The Mediation Center of the Pacific, Inc.

Fiscal Year 2015-2016
ANNUAL REPORT
## FY 2015-2016 BOARD OF DIRECTORS

### Officers
- President: Bruce McEwan (2018)**
- Vice President: Steve Holmberg (2019)**
- Secretary: Dee Dee Letts (2019)**
- Treasurer: Roberta Lee-Driscoll (2018)*

### Directors
- Justice Simeon Acoba (2018)*
- Robbie Alm (2017)*
- Sidney Ayabe (2019)**
- Jerry Clay, Past President (2016)**
- Lee W. Erwin (2019)**
- Jessi Hall (2018)*
- Keith Hunter (2019)**
- Judge Victoria Marks (Ret.) (2016)**
- John Morris (2018)**
- Judge Karen Nakasone (2018)*
- Peter Knapman (2016)**
- Marie Weite (2017)*

### Emeritus Directors
- Cynthia Alm
- Susan Lampe
- Ruth Tschumy

* Serving first three-year term
** Serving second three-year term

## STAFF
- Executive Director
  - Tracey S. Wiltgen
- Deputy Director
  - Yvette Pacheco
- Mediator Development Manager
  - Nathan Nikaido
- Client Services Specialists
  - Sherry Fieser, Shawn Quapaw
- Administrative Assistant
  - Tabitha Prater
- Office Assistant
  - Candace Carrillo

## COMMITTEES
### FINANCE COMMITTEE
- Roberta Lee-Driscoll, Chair
- Justice Simeon Acoba (Ret.)
- Robbie Alm
- Lee Erwin
- Steve Holmberg
- Dee Dee Letts

### FUNDRAISING COMMITTEE
- Jerry Clay
- Steve Holmberg
- Bruce McEwan
- Larry Rodriguez

### NOMINATING COMMITTEE
- Steve Holmberg
- Dee Dee Letts
- Bruce McEwan

### PROGRAM & QUALITY ASSURANCE COMMITTEE
- Roberta Lee-Driscoll
- Peter Knapman
- Steve Holmberg
- Judge Victoria Marks (Ret.)
- Bruce McEwan
- John Morris
- Marie Weite

---

The Mediation Center of the Pacific, Inc. is a not-for-profit Aloha United Way Agency
FY 2015-2016 has been a year of change and growth for the Mediation Center of the Pacific (MCP). On July 1st, long-time mediator and past President Bruce McEwan once again assumed the leadership role as President of MCP’s Board of Directors. Under his guidance and with the assistance of consultant Larry Rodriguez, the members of the Executive Committee and the Board of Directors coordinated the most successful fundraiser ever, completed a new three-year strategic plan, increased outreach and set the stage for achieving new initiatives in the future. Thanks to Bruce, Larry and the Board, MCP developed new friendships and supporters whose generosity allowed MCP to flourish and grow.

The more than 150 mediators old and new, who dedicated 3,496 hours of time to mediating, facilitating, mentoring and training, remained the life blood of MCP. Despite last minute requests, multiple requests and requests to assist with the most challenging of cases, they never declined the opportunity to mediate. They were (and continue to be) unsung heroes who came to MCP’s office in the mornings, afternoons and even Saturdays, to work their magic. They were on-site at every District Court mediating eviction cases, small claims matters and even Temporary Restraining Orders. The custody mediators drove to Kapolei on Thursday mornings to assist with the paternity calendar at Family Court and the Kupuna Pono facilitators drove to Waianae and the Windward side of the island to assist families and their elders engage in difficult conversations. There was no limit to their dedication, compassion and talent. It is only through the hard work of the mediators and facilitators, that MCP was able to manage 1,743 cases and serve 5,762 people.

During the year we bid a fond farewell to devoted members of the MCP Team and were fortunate to welcome ambitious new members who jumped in and picked up where the others left off. Together the Team created and implemented new policies and protocols to strengthen operations and better serve clients. Despite the many challenges of integrating new technology into a workplace, the Team adapted to the new case management system and steadily worked out the quirks. Thanks to the Atherton Family Foundation, the Hawaii Community Foundation and the Michael Nauyokas Innovation and Excellence in Mediation Fund, the new system is in place and running smoothly.

Together, the Board of Directors, staff, mediators, generous supporters and friends, helped to make this a successful year for MCP. It was and is an honor to work with such amazing, caring, talented people. It is a privilege to be part of MCP and know that every day we are making a difference in Hawaii’s communities.

