Fiscal Year 2021-2022

WORKING TOGETHER TO STRENGTHEN FAMILIES, WORKPLACES, AND OAHU’S COMMUNITIES

The Mediation Center of the Pacific
ANNUAL REPORT
BOARD OF DIRECTORS

David Simons, President
Sidney Ayabe, Past President
John Morris Vice President/President Elect
Lee Erwin, Treasurer
Emily Marr, Secretary
Justice Simeon Acoba
Judge Rebecca Copeland
Mike Cruise
William Darrah
Kale Feldman
Signe Godfrey
Jason Graves
Susan Ichinose
Sharon On Leng
Bruce McEwan

Emeritus Directors
Cynthia Alm
Steve Holmberg
Susan Lampe
Ruth Tschumy

Board of Advisors
Ann Botticelli
Kellie Chun
Jerry Clay
Michael Erne
Dolores Foley
Larry Rodriguez
Jerry Rauckhorst

Staff
Tracey S. Wiltgen, Executive Director
Ariel Hylton, Deputy Director
Katie Ranney, Program Development Director
Alexandra Mun, Client Service Specialist
Shawn Quapaw, Client Service Specialist
Shannon Sakai, Landlord-Tenant Specialist
Nathan Nikaido, Mediator Scheduler
Sarah Llano, Administrative Assistant
Ashley Lumauag, Office Assistant
Robert Johnson, Mediation Coordinator
Unique Partnerships, Collaborations, and Brainstorming Together Made the Difference

With the initial shock of the pandemic behind us, and life via Zoom the daily norm, the focus of Fiscal Year 2021-2022 (FY2122) shifted to designing strategies for preventing further damage and pain for Oahu’s people who were already suffering. Multiple stakeholders, old partners and new, invested many hours brainstorming ways to prevent a flood of evictions when the moratorium on evictions ended, how to efficiently manage a surge of cases at the courts, and more. The Mediation Center of the Pacific (MCP) was fortunate to play a key role in the discussions and the outcomes of those discussions.

Tom Vilsack wisely stated that “people working together in a strong community with a shared goal and common purpose can make the impossible possible.” The committees and working groups MCP collaborated with over the year, and the positive impact their work made on O‘ahu’s communities, were an example of Vilsack’s sage words. From the working group formed by Representatives Nadine Nakamura and Troy Hashimoto to address the potential flood of evictions, to the Civil Working Group assembled by Judge Darolyn Lendio Heim, and the Windward Hui created by Terry George of the Harold K. Castle Foundation, like-minded people, as well as those who had never considered working together before, met regularly and persevered in difficult conversations to achieve the common goal of making O‘ahu’s communities stronger. Their impact was evidenced by successes such as the Act 57 Eviction Mediation Program through which MCP conducted 1,379 mediations resulting in 1,201 (87%) agreements allowing 1,141 tenants to remain in their homes.

The power of working together was also evidenced through continuous meetings with MCP’s board members, mediators, and staff throughout the year. Despite encountering their own personal and professional challenges due to the pandemic, the board engaged in multiple committee meetings to ensure MCP remained financially strong and to lay the foundation for strategic planning. Similarly, the domestic, district court, and landlord-tenant mediators participated in monthly brown bag sessions, sharing best practices and new ideas to assist the thousands of people utilizing MCP’s services monthly. The staff also established regular morning meetings via Teams to strategize on best policies, procedures, and practices for keeping daily operations running smoothly, despite the need to continually re-evaluate and shift. As a result of the combined energy and effort, MCP served more people and conducted more mediations than any prior year in its 43-year history. The dedication of the MCP Board of Directors, funders, partners, mediators, and staff, truly made the impossible possible. 4,987 cases were managed (an increase of 3,551 cases in FY2019-2020 prior to COVID) and 2,550 were mediated (an increase of 1,552 mediations from FY2019-2020), with 67% resulting in agreements.

