FY 2012-2013
BOARD OF DIRECTORS
Officers
President: Cynthia Alm
(2013)**
Vice President: Gerald Clay
(2016)**
Secretary: Dee Dee Letts
(2016)**
Treasurer: Lee W. Erwin
(2015)**
Directors
Peter Adler
(2015)*
Cynthia T. Alm
(2014)**
Ellen Carson
(2015)*
Thomas W. Cestare
(2014)**
Richard S. Ekimoto
(2015)*
David H. Franzel
(2015)**
Patricia Hamamoto
(2014)**
Connye Harper
(2015)**
Andrew Hipp
(2015)**
Steve Holmberg
(2015)*
Keith Hunter
(2015)*
Charles H. Hurd
(2015)*
Peter S. Knapman
(2016)**
Judge Victoria Marks (Ret.)
(2016)**
Bruce McEwan
(2014)**
Peter E. Robb
(2016)**
Jennifer Rose
(2015)*
Abelina M. Shaw
(2015)**
Emeritus Directors
Sidney Ayabe
Susan Lampe
Ruth Tschumy
* Serving first three-year term
** Serving second three-year term

STAFF
Executive Director
Tracey S. Wiltgen
Deputy Director
Jessica Stabile
Mediator Development Manager
Nathan Nikaido
Client Services Specialists
Kahala Dotson, Valerie Vegas & Pomai Villalon
Special Programs Coordinator
Deborah Yeoh
Administrative Assistants
Kanoe Paauhau & Jennifer Welch
Daytime Receptionists
Starsha Cleaver & Theo Fujiyoshi
Evening Receptionists
Allen Dever & Dennis Erickson
Office Volunteer
Jane Jones

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PROGRAM DEVELOPMENT & QUALITY ASSURANCE COMMITTEE
Bruce McEwan, Chair
Gerald Clay
Richard Ekimoto
Peter Knapman
Dee Dee Letts
Steve Holmberg
Judge Victoria Marks (Ret.)
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Cynthia Alm, Co-Chair
Jerry Clay, Co-Chair
Charles Hurd
Ruth Tschumy
PERSONNEL COMMITTEE
Connye Harper, Chair
Peter Robb
NOMINATING COMMITTEE
Abelina Shaw, Chair
Cynthia Alm
FINANCE COMMITTEE
Lee Erwin, Chair
David Franzel
INVESTMENT COMMITTEE
Lee Erwin, Chair
Sidney Ayabe
Dee Dee Letts
Judge Victoria Marks (Ret.)
BUSINESS DEVELOPMENT COMMITTEE
Charles Hurd, Chair
Cynthia Alm
Ellen Carson
David Franzel
Patricia Hamamoto
Dee Dee Letts
Peter Adler
Abelina Shaw

The Mediation Center of the Pacific, Inc. is a not-for-profit Aloha United Way Agency
Meeting the Needs of Oahu’s Communities

The Mediation Center continues to be extremely fortunate to have so many supporters and friends who help us make a difference in Hawaii. With your support, in FY 2012-2013, the Board of Directors, staff and volunteers focused their energy on creating a virtual mediation room named in memory of past Board President Michael Nauyokas; strengthening the Divorce Mediation Program; and expanding the Kupuna Pono Program.

Thanks to a generous grant from the Friends of Hawaii Charities, the Mediation Center was able to strengthen the Kupuna Pono Program. The grant enabled the Mediation Center's staff to continue to reach out and meet with various providers to discuss the value of the Kupuna Pono Program and develop partnerships for referring families to the Program. As a result of this work, the Mediation Center initiated a potential partnership with Kaiser Permanente in Nanakuli and is laying the foundation for a pilot Guardianship Mediation Program with the Family Court in the First Circuit.