Mahalo Nui Loa for your continued support and for believing in the work of MCP.
## UNDER THE MEDIATION MOON VIP TABLES

### COLLABORATOR TABLES

**$10,000**
- Clay Chapman Iwamura Pulice & Nervell
- Bruce McEwan & Linda Colburn
- Sidney K. and Gloria Ayabe & Steven and Joanne Holmberg

### CONCILIATOR TABLES

**$5,000**
- Robert and Cynthia Alm
- First Insurance Company of Hawaii
- Ekimoto & Morris LLLC

### MEDIATOR TABLES

**$3,000**
- Justice Simeon R. Acoba, Jr. (Ret.) and Carolyn C. Acoba
- Peter S. and Carolyn Adler
- Blue Hawaii Investments LLC
- Carlsmith Ball LLP
- Central Pacific Bank
- Cronin, Fried, Sekiya, Charles W. Crumpton
- CW Associates CPAs
- Dispute Prevention & Resolution, Inc.
- Hawaiian Cement
- Hawaiian Electric Companies
- Hawaiian Properties, Ltd. (2)
- Kekina & Faribanks
- Warren and Ottina Haight & Dee Dee Letts
- MEDCAH, Inc.
- Young Brothers, Limited

## CONTRIBUTIONS

### COLLABORATORS

**$4,000 & Above**
- David Chandler
- Karen Chang

**$1,500 & Above**
- Sidney K. Ayabe
- Cades Schutte LLP
- Susan Chandler
- William C. Darrah
- Ekimoto & Morris LLLC
- Lee Alden Johnson
- Judge Victoria S. Marks (Ret.)
- Lawrence Rodriguez
- Maurine and Sol Weisgal
- Tracey Wiltgen

### MEDIATORS

**$1,000 & Above**
- Anonymous
- Honolulu Board of REALTORS
- Joanne Lundstrom
- Torkildson, Katz, Moore, Hetherington & Harris

### CONCILIATORS

**$1,000 & Above**
- Anonymous
- Anonymous
- Honolulu Board of REALTORS
- Joanne Lundstrom
- Torkildson, Katz, Moore, Hetherington & Harris

## PARTNERS

### $500 & Above (Cont.)
- Ai Wah Ng
- Dawn Suyenaga
- Craig G.H. Yim

### RESOLVERS

**$250 & Above**
- Cynthia Alm
- M. Anne Anderson
- Barbara Fischlowitz-Leong
- Frederick S. Izumi
- Justice Robert Klein (Ret.)
- Aleta Klein
- Peter Scott Knapman
- Jo Ann C. Kocher
- Roberta Lee-Driscoll
- Elaine Lemons
- Don and Pamela Lichty
- G. Kem and Junko Lowry
- Patti Lyons
- Bruce McEwan
- Judge Marie N. Milks (Ret.)
- and William W. Milks
- Nathan Nikaido
- Richard D. Proctor
- Ute Regan
- Dean Aviam Soifer

### FRIENDS

**$100 & Above**
- Marla A.P. Acosta
- Anonymous
- Anonymous
- Richard W. and Margaret Baker
- Sayoko Blodgett-Ford

---

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

#### $100 & Above (Cont.)
- Patricia Brandt
- Judge Michael F. Broderick (Ret.)
- J. William "Ned" Busch
- Beverly Cardinal
- Thomas Cestare
- Deeley King Pang & Van Etten
- Justice James E. Duffy Jr. (Ret.)
- and Jeanne M. Duffy
- Lawrence C. Foster
- Robert G. Frame
- Jed Gaines
- Tamara Gerrard
- Judge Lisa Ginoza
- Sandy Gottesman
- Barbara Guss
- John B. Hall
- Bonnie C. Harwick
- Steven Holmberg
- Honolulu Publishing Company, Ltd.
- Iris M. Ito
- Jon T. Iwatani
- Geraldine A. Kaneshiro
- Don and Jane Katayama
- Robert S. Katz
- Judge Gerald H. Kibe
- Hollis K. McMilan and
- Cynthia J. Knowles
- William Lampe
- Judge Evelyn B. Lance (Ret.)
- Carol Mon Lee
- Robert F. Lessard
- Dorothy D. Letts
- Justice Steven H. Levinson (Ret.)
- Peter C. Lewis
- Thomas Likos
- John Lockwood
- Virginia Low
- Patricia A. Mau-Shimizu
- Ron Matayoshi
- Georgia K. McMillen
- Mid-Pacific Institute Peer Mediation Program
- Julie Mikami
- Joy M. Miyasaka
- David Molenaar
- Judge Karen T. Nakasone
- Poranee Natadecha-Sponsel
- Law Offices Of
- Philip S. Nerney, LLLC