We are grateful to everyone who helped us do the impossible and serve so many during the most challenging of times. Because of you, we can attest that Amy Poehler was correct when she said, "Find a group of people who challenge and inspire you, spend a lot of time with them, and it will change your life." You changed our lives and that of MCP!

David Simons, President
Tracey Wiltgen, Executive Director

The Mediation Center of the Pacific, Inc. is a not-for-profit Aloha United Way Agency
**ACCOMPLISHMENTS IN FY2021-2022**

<table>
<thead>
<tr>
<th>MEDIATION</th>
<th>OUTCOMES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cases Opened</td>
<td>4,987</td>
</tr>
<tr>
<td>Cases Mediated</td>
<td>2,550</td>
</tr>
<tr>
<td>Mediated Agreements</td>
<td>66%</td>
</tr>
<tr>
<td>Total Cases Managed</td>
<td>5,544</td>
</tr>
<tr>
<td>Domestic Cases Opened</td>
<td>913</td>
</tr>
<tr>
<td>Domestic Cases Mediated</td>
<td>569</td>
</tr>
<tr>
<td>Agreements Reached in Domestic Cases</td>
<td>47%</td>
</tr>
<tr>
<td>Landlord-Tenant Cases Opened</td>
<td>3,144</td>
</tr>
<tr>
<td>Landlord-Tenant Cases Mediated</td>
<td>1,605</td>
</tr>
<tr>
<td>Agreements Reached in Landlord-Tenant Cases</td>
<td>78%</td>
</tr>
</tbody>
</table>

**OUTCOMES**

<table>
<thead>
<tr>
<th>Mediation is useful process</th>
<th>78%</th>
<th>Number of mediation hours</th>
<th>8,590</th>
</tr>
</thead>
<tbody>
<tr>
<td>Would use mediation again</td>
<td>83%</td>
<td>Number of mediation sessions</td>
<td>3,161</td>
</tr>
<tr>
<td>Mediation reduced stress in my life</td>
<td>69%</td>
<td>Number of people served through mediation &amp; training</td>
<td>15,474</td>
</tr>
<tr>
<td>Mediation improved communication with the other person</td>
<td>60%</td>
<td>Number of hours in-house training &amp; education for mediators</td>
<td>100</td>
</tr>
<tr>
<td>The mediation agreement will help to prevent future problems</td>
<td>60%</td>
<td>Number of hours outside training &amp; education</td>
<td>152</td>
</tr>
</tbody>
</table>

"Thank you so much to our mediators. I came into today’s meeting not wanting to have anything to do with it. But you both made me feel at ease, reminding me of what mediation is for and how it will help. Thank you again."

- Landlord-Tenant Mediation Participant -
FY2122 was filled with turbulence and uncertainty. Simultaneously, the need for mediation services increased. Thus, it was necessary for MCP to quickly change, adapt, and implement new policies and procedures, including using more technology. Yesterday’s logic no longer worked. Creativity, flexibility, new approaches, and an open mind were required.

In Dana Karen’s July 2020 article, *An Integrated Approach to Organizational Change Management*, she noted that “the biggest factor contributing to IT project failure is typically not the technology itself, but the people involved in the change. Digital transformation initiatives usually require that teams shift their daily activities and processes to accommodate the introduction of a new technology or tool. While some people seem to thrive on change, they are typically in the minority. For most, change creates anxiety, even when positive. A certain level of resistance to change is just part of being human and can manifest itself along a wide spectrum from hesitation to outright rejection of a new behavior or idea.” Despite these inherent challenges with implementing change, particularly when technology is involved, the MCP Team and the mediators readily accepted the need for change and quickly adapted to those changes. And because the requirements for living during the pandemic frequently fluctuated, it was necessary to repeatedly change MCP’s policies and procedures to serve the stream of cases that never stopped. The mediators and the MCP Team persisted and succeeded.

