

Fiscal Year 2023-2024

“If we don’t change, we don’t grow. If we don’t grow, we aren’t really living.”

- Gail Sheehy -



The Mediation Center of the Pacific
ANNUAL REPORT

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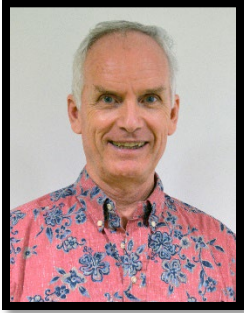
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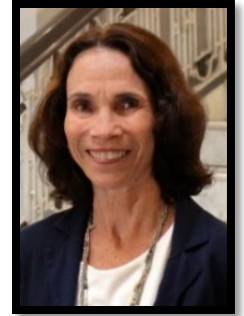
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Fiscal Year 2023-2024 A Year of Many C



“Change is the law of life. And those who look only to the past or present are certain to miss the future.”

— John F. Kennedy



Fiscal year 2023-2024 (FY23-24) was truly a year of change for The Mediation Center of the Pacific (MCP). We bid Aloha to valued staff members who moved on to exciting new adventures, and long-time board members whose terms came to an end. We also integrated a new mediator scheduling system to increase efficiency, strengthened partnerships and programs, and grew the Early Eviction Mediation Program (EEM) to assist more tenants and landlords. The MCP Team, Board of Directors, and mediators all contributed to meet the challenges and embrace the changes.

Nido Qubein said “Change brings opportunity.” MCP’s FY23-24 is a testament to that quote. The many changes MCP experienced led to the opportunities of adding outstanding new staff and board directors, enhancing programs, and conducting more training. And most importantly, embracing the many changes enabled MCP to be stronger and make a bigger impact on Oahu’s communities. 1,573 cases were mediated with a higher rate of written agreement from prior years, as well as a significant increase in positive feedback from the mediation participants.



MCP could not have accomplished these outcomes without the committed support of the donors who gave generously throughout the year. Together we served 12,203 people. And by helping these individuals prevent and resolve conflicts through mediation and training, their lives were improved, relationships were restored, families were strengthened, and housing stability was increased. Mahalo to all for helping MCP embrace change and make a difference for so many!

“The mediators were patient and clear in communicating what the other party proposed and understood my position. They made me feel comfortable.”

- District Court Mediation participant

ACCOMPLISHMENTS IN FY2023-2024

MEDIATION	OUTCOMES
Cases Opened	2,637
Cases Mediated	1,573
Mediated Agreements	53%
Total Cases Managed	4,667
Domestic Cases Opened	872
Domestic Cases Mediated	520
Agreements Reached in Domestic Cases	49%
Landlord-Tenant Cases Opened	1,064
Landlord-Tenant Cases Mediated	650
Agreements Reached in Landlord-Tenant Cases	62%

OUTCOMES

OUTPUTS

I would recommend mediation to others	85%	Number of mediation hours	6,762
I would use mediation again in the future	83%	Number of mediation sessions	1,843
Mediation is a valuable process	78%	Number of people served through mediation & training	12,203
Mediation improved communication with the other person	62%	Number of hours in-house training & education for mediators	100
Mediation reduced stress in my life	65%	Number of hours outside training & education	268

“I appreciate the efforts of the mediators for helping resolve my divorce in a calm, organized manner. I appreciate that I won’t have to go to court, and I will share my mediation experience with anyone who is in a dispute with their significant other.”

- Divorce Mediation Participant



“Sometimes good things fall apart so better things could fall together.” – Marilyn Monroe



While MCP didn't fall apart in FY2324, losing key staff while simultaneously upgrading technology systems and managing a continued high volume of cases, made daily operations challenging. Despite the challenges, the MCP Team pulled together to strengthen programs, accomplish projected outcomes, and more.

Domestic Mediation

MCP continued to manage a high volume of requests for domestic mediations involving custody and time-sharing of the children, as well as division of property. 520 domestic cases were mediated and 254 couples reached written agreements. A significant increase from prior years. These outcomes were achieved by providing mediators with more specialized training and support and developing an enhanced collaboration with the Family Court Judges and the Family Law Section of the Hawaii State Bar Association (FLS).