#### $100 & Above (Cont.)
- Richard W. Ornellas
- Calvin G.C. Pang
- Barbara Polk
- Chief Justice Mark E. Recktenwald
- Revere and Associates
- Judge Barbara Richardson
- Craig Robinson
- John and Dorothy Seigal
- Sherrie T. Seki
- John D. Stallman
- Jane Sugimura
- Clyde E. Sumida
- Owen K. Tamamoto
- Judge Michael Tanigawa
- Laurie A. Tochiki
- Steven J. Trecker
- Ruth D. Tschumy
- UBS Financial Services, Inc.
- Bettina Urs
- Adrienne Valdez
- Roger and Claudia Whitlock
- Beth Worrall-Daily
- Judge Patrick K.S.L. Yim (Ret.) and
- Santa Marie Yim
- Katie K. Yoshioka

### SUPPORTERS

#### Below $100 (Cont.)
- Tom and Cheryl N. Prince
- Becky Sugawa
- Ken Takayama
- Carl and Irene Takeshita
- Peter Van Zile
- Jeff White
- G. Todd Witty
- Wendell Wong
- William Yuen

#### Below $100 (Cont.)
- Richard W. Ornellas
- Calvin G.C. Pang
- Barbara Polk
- Chief Justice Mark E. Recktenwald
- Revere and Associates
- Judge Barbara Richardson
- Craig Robinson
- John and Dorothy Seigal
- Sherrie T. Seki
- John D. Stallman
- Jane Sugimura
- Clyde E. Sumida
- Owen K. Tamamoto
- Judge Michael Tanigawa
- Laurie A. Tochiki
- Steven J. Trecker
- Ruth D. Tschumy
- UBS Financial Services, Inc.
- Bettina Urs
- Adrienne Valdez
- Roger and Claudia Whitlock
- Beth Worrall-Daily
- Judge Patrick K.S.L. Yim (Ret.) and
- Santa Marie Yim
- Katie K. Yoshioka

#### Below $100 (Cont.)
- Charlene K. Acohido
- Charlene Anaya
- John L. Barkai
- John Bayne
- John H. Beasley
- Max Besenbruch
- Jerelyn A. Brown
- Cindy A. Caballero
- Holly Chung
- Thomas and Louisa Di Grazia
- Marie Ferdun
- Alice Fung
- Gaylien Hall
- Dona Hanaike
- Scott Hashimoto
- Murray M. and Yvelise Hixson
- Louise IngRegan Iwao
- Elizabeth Kent
- (In Memory of Curtis Fujio Zane)
- Ron Kent
- Dick Morris
- Keith Palmer

### SUPPORTERS

#### Below $100 (Cont.)
- Charlene K. Acohido
- Charlene Anaya
- John L. Barkai
- John Bayne
- John H. Beasley
- Max Besenbruch
- Jerelyn A. Brown
- Cindy A. Caballero
- Holly Chung
- Thomas and Louisa Di Grazia
- Marie Ferdun
- Alice Fung
- Gaylien Hall
- Dona Hanaike
- Scott Hashimoto
- Murray M. and Yvelise Hixson
- Louise IngRegan Iwao
- Elizabeth Kent
- (In Memory of Curtis Fujio Zane)
- Ron Kent
- Dick Morris
- Keith Palmer

### IN KIND CONTRIBUTIONS
- Peter Adler
- Robert and Cynthia Alm
- Cynthia Alm
- Judge Riki May Amano (Ret.)
- Charlene Anaya
- Arcadia Retirement Residence
- Ann Asakura
- Sidney K. and Gloria Ayabe
- John L. Barkai
- Bruce Barnes
- Daniel A. Bent
- Patricia Brandt
- Kristin L. Bryant
- J. William "Ned" Busch
- Lou Chang
- Judge Jennifer L. Ching
- Jerry Clay
- Jerry and Vanny Clay
- Clay Chapman Iwamuro
- Pulice & Nervell
- Linda Colburn
- Charles W. Crumpton
- CW Associates, CPAs
- William C. Darrah
- Thomas Di Grazia
- Richard S. Ekimono
- Kale Feldman
- David Franzel
- Judge Hilary Benson Gangnes
- Jessi L.K. Hall
- Dona Hanaike
- Constance Hassell
- Hawaii USA Federal Credit Union
- Hawaiian Cement
- Hawaiian Paradise Coffee
- Steve Holmberg
- John and Kim Holzman

---

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

IN KIND CONTRIBUTIONS (Cont.)