The Mediation Center is also grateful to the Pettus and Bretzlaff Foundations who have consistently supported the work of the Mediation Center for many years. It is thanks to these foundations that the Mediation Center has been able to strengthen and grow its Divorce and Paternity Mediation Programs. In particular, the Paternity Mediation Program has grown significantly over the past three years. Through the Program, unmarried couples with children are helped to agree on time-sharing, visitation and co-parenting arrangements. With the support of the Pettus Foundation, the Mediation Center has been able to grow this Program from serving 30 cases in 2011 to 196 cases (158 in-house at the Mediation Center and 38 on-site at Family Court in Kapolei) in 2013. Of the 178 cases that were mediated in this area, 56% reached a written agreement.

During the year the Mediation Center also continued to strengthen partnerships with many other organizations throughout the State to better serve Oahu's communities. Initiatives with various partners included work with: the Access to Justice Commission and other civil Legal Services Providers to create new strategies and support for better serving Hawaii’s most vulnerable populations; the co-tenants in the Kukui Center to create a strategic plan focusing on the needs of children and the vulnerable populations; the Alzheimer and other Related Dementias Task Force to create stronger support system for families and caregivers; the Family Law Section of the Hawaii State Bar Association (HSBA) to strengthen the divorce mediation program; Mediation Services of Maui to discuss a potential consolidation; and the Rotary Peacemaker Committee to expand the impact of peacemaking in Hawaii through mediation.

These are just a few of the many accomplishments that were made possible through the generosity of your financial contributions and the thousands of hours donated by the mediators, trainers and directors of the Mediation Center’s Board. Thanks to you, the Mediation Center continued to help more people talk and resolve their conflicts creatively in FY 2012-2013.

Mahalo Nui Loa for making it all happen!

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

**Mahalo for Your Support**

Aloha United Way  
Bretzlaff Foundation  
Combined Federal Campaign  
Earl & Margery Chapman Foundation  
Foodland Supermarket, Ltd.  
Friends of Hawai‘i Charities  
Hawai‘i Community Foundation  
Hawai‘i Justice Foundation  
The Harry and Jeanette Weinberg Foundation  
Jhamandas Watumull Fund  
Pettus Foundation  
Western Union

<table>
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<tr>
<th>UNDER THE MEDIATION MOON</th>
<th>Partners $500 &amp; Above</th>
<th>Friends $100 &amp; Above</th>
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<td><strong>Peacemakers</strong></td>
<td>Dispute Prevention &amp; Resolution, Inc.</td>
<td>Stephanie Araki</td>
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<td>$6,000</td>
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<td>Jacqueline Earle</td>
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<td><strong>Collaborators</strong></td>
<td>Joanne Grimes</td>
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<td>$3,000</td>
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<td>Beverly Cardinal</td>
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<td>Clay Chapman Iwamura Pulice &amp; Nervell</td>
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<td>The Islander Group</td>
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<td>$3,000 &amp; Above</td>
<td>M. Anne Anderson</td>
<td>Daniel Bent</td>
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<td><strong>Mediators</strong></td>
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<td>$1,500 &amp; Above</td>
<td>Robert Carson Godbey</td>
<td>Thomas Cestare</td>
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<td>Honolulu Board of Realtors</td>
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<td>Barbara Guss</td>
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<td>Jeffrey Portnoy</td>
<td>Carl Hennrich TTEE</td>
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<td>Andrew Hipp</td>
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<td>Iris Ito</td>
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<td>Bill Watts</td>
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</table>

The Mediation Center of the Pacific, Inc. is a not-for-profit Aloha United Way Agency
Friends (cont.)
$100 & Above
Carol Muranaka
Poranee Natadecha-Sponsel
Frank and Mary Nauyokas
Law Offices of Philip Nerney
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Blake Okimoto
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Chief Justice Mark Recktenwald
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Jennifer Rose
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Clyde Sumida
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Owen Tamamoto
Alice Koch Tucker
Jeff White
Carleton Williams
David Wong
Calvin and Leslie Young
Raymond J. Zeason