**The need for constant change didn’t deter the mediators or the MCP Team. Together they overcame challenges big and small, to serve the largest volume of cases in MCP’s history.**

Procedures for offering and conducting remote mediations were implemented and regularly refined. A full-time staff member was hired to coordinate the videoconference mediations including managing the electronic signing of confidentiality agreements and final mediation agreements, uploading documents needed for the mediation discussions, and providing technological support for mediators and clients before and during the mediation sessions. Regular workshops and one-on-one tutorials on mediating virtually were provided for the mediators. These changes were only the tip of the iceberg.

“I can’t say enough about the mediation process or the people from The Mediation Center who helped us out. The intake staff was outstanding setting up and preparing us for the session, and our mediators were excellent. I very much appreciate your services.”

- Family Mediation Participant -
When MCP was asked to quickly develop and implement an early eviction mediation program to address potentially 6,000 evictions on O‘ahu when the moratorium on evictions ended, the MCP Team recruited 15 independent contractor mediators, developed an online portal for opening cases and quickly gathering the data needed to manage each case, and set up an electronic scheduling system that allowed for prompt scheduling and automated reminders to mediators and participants. Together, these changes enabled MCP to open 3,047 early eviction cases and mediate 1,379 of these cases with 87% or 1,201 mediations resulting in agreements. It was no easy feat. The willingness of the mediators and staff to accept the need to change, their patience, and understanding when changes weren’t always smooth, and their commitment to the work of MCP, were key ingredients for the Program’s success.

“*This is the first mediation experience we ever had so we didn’t know what to expect. Thanks to the mediator and his excellent communication skills, patience, and calm friendly professional manner along with his positive suggestions and explanations, we were able to come to an arrangement all parties involved agreed to. We have a greater appreciation for mediators and the mediation process and the positive effects and benefits it has on unfortunate and unforeseen circumstances that cause such anxiety and stress in ones life. Thank you for all you do!”*

**Domestic Mediation**

Domestic mediations involving divorcing, divorced, and unmarried couples with children, remained one of the largest areas of service provided by MCP in FY2122. During the year, 913 domestic cases were opened, representing an increase of 110 cases from the prior fiscal year. 569 domestic cases were mediated with 269 cases or 47% resulting in agreements.

“Our mediators were so helpful. They provided us with a safe space to work out our issues and I was extremely pleased with the agreement we were able to come to.”

- Divorce Mediation Participant -

The Mediation Center of the Pacific, Inc. is a not-for-profit Aloha United Way Agency
Thanks to continued regular outreach efforts, including the Divorce Law in Hawaii monthly presentation for the public, more than half of the domestic cases opened (465) were self or attorney referrals. While self-referrals are generally less contentious than cases involving couples that are already engaged in an adversarial battle through the court system, the mediators reported that the mediations they conducted overall were increasingly emotional and extremely challenging. Angry participants who failed to prepare for mediation, combined with the fact that more people were moving from the islands, made the creation of time-sharing and co-parenting agreements difficult. The increasing cost of real estate combined with low inventory and decreased income during COVID, made establishing two separate households an insurmountable obstacle for many.

To address the challenges encountered in the mediations, the domestic mediators met monthly via Zoom and engaged in discussions to share ideas and best practices. Through these discussions, new policies and procedures were created to help mediation sessions be more productive, including a new “Preparing for Divorce Form” that provides mediators with more information prior to a mediation session. Private mediators and other outside professionals including domestic violence experts, were also recruited to share their resources and ideas. Together, the mediators invested hundreds of hours learning, strengthening their skills, and mediating. Together, they helped 269 couples stop fighting, focus on the needs of their children, and move forward in the next phase of their lives.