Susan Hurd
Iris M. Ito
James Jennings
Douglas Kaya
Ron and Myra Kent
Elizabeth Kent
Jo Ann C. Kocher
Kukui Children’s Foundation
Roberta Lee-Driscoll
Dorothy D. Letts
Charlyn Magdangal
Amrita Mallik
Judge Victoria S. Marks (Ret.)
Bruce McEwan
Judge Marie N. Milks (Ret.)
Thomas Mitano
Monarch Properties Inc.
Tom Moore
Poranee Natadecha-Sponser
Philip Nerney
Ron Oster
Christa Otake
Michael Pang
Jennifer Patricio
Pepsico
Seth M. Reiss
Craig Robinson
John D. Stallman
Thomas L. Stirling
Owen K. Tamamoto
Judge Michael Tanigawa
Beth Tarter
The Islander Group
Eugene Villaluz
Bill Watts
Tracey Wiltgen
Jana Wolff
Charles Buckla and Ray Yamate
Raymond F. Zeason

MICHAEL NAUYOKAS

INNOVATION & EXCELLENCE IN MEDIATION FUND

Frank and Mary Nauyokas

IN MEMORY OF H. WILLIAM BURGESS

Beverly Bernal-Masuda
Christine E. Brotherton-Pleiss
Margaret Shirley Connors
Elizabeth Kent and Kent Davis
R.K. Hommon
Walter H. and Marion I. Ikeda
Frederick S. Izumi
Vernon E. Knight
Sharon On Leng
Jennifer Lim
Bailey and Anne Matsuda
Celeste S. K. Ohta
Cynthia A. Oshiro
Edith Primm
War D. and Valisa Saunders
Jerome L. and Alice Koch Tucker
Tomoko S. Wong
Lorie Y.Y. Young

CHARLES H. HURD

MEMORIAL FUND FOR KUPUNA PONO (Cont.)

Warren and Ottina Haight
Nancy A. Heu
John and Kim Holzman
Susan Hurd
Elizabeth Kent
Diana L. King
Justice Robert Klein (Ret.)
and Aleta Klein
Tom and Delmarie Motta Klobe
Jo Ann C. Kocher
Marlene T. Kurihara
Spencer and Karen Kurihara
Al La Monica and
Katherine M. Wright
Diane M.L. Lee
Dickson and Merilyn Lee
Peter Nakagawa and
Elizabeth Lee
Jeffrey E. J. and Ina M. Lee
Ji Lee
Justice Steven H. Levinson (Ret.)
David and E.W. Lum
Stanford and Berenice C. Lum
Timothy Luria
Judge Victoria S. Marks (Ret.)
Bruce McEwan
Justice Sabrina S. McKenna
Ann Kurihara Mee
Ted R. and Michele Moore
Michael I. Murashige
Judge Karen T. Nakasone
Walter and Helen Narahara
Franklin K. and
Gayle T. Ota
Chief Justice
Mark E. Recktenwald
Seth M. Reiss
Carole R. Richelleu
Peter E. and Patricia R. Robb
Shelley W. Robinson
Lawrence Rodriguez
Andrew D. Smith and
Jean Hamakawa
D.C. and Ann R.R. Snakenberg
Dean Aviam Soifer
Owen K. Tamamoto
Christina Urban
Hazel L. Wong
Genevieve L. Yee

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

Kevin Adaniya
Nathan Albritton
Toby Allen
Cynthia Alm
Stephanie Araki
Linda Axtell-Thompson
Emma Littman Baker
Bruce Barnes
Katherine Bennett
Daniel Bent
Jerome Berlinger
Pat Border
Susan Brandon
Pat Brandt
Eliza Browning
Kristin Bryant
J. William “Ned” Busch
Beverly Cardinal
David Chandler
Diana Chang
Kim Hasegawa Chang
Kevin Chang
Patrick Chee
Everett Cuskaden
Elizabeth Worrall Daily
Mary Daily
John DeLong
Kahikino Dettweiler-Pavia
Kahala Dotson
Jacqueline Earle
Ruby Edwards
Richard Ekimoto
Elizabeth Escobar
Charles Fell
Sharon Ferguson-Quick
Julie Field
Naomi Fujimoto
Nora Garrod
Daniel Gluck
Kenneth Goldblatt
Nancy Gorman
Barbara Guss
Nancy Ryan Harada
Constance Hassell
Steve Holmberg
John Holzman
Kim Holzman
Erika Ireland
Pam Isayama
Iris Ito
Mark Ito
Chenise Iwamasa
Lisa Ho Wong Jacobs
Sandra Jordan
Ashlin Kamoe
Sam Kasnetz
Douglas Kaya
Elizabeth Kent
Aleta Klein
Peter Knapman
Aaron Knapp
Derek Kobayashi
Jo Ann Kocher
Elizabeth Kor
Susan Kroe-Unabia
Christina Lambe
Robert Lee-Driscoll
Martin Leftik
Peter Lenhart
Giuseppe Leone
Dee Dee Letts
Melissa Lewis
Peter Lewis
Katherine Li
Melissa Lindsay
Carol Lockwood
Kelly Lovett
Joanne Lundstrom
Patti Lyons
Alan Ma
Jason Macy
Kanani Tamashiro Makaimoku
Scott Makuakane
Amrita Mallik
Victoria Marks
Barry Marr
Michael McEnery
Bruce McEwan
Georgia McMillen
Julie Mejia
Makia Minerbi
Thomas Mitano
Tom Moore
Michelle Moorhead
John Morris
Milton Motooka
Wayne Mukaida
Annabel Murray
Abraham Naehu
Mei Nakamoto
Clyde Namuo
Courtney Naso
Poranee Natadecha-Sponsel
Philip Nerney
Ai Wah Ng
Nathan Nikaide
John Nuha
Maura Okamoto
Korrine Oki
Ron Oster
Christa Otake
Cheryl Park
Jennifer Patricio
Mark Philbrick
Barbara Polk
Richard Proctor
Anne Marie Puglisi
Ute Regan
Seth Reiss
Craig Robinson
Colleen Rodrigues
Ronelle Sato
Robert Schmidt
Gary Shiraishi
Jeremy Shorenstein
David Simons
John Stallman
Thomas Stirling
Justin Sturdivant
Becky Sugawa
Jeff Swartz
Jo-Ann Takara
Toshi Takata
Yuki Takenaka
Owen Tamamoto
Ellyn Tong
Jerry Trinidad
Ruth Tschumy
Christine Urban
Adrienne Valdez
Kimberly Van Horn
Eugene Villaluz
Bill Watts
Tracey Wiltgen
Jana Wolff
Stacey Wong
Laureen Wong
Craig Yim
Leslie Young
Ray 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**