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Donald and Susan Anderson
Natalie Afalava
John Barkai
John Bayne
John and Karen Beasley
Brandon and Jennifer Bera
A.M. Bernson
Tom and Louisa DiGrazia
Justice James (Ret.) and Jeanne Duffy
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Dona Hanaike
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Scott Hashimoto
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Murray M. Hixson
Louise Ing
Lynne Kaneshiro
Cynthia Knowles
Edward and Annie Lee
William Lee
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Julie Mikami
Richard Morris
Senator Suzanne Chun Oakland
Calvin Pang

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Ted Riley
Calvin Say
Sherrie Seki
Melody Shinto
Judge Melvin Soong (Ret.)
Becky Sugawa
Carl and Irene Takeshita
Judge Michael Tanigawa
Steven Trecker
Christine Urban
Richard Wada
Patrick Whelan
Peter Van Zile
William and Georgina Yuen

MICHAEL NAUYOKAS INNOVATION
AND EXCELLENCE IN MEDIATION FUND
CONTRIBUTIONS
Cynthia Alm
Anderson Lahne & Fujisaki LLP
Donald and Susan Anderson
Jane Aquino
Suzanne Aquino
Max Besenbruch
Jim Bickerton & Deborah Kim
Judge Michael Broderick (Ret.)
Cedric and Patricia Choi
Jerry and Vanny Clay
Kerry Goward
Lawrence Foster
Jed Gaines
Randy and Joey Harris
Carl Henrich
Michael Herb
Jerry and Mahilani Hiatt
Andrew Hipp
Louise Ing
Frederick S. Izumi
Elizabeth Kent
Dan and Lisa Klerman
Thomas and Joanne Kost
Deborah Leim
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James Leavitt, Jr.
Ron and Coralie Matayoshi
Bruce McEwan
Justice Sabrina McKenna
Frank and Mary Nauyokas
Joyce Neely
Sharon On Leng
Chief Justice Mark Recktenwald
Seth M. Reiss
Jim Rudosky
Pamela Tamashiro
Steven Trecker
Deborah Yeoh

IN KIND CONTRIBUTIONS
Peter Adler
Robbie and Cynthia Alm
Paul and Tanya Alston
Paul Alston and Chuck Hurd

IN KIND CONTRIBUTIONS
Judge Riki Amano (Ret.)
Charlene Anaya
Sidney and Cookie Ayabe
John Barkai
Bruce Barnes
Judge Hillary Benson-Gangnes
Daniel Bent
Judge Mark Browning
Kristin Bryant
J. William “Ned” Busch
Case Lombardi & Pettit
Thomas Cestare
David Chandler
Dawn N. Chang
Louis Chang
Jerry and Vanny Clay
Linda Colburn
Barbara Cook
Charles Crumpion
William Darrah
Richard Ekimoto
Mel and Theo Fujiyoshi
Stanford D. Goto
Connye Harper
Hawaii Self Storage
HawaiiUSA Federal Credit Union
Andrew Hipp & Anthea Lewis
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Richard and Connie Holmberg
Leo Hura
Charles and Susan Hurd
Louise Ing & Mike Sitch
JMD Beverages
Douglas Kaya
Jo Ann Kocher
Susan Kroe-Unabia
Kukui Children’s Foundation
Bill and Susan Lampe
Roberta Lee-Driscoll
Giuseppe Leone
Dee Dee Letts
Judge Victoria Marks (Ret.)
Judge Linda Martell
Bruce McEwan
Judge Marie Milks (Ret.)
Thomas Mitrano
David Molenaar
Monarch Properties Inc. – Mike Pang
Mei Nakamoto
Philip Nerney
Nathan Nikaido
PepsiCo Beverages Co.
Seth M. Reiss
Seung Chul Rha
Craig Robinson
Frank Rostchchild
Andy Smith
John Stallman
Sutherland Events
Beth Tarter
Eugene Villaluz
Jana Wolff
Beth Worrall-Daily
Ray Yamate & Chuck Buckla
Calvin Young
Raymond J. Zeason