Thanks to increased training and support, the rate of agreement for domestic mediations increased from 40% in FY22-23 to 49% in FY23-24.



Special workshops and training for the mediators touched on a broad range of topics including trauma informed strategies to effectively de-escalate intense emotions and hostile behaviors; tools for working with couples in the military; strategies for incorporating court forms and supporting documents to help couples negotiate equitable agreements; and approaches for negotiating custody when one or both parents are relocating.

To support the collaboration with the FLS and the courts, MCP hosted the first Bench-Bar-Mediation discussion through a hybrid gathering; 59 Judges, attorneys, and mediators participated in the discussion. The participants agreed that the event was valuable and a good step towards further strengthening MCP's domestic mediation program.

“The mediators had such a positive impact on the divorce process! They were patient, caring, and had so many awesome suggestions on ways to improve communication as co-parents! I am so thankful for their insight and participation in this process.” - Divorce Mediation Participant

District Court Mediations

Thanks to great mediators and longer mediation sessions, the number of District Court cases mediated increased significantly over the past few years, as well as the rate of agreement.

The District Court cases managed by MCP increased significantly over the past four years. In FY2324, MCP opened 1,300 cases from the District Courts (Small Claims; Landlord-Tenant; Regular Claims; Restraining Orders) in the First Circuit. This number represents 124 more cases than the prior fiscal year and 635 more cases than the total number of District Court cases managed in 2019. 942 of the District Court cases were mediated with 498 or 53% resulting in written agreements (a 6% increase in written agreements from the prior year). The higher rate of agreement was due to

“The mediators were great! They played a major role in getting this case settled.”

-Small Claims Mediation Participant

added mediator support combined with the fact that the District Court mediations conducted at MCP provided more time for the parties to negotiate, as opposed to the twenty-minute mediations previously conducted on-site at court.

Landlord-Tenant Mediation: Increasing Housing Stability

Hawaii’s high cost of living has contributed to historically high numbers of landlord-tenant disputes and eviction filings. Through mediation, in FY2324, 650 tenants and landlords were helped to talk with each other and negotiate 404 agreements that resolved their differences, enabling them to avoid a legal proceeding. Equally important, thanks to the support of private funders, MCP continued to promote early mediation between landlords and tenants, before a legal action was filed. As a result of these efforts, in FY2324, 91 mediations were conducted before the landlord filed a claim, and 79 cases or 87% of the early mediations resulted in written agreements.



In May, MCP received the 2024 Emil Gumpert Award from the American College of Trial Lawyers to support the Early Eviction Mediation Program.

Due to the successful outcomes of the early eviction mediation program (EEM), in May 2024, MCP received the prestigious Emil Gumpert Award from the American College of Trial Lawyers. The award will enable MCP to grow the EEM program and help more landlords and tenants negotiate payment plans and avoid the eviction process.

“The mediator was extremely helpful to my husband and I navigating a challenging situation with a landlord. He was kind, informative, and patient. We so appreciated him helping us to resolve conflict” *-Landlord-Tenant Mediation Participant*

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

Creating a Culture of Early Problem Solving in the Schools and Workplaces

In a recent study conducted by DDI, a global leadership company, it found that 49% of emerging leaders struggle with managing conflict in the workplace. This study reinforced the importance of MCP's work providing management and employees alike with conflict resolution and mediation

A RECENT STUDY BY DDI FOUND THAT 49% OF EMERGING LEADERS STRUGGLE WITH MANAGING CONFLICT IN THE WORKPLACE.

skills. In FY2324, MCP staff and mediators conducted 268 hours of training for Kamehameha Middle Schools, the Hawaii Department of Education Administration, the Leadership Team of the Outrigger Canoe Club, the International Fisheries Division

of the National Oceanic and Atmospheric Association regional office, the Hawaii State Judiciary's Appellate Mediation Program, and more. The participants uniformly agreed that they would use the skills they learned professionally at work, as well as personally at home.