<table>
<thead>
<tr>
<th>Referral Source</th>
<th>Mediated: Agreement</th>
<th>Mediated: No Agreement</th>
<th>Conciliations</th>
<th>Closed</th>
<th>Pending</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Circuit Court</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>4</td>
<td>6</td>
</tr>
<tr>
<td>District Court</td>
<td>340</td>
<td>419</td>
<td>0</td>
<td>13</td>
<td>8</td>
<td>780</td>
</tr>
<tr>
<td>Family Court</td>
<td>105</td>
<td>59</td>
<td>0</td>
<td>49</td>
<td>37</td>
<td>250</td>
</tr>
<tr>
<td>AOAO/HOA</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Attorney</td>
<td>44</td>
<td>25</td>
<td>0</td>
<td>101</td>
<td>16</td>
<td>186</td>
</tr>
<tr>
<td>Community/Social Service Agency</td>
<td>5</td>
<td>1</td>
<td>2</td>
<td>9</td>
<td>1</td>
<td>18</td>
</tr>
<tr>
<td>DOE</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>8</td>
</tr>
<tr>
<td>Family/Friend</td>
<td>13</td>
<td>5</td>
<td>0</td>
<td>24</td>
<td>4</td>
<td>46</td>
</tr>
<tr>
<td>HCRC</td>
<td>18</td>
<td>11</td>
<td>0</td>
<td>7</td>
<td>5</td>
<td>41</td>
</tr>
<tr>
<td>Police</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>Public Defender</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Self</td>
<td>56</td>
<td>35</td>
<td>4</td>
<td>187</td>
<td>23</td>
<td>305</td>
</tr>
<tr>
<td>Other</td>
<td>22</td>
<td>9</td>
<td>0</td>
<td>58</td>
<td>7</td>
<td>96</td>
</tr>
<tr>
<td>**TOTAL ***</td>
<td><strong>609</strong></td>
<td><strong>564</strong></td>
<td><strong>6</strong></td>
<td><strong>456</strong></td>
<td><strong>108</strong></td>
<td><strong>1,743</strong></td>
</tr>
</tbody>
</table>

* Includes pending cases carried over from prior year

**OUTCOMES *  
OUTPUTS**

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Percentage</th>
<th>Description</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mediation is useful process</td>
<td>96%</td>
<td>Number of mediation hours</td>
<td>3,496</td>
</tr>
<tr>
<td>Would use mediation again</td>
<td>83%</td>
<td>Number of mediation sessions</td>
<td>1,301</td>
</tr>
<tr>
<td>Mediation clarified my issues</td>
<td>81%</td>
<td>Number of people served through mediation &amp; training</td>
<td>5,762</td>
</tr>
<tr>
<td>Mediation improved communication</td>
<td>68%</td>
<td>Number of hours in training &amp; education</td>
<td>161</td>
</tr>
</tbody>
</table>