The Mediation Center of the Pacific, Inc. is a not-for-profit Aloha United Way Agency
Bringing people together to talk and resolve their differences

FY12-13

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<th>Referral Source</th>
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<th>Mediated: No Agreement</th>
<th>Conciliations</th>
<th>Closed</th>
<th>Pending</th>
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<td><strong>647</strong></td>
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<td><strong>300</strong></td>
<td><strong>104</strong></td>
<td><strong>1653</strong></td>
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* Includes pending cases carried over from prior year

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

<table>
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<tr>
<th>Outcome</th>
<th>Percentage</th>
<th>Description</th>
<th>Number</th>
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<tbody>
<tr>
<td>Mediation is useful process</td>
<td>93%</td>
<td>Number of mediation hours</td>
<td>2,800</td>
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<td>Would use mediation again</td>
<td>89%</td>
<td>Number of mediation sessions</td>
<td>1,321</td>
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<td>Mediation clarified my issues</td>
<td>81%</td>
<td>Number of people served through mediation programs</td>
<td>3,306</td>
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<td>Mediation improved communication</td>
<td>69%</td>
<td>Number of hours in training &amp; education</td>
<td>210</td>
</tr>
</tbody>
</table>

The Mediation Center of the Pacific, Inc. is a not-for-profit Aloha United Way Agency
The Mediation Center of the Pacific, Inc. is a not-for-profit Aloha United Way Agency that brings people together to talk, rebuild relationships and resolve conflicts creatively.

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.

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<th>Prior Year</th>
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<td>Net assets released from temporary restrictions</td>
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### Statements of Cash Flows

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<td></td>
<td></td>
</tr>
<tr>
<td>Increase in net assets</td>
<td>27,302</td>
<td>17,206</td>
</tr>
<tr>
<td>Adjustments to reconcile increase in net assets to net cash provided by operating activities:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Depreciation</td>
<td>4,150</td>
<td>3,412</td>
</tr>
<tr>
<td>Net realized gains (losses) on investments</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Net unrealized gains (losses) on investments</td>
<td>(31,866)</td>
<td>(2,150)</td>
</tr>
<tr>
<td>(Increase) decrease in:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accounts receivable</td>
<td>31,803</td>
<td>12,761</td>
</tr>
<tr>
<td>Prepaid expenses and other current assets</td>
<td>(75)</td>
<td>189</td>
</tr>
<tr>
<td>Increase (decrease) in:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accounts payable</td>
<td>13,668</td>
<td>(12,750)</td>
</tr>
<tr>
<td>Accrued liabilities</td>
<td>91,281</td>
<td>24,878</td>
</tr>
<tr>
<td><strong>CASH FLOWS FROM INVESTING ACTIVITIES</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sales of investments</td>
<td>300,000</td>
<td>350,000</td>
</tr>
<tr>
<td>Purchases of investments</td>
<td>(315,972)</td>
<td>(362,873)</td>
</tr>
<tr>
<td>Additions to property and equipment</td>
<td>(6,682)</td>
<td>(3,170)</td>
</tr>
<tr>
<td>Decrease in lease deposits</td>
<td>111</td>
<td>0</td>
</tr>
<tr>
<td>Net cash used by investing activities</td>
<td>(22,543)</td>
<td>(16,043)</td>
</tr>
<tr>
<td><strong>CASH FLOWS FROM FINANCING ACTIVITIES</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Addition to note payable</td>
<td>(745)</td>
<td>0</td>
</tr>
<tr>
<td>Repayment of note payable</td>
<td></td>
<td>(954)</td>
</tr>
<tr>
<td>Net cash provided by financing activities</td>
<td>(745)</td>
<td>(954)</td>
</tr>
<tr>
<td><strong>NET INCREASE (DECREASE) IN CASH</strong></td>
<td>67,993</td>
<td>7,881</td>
</tr>
<tr>
<td>CASH – Beginning of the year</td>
<td>190,464</td>
<td>182,583</td>
</tr>
<tr>
<td>CASH – End of the year</td>
<td>258,457</td>
<td>190,464</td>
</tr>
</tbody>
</table>
OUR MISSION AND SERVICES