**To address the challenges encountered in the mediations, the domestic mediators met monthly via Zoom and engaged in discussions to share ideas and best practices. Through these discussions, new policies and procedures were created to help mediation sessions be more productive, including a new “Preparing for Divorce Form” that provides mediators with more information prior to a mediation session. Private mediators and other outside professionals including domestic violence experts, were also recruited to share their resources and ideas. Together, the mediators invested hundreds of hours learning, strengthening their skills, and mediating. Together, they helped 269 couples stop fighting, focus on the needs of their children, and move forward in the next phase of their lives.**

**“The major success of this mediation is that I will be able to keep my daughter safe.”**

- Custody Mediation Participant -

**District Court Mediations**

Referrals from the District Courts throughout O‘ahu also comprised a large percentage of MCP’s cases in FY2122. All types of District Court cases were ordered to mediation and included small claims, regular claims, eviction, and temporary restraining order filings. During the year, MCP opened 1,129 District Court cases, an increase of 753 cases from FY2021, and an increase of 406 case from calendar year 2019, prior to COVID. 769 District Court cases were mediated, with 348 (45%) reaching agreement.
Traditionally District Court mediations were conducted on-site at the various courthouses. Due to the continued COVID restrictions, in FY2122 all District Court cases were scheduled through MCP and mediated either via Zoom or at MCP’s office. Without the time constraints of the courts, the District Court mediation sessions were increased from 20 – 30 minutes to an hour and a half. In some instances, the participants returned for a second session. As a result of the increased time, the mediators were able to spend more time listening to the participants, helping them understand one another’s perspectives, and laying the foundation for negotiations.

“The mediators were fantastic. I had zero confidence in the process prior to the mediation, but was pleasantly surprised.”

- District Court Mediation Participant -

Workplace Mediation, Kupuna Pono, and More

In addition to the large volume of cases managed in the landlord-tenant, domestic, and District Court arenas, MCP continued to provide mediation and family conferencing for disputes arising in workplaces, condominium associations, and neighborhoods, as well to address conflicts among families caring for an elder family member through the Kupuna Pono program.

The pandemic created new issues to address and increased tension, particularly among family members. Reaching agreements on where it was safe for an elder family member to live, concerns regarding family members with more active lifestyles exposing the elder family member to COVID, and more, were difficult issues addressed through mediation and family conferences. Referrals for these cases came from various healthcare facilities such as Kaiser Permanente and St. Francis, organizations working with elders such as Catholic Charities, and self-referrals from individuals who heard about MCP’s Kupuna Pono Program through regular outreach that was conducted throughout the year.

“The process helped to keep the tension low. I didn’t expect to have a resolution, but our mediator was super helpful and brought calmness to our situation.”

- Family Mediation Participant -

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

While workshops and trainings for the volunteer mediators remained primarily via videoconference, the MCP Team was happy to receive requests for in-person trainings conducted in the beautiful MCP training room which allows for appropriate social distancing. With trainings being offered via videoconference, as well as in person again, MCP’s training schedule quickly filled. 99.75 hours of trainings and workshops were conducted for the mediators, and 151.25 hours of trainings and workshops were conducted for 1,763 individuals from various organizations and members of the public throughout the state.

Outside trainings included a three and a half-day Mediation Training for Child Welfare mediators; two 25-hour Basic Mediation Trainings comprised of business professionals, physicians, attorneys, and more; a one-day Mediation Skills for Managers training for 24 participants with the VA Pacific Island Health Care System; and a four-day Mediation Training for 12 participants with the Hawaii State Teachers Association.

Providing conflict resolution and mediation skills for people from different sectors, promoted a culture of proactive problem-solving in those sectors, thereby building self-sufficiency and strengthening the workplaces and communities of the people who participated.

“I could not have predicted the amount of skills and helpful learning I gained from participating in this training.”

“Very thorough and comprehensive format for mediation process from start to finish.”

“Great job. Thank you for an EXCELLENT training experience.”