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

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

<table>
<thead>
<tr>
<th>July 1, 2015 to June 30, 2016</th>
<th>Prior Year</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Revenue &amp; Support:</strong></td>
<td></td>
</tr>
<tr>
<td>Contributions:</td>
<td></td>
</tr>
<tr>
<td>Donated services</td>
<td>495,732</td>
</tr>
<tr>
<td>Unrestricted contributions</td>
<td>78,300</td>
</tr>
<tr>
<td>Total contributions</td>
<td>574,032</td>
</tr>
<tr>
<td>Government contracts</td>
<td>233,804</td>
</tr>
<tr>
<td>Program service fees</td>
<td>365,413</td>
</tr>
<tr>
<td>Net assets released from temporary restrictions</td>
<td>78,736</td>
</tr>
<tr>
<td>Special events, net of direct cost</td>
<td>74,266</td>
</tr>
<tr>
<td>Other revenue and support</td>
<td>705</td>
</tr>
<tr>
<td><strong>Total Revenue &amp; Support</strong></td>
<td>1,326,956</td>
</tr>
<tr>
<td><strong>Expenses:</strong></td>
<td></td>
</tr>
<tr>
<td>Mediation services</td>
<td>1,164,707</td>
</tr>
<tr>
<td>Management and general</td>
<td>67,726</td>
</tr>
<tr>
<td>Fundraising</td>
<td>16,966</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td>1,249,399</td>
</tr>
<tr>
<td><strong>Change in Net Assets</strong></td>
<td>77,557</td>
</tr>
</tbody>
</table>

**Statements of Cash Flows**

<table>
<thead>
<tr>
<th>As of June 30, 2016</th>
<th>Prior Year</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CASH FLOWS FROM OPERATING ACTIVITIES</strong></td>
<td></td>
</tr>
<tr>
<td>Increase in net assets</td>
<td>$ 76,358</td>
</tr>
<tr>
<td>Depreciation</td>
<td>9,372</td>
</tr>
<tr>
<td>Net realized gains (losses) on investments</td>
<td>29,064</td>
</tr>
<tr>
<td>(Increase) decrease in:</td>
<td></td>
</tr>
<tr>
<td>Pledge receivable - net</td>
<td>50,000</td>
</tr>
<tr>
<td>Accounts receivable - net</td>
<td>(11,627)</td>
</tr>
<tr>
<td>Prepaid expenses and other current assets</td>
<td>(4,192)</td>
</tr>
<tr>
<td>Increase (decrease) in:</td>
<td></td>
</tr>
<tr>
<td>Accounts payable</td>
<td>2,804</td>
</tr>
<tr>
<td>Accrued Liabilities</td>
<td>867</td>
</tr>
<tr>
<td><strong>Net cash provided (used) by operating activities</strong></td>
<td>$152,646</td>
</tr>
</tbody>
</table>

| **CASH FLOWS FROM INVESTING ACTIVITIES** | |
| Sales of Securities          | 271,217   |         |
| Purchase of Securities       | (49,900)  |         |
| Redemption of Certificate of Deposit at Maturity | 100,000 | 100,000 |
| Purchases of Certificates of Deposit | (349,000) | (100,000) |
| Reinvested Dividends         | (34,616)  | (39,058)|
| Additions to Property and Equipment | (39,410) | (39,410)|
| **Net Cash by Investing Activities** | (62,299) | (78,405)|

| **NET INCREASE (DECREASE) IN CASH** | |
| CASH – Beginning of the year   | 345,130   | 264,908 |
| CASH – End of the year         | 435,477   | 345,130 |

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

MCP is a not-for-profit, Aloha United Way Agency. For 36 years, MCP has served Oahu’s communities by offering high quality mediation and dispute resolution services, including mediation and 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.

MCP’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, MCP 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, MCP 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 MCP 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.

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: MCP 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 provide elders and their families with 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: MCP 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.

Family Estate Planning: Decisions about property division, loans, asset management and appointment of trustees.

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: MCP offers mediation services to assist parents of children with special needs and schools to resolve conflicts and promote collaboration.

Court On-Site Mediation: MCP provides mediators directly on-site at Family Court in Kapolei for select paternity cases.

ACCESS ADR
MCP 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
MCP 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, MCP 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
Since its creation in 2008, the Hawai`i Access to Justice Commission has worked hard to address the civil legal needs of the low-income and gap group populations in the State. MCP works closely with many of the civil legal service providers including Legal Aid Society of Hawaii and Volunteer Legal Services of Hawai`i to assist these populations. MCP is the only low-cost alternative dispute resolution option for individuals in the low-income population on Oahu.

MCP is fortunate to have an endowment from the Harry and Jeanette Weinberg Foundation that supports the provision of services to individuals in the low income population. In addition, MCP 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, MCP 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 MCP’s Community and Specialized Mediation Programs.
YEAR IN REVIEW: 2015 - 2016

In fiscal year 2015-2016 (FY15-16), MCP served a total of 5,762 people through its mediation and training programs including opening 1,621 new cases and conducting 161 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 4,682 hours of their time to assist Hawaii’s people in preventing and resolving conflict.

