanks to Tom who took the time to share his expertise and strategize with the Committee, the training curriculum is being revised and new courses prepared. Family Law experts Mei Nakamoto and Owen Tamamoto have already provided workshops on Calculating Child Support. In addition, leading Divorce Attorney Bill Darrah, who has given countless hours of his time and expertise to support and grow the Mediation Center's Divorce Mediation Program, has developed a new "Best Practices" handbook that will be introduced to the mediators on July 30th.

The Mediation Center's Board and staff are grateful for the support and generosity of Tom, Bill, Mei, Owen and others who are helping us grow and provide quality services for our clients.

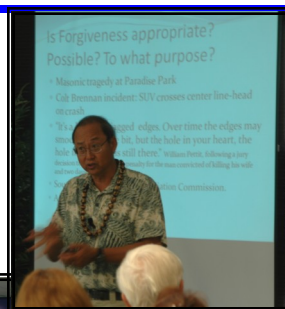


The District Court Judges provided a special "mahalo" reception for the on-site Court mediators who handle Small Claims, Summary Possession and TRO matters.



Mediator Lou Chang presented to an unprecedented crowd of more than 50 mediators, "The Role of the Apology & Forgiveness."

Special thanks to mediator Peter Lenhart for donating the large room to accommodate this outstanding training.



Mediators attending a "Talk Story" session to share skills and stories...



Mediator Barbara Bishop provided a passionate presentation about her Parenting Plan Workshops that she conducts for divorcing couples to help them prepare for mediation.

TRAINING OPPORTUNITIES

Divorce Law & Best Practices for Mediation

July 30, 9:00 a.m. - Noon

Top divorce attorney Bill Darrah will provide an overview of the divorce process and best practice tips for mediating child support, property division and more.

Special Education ADR: Conciliation, Facilitation & Mediation

September 23 & 30, 9:00 a.m. - 5:00 p.m.

To assist schools and parents of children with disabilities work through their differences regarding the educational needs of the child, the Mediation Center offers mediation, facilitation and conciliation process. For experienced mediators only.

Cost: \$350

Adult Guardianship Mediation

September 16, 9:00 a.m. - 5:00 p.m.

Part II in a series of trainings and processes geared to address issues involving the elder population and their families. Participants will learn about Guardianship law, when guardianship is appropriate, the challenges of mediating these issues and more. For experienced mediators only.

Cost: \$175

Basic Mediation Training

October 27, 28 & 29, 9:00 a.m. - 5:00 p.m.

This Training provides an introduction to a facilitative model of mediation including the core skills of effective listening, asking powerful questions, remaining impartial, interest identification, negotiation, agreement writing, ethical considerations and overcoming impasse. This Training is a prerequisite for all other mediation trainings.

Cost: \$500

Advanced Mediation Training

November 3, 4 & 5, 9:00 a.m. - 5:00 p.m.

This Training builds on core skills to provide additional tools of evaluation, Negotiation, cultural diversity, multiple parties and managing challenges.

Cost: \$500

***NOTE: Mediation Center mediators are required to complete 20 hours of continuing education per year. Workshops are free for active Mediation Center mediators (defined in the Mediation Center's Policies & Protocol's Manual as someone who mediates at least 5 cases per year at the Mediation Center).**

The Mediation Center of the Pacific is a 501(c)(3) not for profit, Aloha United Way agency. Each year, the Mediation Center assists thousands of people to prevent and resolve conflicts among families, friends, neighbors and business associates. Gifts to support the work of the Mediation Center are tax deductible.

Every time someone in Hawai'i resolves a problem peacefully, everyone in Hawai'i benefits.