- Basic Mediation Training Participants -

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

<table>
<thead>
<tr>
<th></th>
<th>Current Year</th>
<th>Prior Year</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Revenue &amp; Support:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contributions &amp; Grants without donor restrictions</td>
<td>$1,349,536</td>
<td>1,397,770</td>
</tr>
<tr>
<td>Government Contracts</td>
<td>826,128</td>
<td>339,288</td>
</tr>
<tr>
<td>Program Service Fees</td>
<td>200,755</td>
<td>268,022</td>
</tr>
<tr>
<td>Net Assets Released from donor restrictions for programs</td>
<td>134,739</td>
<td>74,124</td>
</tr>
<tr>
<td>Other Revenue and Support</td>
<td>9,159</td>
<td>353</td>
</tr>
<tr>
<td><strong>Total Revenue and Support</strong></td>
<td><strong>2,520,317</strong></td>
<td><strong>2,079,557</strong></td>
</tr>
<tr>
<td><strong>Expenses:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mediation services</td>
<td>2,107,489</td>
<td>1,570,548</td>
</tr>
<tr>
<td>Management and general</td>
<td>196,128</td>
<td>254,281</td>
</tr>
<tr>
<td>Fundraising</td>
<td>10,182</td>
<td>9,651</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>2,313,799</strong></td>
<td><strong>1,834,480</strong></td>
</tr>
<tr>
<td><strong>Change in Net Assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contributions with donor restrictions</td>
<td>82,670</td>
<td>519,637</td>
</tr>
<tr>
<td>Investment income from assets with donor restrictions</td>
<td>25</td>
<td>28</td>
</tr>
<tr>
<td>Net assets released from donor restrictions</td>
<td>(766,302)</td>
<td>(467,036)</td>
</tr>
<tr>
<td>Increase (decrease) in net assets with donor restrictions</td>
<td>(683,607)</td>
<td>52,359</td>
</tr>
<tr>
<td><strong>Increase in Net Assets</strong></td>
<td><strong>154,474</strong></td>
<td><strong>779,248</strong></td>
</tr>
<tr>
<td><strong>Net Assets – Beginning of Year</strong></td>
<td><strong>6,556,236</strong></td>
<td><strong>5,776,988</strong></td>
</tr>
<tr>
<td><strong>Net Assets – End of Year</strong></td>
<td><strong>6,710,710</strong></td>
<td><strong>6,556,236</strong></td>
</tr>
</tbody>
</table>
MAHALO FOR YOUR VERY GENEROUS SUPPORT

Aloha United Way
Atherton Family Foundation
Beta Beta Gamma Foundation
Robert Emens Black Fund
Bretzloff Foundation
Harold K. Castle Foundation
Earl M. and Margery C. Chapman Foundation
Harry Hewitt Fund for Advancement & Improvement of Justice

Hawaii Community Foundation
Hawaii Justice Foundation
Hawaii State Bar Foundation
Randy & Joey Proffitt Harris Charitable Trust
Ka Poe Hawaii Fund
Kosasa Foundation
Giza Makana Fund
Mamiya Charitable Foundation Fund

McNerny Foundation
MoveMeHawaii
NME Fund
Oahu Strong Fund
Omidyar Ohana Fund
Padosi Foundation
Pettus Foundation
The Harry & Jeanette Weinberg Foundation, Inc.
UHA Foundation Fund

DIPLOMATS
$20,000 & Above
Melanie M. Okazaki
(In Memory of Eugene Villaluz)
The Walter Dods Foundation

PEACEMAKERS
$10,000 & Above
Anonymous
Susan Chandler
Linda Colburn
William C. Darrah
Ekimoto & Morris, LLLC
Michael & Susan Erne
Family Foundation
Susan Hurd

COLLABORATORS
$5,000 & Above
Lou & Susan Chang
Jerry & Vanny Clay
Lawrence & Patricia Rodriguez
Walter Sousa