The Mediation Center of the Pacific is a not-for-profit, Aloha United Way Agency. For 34 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; Poor and Needy; 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.
- **Neighbours**: Barking dogs, over-hanging trees, vehicle parking, smoke and noise are just a few of the issues that may be mediated between neighbours. 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, civil rights, adult guardianship, 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.
- **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.
- **Adult Guardianship**: Mediators assist families in dispute regarding who should make decisions for their elder member.
- **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.
调解中心是太平洋地区的非营利性机构，属于阿拉胡埃拉联合委员会的一部分，它把人们聚集在一起，通过创造性的方式交谈、重建关系并解决冲突。

**特别教育**：调解中心提供调停和调解服务，以协助父母与有特殊需要的孩子及其学校解决冲突，如协助制定个别化教育计划（IEP）会议，以促进合作和有效会议管理。

**法院现场调解**：调解中心提供直接现场调解服务，于考泊利的家庭法院处理特定的父权案件。

**访问ADR**

访问ADR项目，由经验丰富的调解员和协调员组成的独立团队，为寻求低成本服务的客户提供服务。该团队根据客户的具体需求，为客户提供调解服务。客户支付每小时的服务费用，服务可以在全州范围内提供。调解员和协调员是独立承包商，申请成为团队的一员。

**学校和青年**

调解中心与全州范围内的公共和私立学校合作，创建并支持和平冲突预防和解决的文化。提供的服务包括成人和青少年的培训和研讨会、调解和协调。此外，调解中心与夏威夷冲突解决协会（ACR夏威夷）、夏威夷州法院的替代纠纷解决中心（CADR）、夏威夷大学的冲突解决项目以及其他专业调解员合作，举办活动，如年度和平海报比赛和年度全州青少年调解大会。

**穷人和需要**

虽然夏威夷司法委员会自成立以来一直在努力解决低收入和差距群体的日益增长的需求，但解决方案仍然复杂、昂贵和难以理解。调解中心是夏威夷岛低收入人口唯一的低成本替代争议解决选择。除提供直接调解服务外，调解中心还为穷人和需要服务的群体举办培训，以提供必要的技能，以便更好地服务他们的客户。

调解中心很幸运地得到哈里和珍妮特·温伯格基金会的资助，该基金会支持向穷人和需要提供服务。此外，调解中心还是夏威夷州法院的无产者法律援助基金（ILAF）的受益人，该基金支持向无产者提供争议解决服务。

**培训**

全年，调解中心提供冲突解决、调解和协调的培训，面向公众、政府机构、非营利组织、企业和军事部门，以需求付费为基础。这些外部培训项目支持改善自我自足和外展。通过该计划，数百人获得了更好地理解和使用冲突解决和调解技能的技能，以防止和解决各自组织和社区内的冲突。所有收益都将直接支持和资助调解中心的社区调解项目。
YEAR IN REVIEW: 2012 - 2013

In fiscal year 2012-2013 (FY12-13), the Mediation Center served a total of **6,465 people** through its mediation and training programs including opening **1,578 new cases** and conducting **205 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 and trainers who donated **over 3,500 hours** of their time to assist Hawaii’s people in preventing and resolving conflict.

**Community and Specialized Mediation**

In FY12-13, 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 **1,243** cases mediated, **48%** resulted in written agreements overall and **58%** of the in-house cases resulted in written agreements.

“Everyone was extremely friendly, helpful, and willing to genuinely help my family and all the issues involved.”

“You guys are angels.”

“The mediators were wonderfully articulate and patient.”

“Mediation is great. Will definitely come back for future problems.”

“This must be recommended to all parties to reduce time, effort and money to be spent on trials and preparation for trials. It seems mediation is an alternative to free legal and volunteer legal services. Your excellent service is very much appreciated.”