Members of the NOAA Fisheries Division Regional Office at their Mediation Skills for Leaders training.



Principals, Vice Principals, Administrators, and Teachers practice their active listening and conflict resolution skills during the Mediation Skills for Leaders training.

"I Loved Every Session. Very Informative. I Learned So Much!"

"The training was more than I expected. I will use the skills in life and every day."

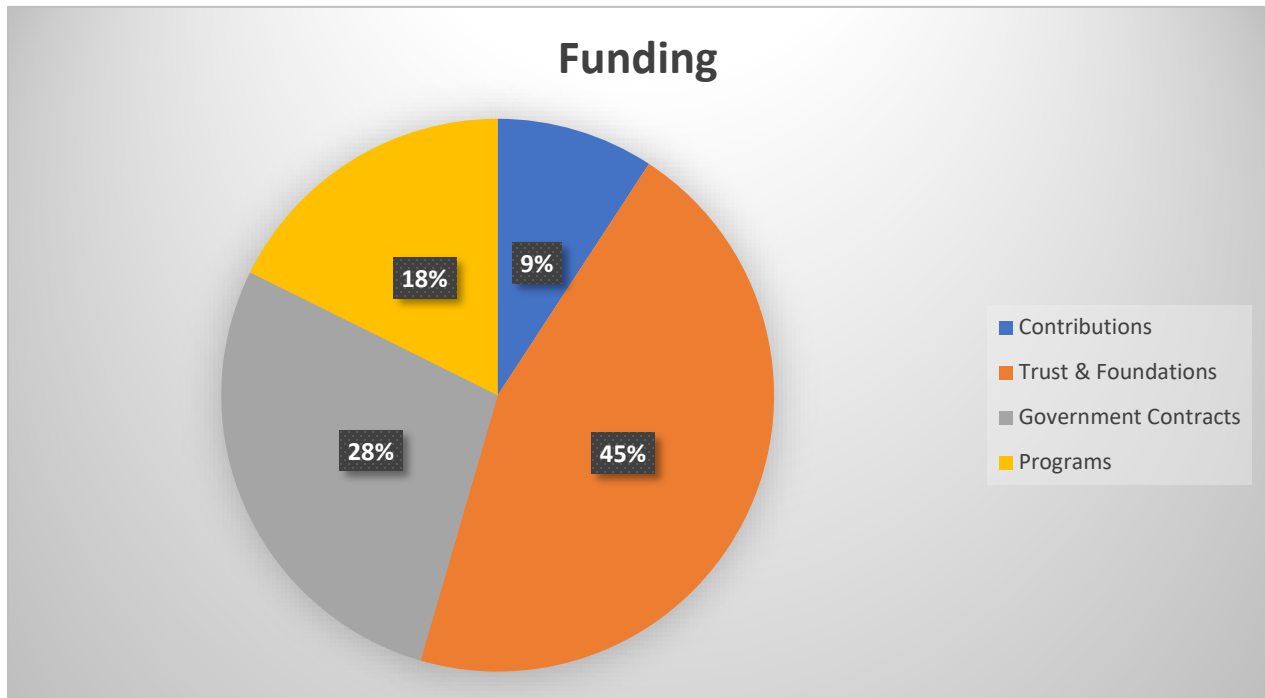
"Excellent experience. Wow!"

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

FINANCIAL STATEMENT

July 1, 2023 - June 30, 2024	Current Year	Prior Year
Revenue & Support:		
Contributions & Grants without donor restrictions	\$1,970,162	\$1,659,186
Government Contracts	413,123	358,998
Program Service Fees	267,937	189,295
Net Assets Released from donor restrictions for programs	105,536	5,508
Other Revenue and Support	-	116
Total Revenue and Support	2,801,389	2,370,955
Expenses:		
Mediation services	2,299,081	2,184,030
Management and general	272,651	166,674
Fundraising	27,807	46,782
Total Expenses	2,599,539	2,397,486
Change in Net Assets		
Contributions and grants with donor restrictions	214,575	75,752
Net assets released from donor restrictions	(278,039)	(24,115)
Investment income from assets with donor restrictions - net	1,722	1,012
Increase (decrease) in net assets with donor restrictions	(61,742)	52,649
Increase in Net Assets	312,611	44,728
Net Assets – Beginning of Year	6,755,438	6,710,710
Net Assets – End of Year	\$7,068,049	\$6,755.438

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



MCP is grateful to the many individuals and foundations that gave so generously during the year. Their support made the highlighted outcomes and achievements in this report possible.