MEDIATORS
$2,500 & Above
Assoc. Justice Simeon Acoba, Jr. (Ret.)
& Carolyn Acoba
Anonymous
Kellie Chun
Cronin, Fried, Sekiya, Kekina & Fairbanks, AAL, ALC
Jacqueline Earle
HCCA
John & Kim Holzman
Honolulu Board of REALTORS
Jelani Madaraka
Judge Victoria S. Marks (Ret.)
Bruce E. McEwan
John A. Morris
Alexander & Baldwin
Robert & Cynthia Alm
Anonymous
(In Memory of Miriam Whitney Slate)
Sidney & Gloria Ayabe
Yuriko Jane Sugimura
Judge Michael Tanigawa (Ret.)

CONCILIATORS
$1,000 & Above
Alexander & Baldwin
Robert & Cynthia Alm
Anonymous
(In Memory of Miriam Whitney Slate)
Sidney & Glory Ayabe
J. William "Ned" Busch
Cecelia C.Y. Chang
Chee Markham & Feldman, AAL
Rai Saint Chu
Dispute Prevention & Resolution Inc.
Lee & Bernadette Erwin
Dolores Anne Foley
David Franklin
P. Gregory Frey
Jed Gaines
Signe Godfrey
Christopher Goodwin
Warren & Ottina Haight
Karim L. Holma
Susan Ichinose
Island Insurance Foundation
Iris Ito
Gerald H. Kibe
Justice Robert Klein (Ret.) & Aleta Klein
Leavitt, Yamane & Soldner, AAL
Michael & Arlyonna Livingston

G. Kem & Junko Lowry
Emily R. Marr
Judge Marie Milks (Ret.) & William Milks
Alison Miyashiro
Frank & Mary Nauyokas
(In Memory of Michael Nauyokas)
Barbara Polk
Porter McGuire Kiakona, LLP
Ute Regan
Dean & Sharon Shanley
Aviam Soifer
Paul & Libby Tomar
Robert & Lynne Toyofuku
Ruth D. Tschumy
Kimberly A. Van Horn
Tracey Wiltgen
Jana Wolff
Suzanne Young

PARTNERS
$500 & Above
Judge Riki May Amano (Ret.)
(In Honor of Judge Victoria Marks (Ret.))
M. Anne Anderson
Anonymous
(In Honor of Linda Colburn)
Scott Arakaki
Mimi Beams
Charles Buckda & Ray Yamate
Thomas & Roberta Cestare
Chunmay Chang
Colin M. Fritz
Judge Lisa Ginoza
John B. Hall
Hartley & McGehee, LLP
Bonnie Harwick

The Mediation Center of the Pacific, Inc. is a not-for-profit Aloha United Way Agency
The Islander Group, Inc.
Samantha J. Kasnetz
Elizabeth Kent
(In Memory of Dr. David Chandler)
Walter & May Kirimitsu
Jo Ann C. Kocher
James T. Leavitt
Carol Mon Lee
Judge Lono J. Lee
Pamela & Don Lichty
Chief Justice Ronald T.Y. Moon (Ret.)
Carol K. Muranaka
(In Memory of Dr. David Chandler)
Nathan Nikaido
Sharon On Leng
Calvin G.C. Pang
Jackie & Larry Phillips
(In Honor of Bruce McEwan)
Richard D. Proctor
Chief Justice Mark E. Recktenwald &
Gailyn Williamson
Craig Robinson
John & Dorothy Siegal
Owen & Jan Tamamoto
Judge Michael A. Town (Ret.)
Turbin Chu Heidt, AAL
Kay F. Wakabayashi
Sol & Maurine Weigsal
Carl Williams
Judge Patrick Yim (Ret.) &
Santa Marie Yim