“I feel that this worked for us and was very helpful and our mediators were great.”

“Should of looked into doing this sooner. I enjoyed the process.”

“The mediators were very courteous and made me feel at ease.”

“I think using mediation is very helpful and useful. Made me understand that communication is important.”

“The Mediation Center was very helpful for me. I highly recommend it to anyone with any sort of conflict in their life.”

“Mahalo nui loa for your help and understanding.”

“I appreciate the Mediation staff’s patience, kindness and calm. Very professional and helpful.”

“Super grateful for the staff here and appreciate all the help. The mediators were awesome.”

“We made a lot of progress and I’m thankful to leave mediation in a more positive state than when I initially came here.”

“Excellent job! Fair, respectful, honest and a perfect way to settle a problem.”

“Great job by both mediators to learn both sides and then empathize with both sides & communicate effectively with both parties.”

“Thank you for helping us to resolve this. I greatly appreciate your time and fairness in dealing with our issues.”

“Resolved most if not all issues. Allowed for a less stressful environment to resolve issues.”

“I appreciate the mediators' beliefs in communication and civil alternatives to conflict and disagreements.”

“Mediators were very helpful, listened to the problem, and helped us resolve our issue.”
To ensure that the mediators maintained high quality skills as well as subject matter knowledge in the specialized areas, **136 hours of internal trainings and workshops** were conducted in FY11-12 including: Accelerated Divorce Mediation; Adult Guardianship Mediation; Advanced Divorce Mediation; Advanced Mediation; Basic Mediation; Best Practices in Divorce Mediation; Building Rapport in Mediation; Divorce Law in Hawaii; Divorce Mediation Best Practices; Facilitation; Family Conferencing for Elder Issues; Foreclosure Dispute Resolution; On-Site TRO Mediation; and Special Education Mediation and Facilitation. In addition, mediator gatherings such as The Mediation Center Town Hall, Mediator Talk Story Session, and 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 **200 hours** of their time to assist with the trainings and workshops including: **Cynthia Alm, Judge Riki Amano (Ret.), Linda Anzai, Professor Bruce Barnes, Daniel Bent, Barbara Bishop, Dr. Patricia Blanchette, Judge Mark Browning, Wendy Burkholder, Louis Chang, Gerald Clay, Linda Colburn, Michael Collins, Dr. Barbara Cook, James Cooke, Seth Corpuz-Lahne, William Darrah, Nicholas DeWitt, Joni Domingues, Jerry Durham, Thomas Farrell, Jeff Gilbreath, Andrew Goff, Sonja Gonzaga, Connye Harper, Steven Hartley, Dr. James Hoenig, Frank Hogan, Arlynya Howell-Livingston, Leo Hura, Charles Hurd, Jason Johnson, Hugh Jones, Keri Kalilikane, Kealii, Elizabeth Kent, Miles Kimhan, Derek Kobayashi, Roberta Lee-Driscoll, Giuseppe Leone, Dee Dee Letts, Stephen Levins, Alan Ma, Scott Makaukane, Judge Victoria Marks (Ret.), Dr. Kamal Masaki, Bruce McEwan, Robin Stout Migala, Reina Miyamoto, John Morris, Mei Nakamoto, Joyce Neeley, Philip Nerney, Dennis Oshiro, Cheryl Peterson, Leta Price, Randy Prothero, Seth Reiss, Dr. Craig Robinson, Adam Rosenberg, Wendy Saito, Tytina Smith, Donald Spafford, Clyde Tanaka, Marlynn Tanji, Jim Teson, Ryker Wada, Jana Wolff, Beth Worrall-Daily and Raymond Zeason.