Community and Specialized Mediation
In FY15-16, MCP 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, civil rights, consumer/merchant and a variety of others. Of the 1,173 cases mediated, 52% resulted in written agreements overall and 66% of the in-house cases resulted in written agreements. A few of the comments from the mediation participants include:

“This was very helpful and made issues come to light and thank you.”

“Helped in understanding both sides to every argument or how things are perceived from the other party.”

“My mediators were very understanding, fair, respectful, and easy going. I would like to say I had a very good experience.”

“Exceptional mediators, were able to create an agreement from a potentially very volatile situation. Very happy with outcome.”

“I am greatly appreciative of the MCP as a resource in our community and always recommend it as a support to others.”

In-House Training
To ensure that the mediators maintained high quality skills as well as subject matter knowledge in the specialized areas, 86.5 hours of internal trainings and workshops were conducted in FY15-16 including: divorce mediation; family conferencing; basic and advanced mediation; domestic violence; paternity mediation; child support; parenting plans; TRO mediations; Challenges; Elder Mediation; and Civil Rights and Housing Mediation. In addition, other mediator gatherings such as the Mediator Recognition & Holiday Gathering were held to thank the mediators and supporters for all of their excellent works and generosity throughout the year.
MCP is grateful to the mediators and outside experts who contributed over 404 hours of their time to assist with the trainings and workshops conducted throughout the year including: Cynthia Alm, Judge Riki Amano (Ret.), Charlene Anaya, Professor John Barkai, Professor Bruce Barnes, Daniel Bent, Ned Busch, Louis Chang, Gerald Clay, Linda Colburn, William Darrah, Tom DiGrazia, Kale Feldman, Jessi Hall, Constance Hassell, Dr. James Hoenig, John and Kim Holzman, Leo Hura, Iris Ito, Doug Kaya, Jo Ann Kocher, Roberta Lee-Driscoll, Peter Lenhart, Dee Dee Letts, Tom Mitrano, Judge Victoria Marks (Ret.), Bruce McEwan, Mei Nakamoto, Philip Nerney, Ron Oster, Jennifer Patricio, Seth Reiss, Dr. Craig Robinson, John Stallman, Tom Stirling, Owen Tamamoto, Eugene Villaluz, Bill Watts, Jana Wolff and Ray Zeason.

ACCESS ADR

MCP staff and ACCESS ADR panelists provided 204 hours of mediation and facilitation services for individuals or representatives from private businesses, schools, government agencies, and nonprofit organizations throughout the State including: John A. Burns School of Medicine; Department of Health; Pacific Buddhist Academy; City Council; Department of Education; Na’i Aupuni; and more.

MCP was especially proud to be contracted by Na’i Aupuni to serve as the contract administrator for the facilitators who designed and managed the process for the aha that was held in 2016. Initially, a delegation of 40 Native Hawaiians were to participate in a two-month long process of creating a Hawaiian Constitution. When legal obstacles arose, the plan quickly changed and the aha was opened to all candidates. 152 people agreed to participate in an abbreviated four-week gathering. The word quickly went out through Hawaii’s communities that the process was doomed for failure.

Despite the naysayers and the many obstacles that presented themselves along the way, the team of facilitators lead by Peter Adler, Linda Colburn, Ku’umea aloha Gomes and Kalei’aina, Lee, were able to successfully apply a blend of traditional and modern facilitator and mediator tools to help the group talk, share their diverse perspectives and create and agree on a Hawaiian constitution. It was truly a historic moment. One that MCP is grateful to have played a small role in.
**Schools and Youth**

MCP 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 29th Annual Statewide Peer Mediation Conference held on February 12, 2016 at the University of Hawaii Campus Center Ballroom. More than 50 students and adults hailing from 6 middle and high schools located on the islands of Oahu and Kauai participated. The Conference theme – “What do YOU think?” – offered workshops on a variety of topics including “Bad Stuff”, Social Media, Mediation Skills and more. The students reported 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, MCP continued to provide low and no-cost services for clients in the low income and vulnerable populations. To support the provision of increased services to these populations, MCP remained actively involved with the Consortium of Legal Service providers, and the Access to Justice Commission and its various committees. Mediator Constance Hassell was recognized by MCP at the Pro Bono Celebration for the many hours she has devoted as a mediator and trainer for MCP. Executive Director Tracey Wiltgen served on a panel about **Landlord/Tenant Mediation: Working Together to Prevent Homelessness**, at the annual Access Justice Conference.