A key fundraising event for MCP is the annual dinner for which sponsorships are sought during the fall months the year prior to the event. In 2023, out of respect for the survivors of the Maui wildfires, the May 2024 annual dinner was cancelled. To meet the budgeted financial goals, a Spring Campaign was held in April 2024 in lieu of the dinner. Thanks to a challenge match made by Dr. Thomas and Mi Kosasa, as well as the generosity of many friends and supporters, MCP reached its goal and ended FY2324 with a positive financial picture.

“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 mediator also made it easy and helped us write up an agreement that we both agree 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

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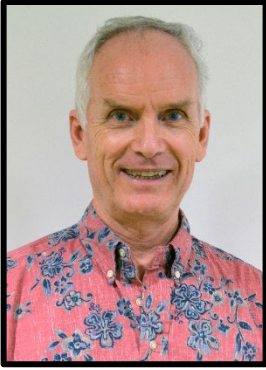
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**Mahalo for your
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12,203 people in FY2324!**

What's Next in FISCAL YEAR 2024-2025



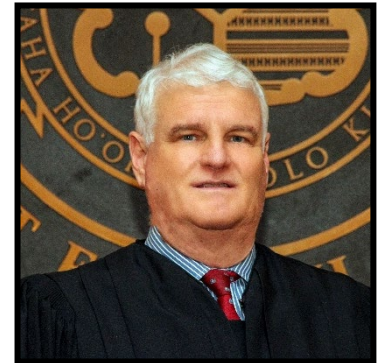
With a strong Board of Directors, engaged staff, and a solid financial foundation, MCP is ready to do even more in the coming fiscal year (FY2425). The Board of Directors is honored to have Gordon Arakaki, Matt Hunter, Terri O'Connell, and Unyong Nakata serve as new directors. To build stronger working relationships and encourage even more creative discussions, the MCP Board has already agreed to meet in person a few times a year, as well as via Zoom during alternate months.

To grow the EEM program and inspire more tenants and landlords to mediate early, Special Programs Innovator Roberta Hickey-Gómez has initiated a stakeholder group comprised of attorneys, legislators, property managers, realtors, nonprofit executives, and more, who have agreed to meet monthly. Through this partnership, MCP will establish Kokua Hubs at various organizations and healthcare facilities, where tenants can learn more about mediation, as well as use equipment to participate in a mediation session.



In keeping with the strategic plan goals to further strengthen the domestic mediation program, MCP is excited to host the first Domestic Mediation Symposium at the Pacific Club on April 4th. Peter Salem, a mediator, published author, law professor, and former Executive Director of the Association of Family and Conciliation Courts, will be the opening speaker followed by panels of local mediators, attorneys, and Judges, who will share their insights and experiences on mediating family law cases for better client outcomes.

And finally, MCP is honored and excited to recognize Chief Justice Mark Recktenwald at the 2025 annual dinner scheduled for Saturday May 17, 2025, at the Hawaii Convention Center. After fifteen years of serving as Hawaii's Chief Justice of the Supreme Court and a successful leader in increasing access to justice in Hawai'i, CJ Recktenwald will retire in late 2025. MCP's May annual dinner will provide everyone in Hawaii's communities with the opportunity to recognize him for his outstanding work over the years. We hope to see you there!



These are just a few highlights of what's in store for MCP in FY2425. Together, with the continued generous support of so many who believe in the work of MCP, we will help more people prevent and resolve conflicts. And when conflicts are resolved, whether big or small, everyone in Hawaii's communities' benefit.



A`ohe hana nui ke alu`ia
No work is too big when shared by all.