**ACCESS ADR**

The Mediation Center staff and ACCESS ADR panelists provided 19 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 Hawai`i’s Matsunaga Peace Institute’s Program on Conflict Resolution** and private mediators to host the 26th Annual Statewide Peer Mediation Conference held on February 22, 2013 at the University of Hawaii Campus Center Ballroom. More than 100 students and adults hailing from 6 middle and high schools located on the islands of Oahu and Kauai participated. The Conference theme – “Mediators Rock!” – offered workshops on a broad variety of current topics impacting today’s youth such as: “Commonalities and Uniquities”, “Cyberbulling”, “Conflict Resolution and Anger Awareness”, “Leadership”, 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.
Poor and Needy
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 & Facilitation
A total of 86 hours of external trainings/workshops and presentations were conducted for various agencies, businesses, schools and individuals including: the Suzanna Wesley Center; the Alzheimer’s Association; the Rotary Youth Interact Program; 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 ADR Section of the Hawai`i State Bar Association, the Access to Justice Commission, and the Hawai`i State Judiciary.

Finally, thirty-one (31) hours of facilitation were provided for a variety of groups such as WRAP Hawaii that assists youth in the Child Welfare system; the Sex Abuse Division of DHS; and other non-profit and professional organizations. MCOP also customized the Partnering process to help more groups collaborate and achieve their vision and goals.

Fundraising and Community Relations
Thanks to a pro-active 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 34 years of providing high quality yet affordable mediation and dispute resolution services to Hawaii’s communities at the 6th Annual Under the Mediation Moon on May 4, 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: Keith Hunter, Karen Cross, and Chief Justice Ronald T.Y. Moon.
Looking Ahead in 2013 - 2014

In FY 2013-2014, the Mediation Center will continue to develop the Kupuna Pono Program and grow the Paternity Mediation Program, as well as implement new initiatives including a new Adopt-a-Court Mediation Program and a community outreach and awareness program called the Mediation Pledge Program.

One of the new initiatives the Mediation Center is implementing is the Adopt-A-Court Program to recruit and train managers as mediators for Small Claims and Summary Possession cases at District Court. Currently the Mediation Center provides mediators for the six District Courts located throughout Oahu. Last year, 754 cases were mediated at Court. Of the summary possession (eviction) cases that were mediated, 126 were mediated to a successful resolution, allowing the tenants and their families, including 85 children, to remain on the property. This is significant because had the tenants been evicted, they may not have had any place to go and could have potentially ended up homeless.

While the on-site court mediation program is valuable, the Mediation Center has consistently experienced difficulty in recruiting and maintaining a sufficient number of volunteer mediators for the Program. To address this need and strengthen the Program, the Mediation Center’s staff and Board members have reached out to businesses located near the various courts to encourage them to do their community service by adopting the court and allowing 4 - 8 of their managers to be trained as volunteer mediators to mediate at the court one day each week. Thanks to an enthusiastic Board Director who has agreed to champion the Program, two companies have agreed to participate by adopting the Wahiawa and Ewa District Courts. Over the next three months, the Mediation Center’s staff and volunteer mediators will train and mentor 8 managers from the two companies to serve as volunteer mediators at the two court locations.

Finally, another new initiative, the Mediation Pledge Program, is designed to help every member of the community understand what mediation is and why it is important to use mediation first before going to court. The Board and staff have already created a speaker’s bureau for the Program. Presentations will be made to community groups, churches, parent/teacher associations, caregiver groups, property managers and more. The presentation will emphasize the difference between talking through conflicts in mediation versus fighting it out in court, particularly when a relationship is involved such as when unmarried couples need to reach agreements about their children.

Working with the leadership of the various groups, the respective members will be encouraged to sign a Mediation Pledge as an aspirational goal to try mediation as the first step to resolving conflicts. As a consequence, friends, neighbors, co-workers, families and more will use mediation to start talking and negotiating solutions that work for them. In particular, a goal is to encourage more unmarried couples with children to come directly to the Mediation Center rather than court, to work out time-sharing and co-parenting agreements.

Through the new initiatives and the continued generous support of the many generous funders, friends and volunteers who help the Mediation Center accomplish so much, the Mediation Center’s Board and staff anticipates making an even bigger impact in Hawai‘i’s communities in fiscal year 2013-2014.