**External Training and Facilitation**

More than 143 hours of external trainings/workshops and presentations were conducted for various agencies, businesses, schools and individuals including: the Department of Education; Kaiser Permanente; AARP members; John A. Burns School of Medicine; Hawaii Women Lawyers; YMCA Seniors; Special Education Parent Network; Nuuanu Craigside; Queens Hospital; and various members of the community.

To promote mediation in the area of divorce, MCP was a co-presenter for the monthly Divorce Law in Hawai‘i Program hosted by the Hawai‘i State Judiciary. MCP 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.
Fundraising and Community Relations

To maintain sufficient funding to strengthen and support current programs, as well as develop new programs, MCP conducted two gift campaigns in early August and in December of 2016, as well as hosted the 9th Annual Under the Mediation Moon on May 7th. Thanks to a dedicated Board of Directors and generous supporters, fundraising efforts were successful and targeted goals were achieved.

This year, MCP honored Mediation Pioneers Rick Blangiardi, General Manager of Hawaii News Now and Dennis Francis, President and Publisher of the Honolulu Star-Advertiser at the May 7th fundraiser. Historically competitors, Rick and Dennis forged a unique collaboration to address the growing homeless crisis in Hawaii. In true mediator fashion, they joined forces to bring people together from all facets of Hawaii’s communities, to problem solve and help the homeless. MCP honored them for their leadership and willingness to work together to address one of Hawaii’s most challenging problems.

In June, MCP was extremely fortunate to receive the Harry & Jeanette Weinberg Foundation Aim for Excellence top Award for 2016. The recipients of the award are determined by a panel of local business and foundation leaders, including Al Castle of the Mary K. Castle Foundation pictured above. The award recognizes outstanding non-profits in Hawaii. MCP received the award for its innovative Kupuna Pono Program and ongoing work to support families caring for an elder family member. The award will help to support MCP’s work with elders in the low income population.

In addition to fundraising, MCP’s Board of Directors, staff and volunteers coordinated and engaged in multiple presentations, table exhibits and other public relations strategies throughout the year, to get the word out about the value of mediation and the importance of mediating before going to court. MCP was fortunate to have the support and expertise of past mediator Leo Hura, who created and produced a video about the Kupuna Pono Program. Facilitators Pat Brandt, Erika Ireland, Doug Kaya, Christa Otake, Owen Tamamoto and Jana Wolf “starred” in the video. Together the team created a first class production that is now being used to encourage more families to engage in mediation and family conferencing.
Looking Ahead in 2016 - 2017

Lead by President Bruce McEwan, in FY2016-2017, MCP’s Board of Directors will implement the new Strategic Plan that will guide the direction of MCP over the next three years. The focus of the new plan will be on: 1) creating a solid financial foundation for the future of MCP; 2) increasing outreach to encourage more people in Hawaii’s communities to use mediation first; 3) strengthening current programs, including the Kupuna Pono, Divorce and Custody mediation programs; and 4) growing the Training program. To accomplish all of this, the Board will be creating its first Board of Advisors comprised of business and community leaders to provide insight and support along the way.

Thanks to the continued generous support of the Harry and Jeanette Weinberg Foundation, the Bretzlaff Foundation and the Charles H. Hurd Memorial Fund for Kupuna Pono, MCP will continue to grow the Kupuna Pono Program and assist elders and their families. MCP will also be launching a new program in early 2017, to assist landlords and tenants in addressing their issues early, before going to court. The Early Access Mediation Program (EAM) will focus initially on educating landlords and tenants about the benefit of mediating early. During the second half of the year, individuals from the Leeward and Windward communities will be recruited and trained to serve as volunteer mediators for landlord/tenant matters that arise within their community.

To generate sufficient financial resources to support the work of MCP, the 10th annual Under the Mediation Moon will be held on Saturday May 6th at the Hawaii Convention Center. The 2017 honorees will include Kitty Lagareta and Brendon Kaleiaina Lee for their outstanding work helping approximately 152 Native Hawaiians create a Hawaiian Constitution at the aha that took place in early 2016, and Judge Victoria Marks (Ret.) for her leadership in promoting and growing mediation in Hawaii.

Finally, the staff will continue to strengthen operations, as well as client and mediator support through a variety of initiatives. Starting on July 1, all divorcing couples will be required to complete draft co-parenting plans and asset & debt statements prior to the mediation sessions. This step will ensure clients are better prepared to participate in the session and provide the mediators with information to more effectively plan how to conduct the session.

The staff will also be implementing Phase II of the new Case Management System Upgrade. This next Phase will focus on producing turn-key reports that will show clear outcomes and accomplishments in each of the various program areas.

With the continued commitment of the Board of Directors, funders, friends, mediators and staff, FY2016-2017 will be another busy year helping thousands of people prevent and resolve conflicts and ultimately strengthening Hawaii’s communities.