NEGOTIATORS
$250 & Above
Peter S. Adler
Robert & Cynthia Alm
(In Memory of Dr. David Chandler)
John L. Barkai &
Judge Linda Martell
Patrick W. Border
Beverly Cardinal
Coates Frey Tanimoto & Gibson
Judge Virginia L. Crandall
Karen L. Cross
Jeff & Rhonda Griswold
Judge Jessi L. K. Hall
Scott Hashimoto
Aileen Hiramatsu
Murray M. Hixson
Meghan Howley
(In Memory of Dr. David Chandler)
Louise Ing
Mark Ito
Regan Iwao
Neal & Lynette Kanda
(In Memory of Dr. David Chandler)
Sean & Kaori Kanda
(In Memory of Dr. David Chandler)
Col. (Ret.) Thomas Keller &
Linda Keller
Klein Law Group, LLC
Susan & William Lampe
Judge Evelyn B. Lance (Ret.)
Thomas Likos
Peter C. Lewis
Timothy Luria
Ron & Coralie Matayoshi
MEDCAH, Inc.
Richard "Dick" Morris
Poranee Natacheda-Sponsel
(In Memory of Rev. & Mrs. Yoshiaki Fujitani)
Richard W. Ornellas
Jerome & Cheri Rauckhorst
Calvin & Cora Say
Walter Schroeder
Thomas L. Stirling, Jr.
Becky Sugawa
Clyde E. Sumida
Laurie Tochiki
Christine "Teena" Urban
Craig & Debbie Wagnild
William & Georgina Yuen

FRIENDS
$100 & Above
Jean Adair-Leland
American Arbitration Association
Charlene Anaya
Kevin S. Adaniya
Lissa H. Andrews
George Apter
Richard & Margaret Baker
Katie Bennett
Max & Helen Besenbruch
Thomas & Jenny Brady
Sherry P. Broder
Judge Michael Broderick (Ret.) & Maile Meyer
Bryant Carvalho
Corlis Chang
Linda Chiu
Douglas & Jean Crosier
Thomas & Louisa DiGrazia
Andrew B. Dellinger
Justice James Duffy Jr. (Ret.)
Mary Alice Evans
(In Honor of Judge Victoria Marks (Ret.))
Judge Hilary B. Gangnes
(In Honor of Judge Michael Tanigawa)
Jeffrey & Elizabeth Grad
Gary G. Grimmer
Barbara Guss
Bonnie Harwick
(In Honor of Ian L. Mattoch)

Hawaii CPCU Society Chapter
Robin R. Johnson
Marcy & Robert Katz
Patricia Kenoi-Chin
(In Memory of Dr. David Chandler)
Elizabeth Kent
(In Memory of Margery Chapman & In Memory of Bishop Yoshiaki Fujitani)
Myra Kent
(In Memory of Margery Chapman)
Bruce B. Kim
Ken Kipnis
(In Memory of Dr. David Chandler)
James Koshiha
Faye M. Koyanagi
Dr. & Mrs. Michael Kurosawa
Elaine Lemons
Justice Steven H. Levinson (Ret.)
Robert Lillis
David & Pamela Livingston
Virginia Low
Patricia A. Mau-Shimizu
Philip & Carol McNamee
Judge Melanie Mito May &
Ken May
(In Honor of Judge Hilary Gangnes)
Georgia K. McMillen
Tom Mitran
Lynn P. Murison
Janet Murphy
(In Honor of Edmund Yee)
Law Offices of Katharine M. Nohr, LLC
Sharon Otagaki
(In Memory of Dr. David Chandler)
Park & Park
Project Dana
(In Honor of Katie Ranney)
Chief Justice Mark E. Recktenwald
(In Honor of Elizabeth Kent)
Barbara Richardson
Gregory & Faith Sato
Robert C. Schmidt
Jeanette Silverstein
(In Memory of Dr. David Chandler)
Paul W. Soenksen
John D. Stallman
Jeff Swartz
Carl & Irene Takeshita
Taren Taguchi
Steven J. Trecker
Laurie Tochiki
(In Memory of Dr. David Chandler)
Sarah O. Wang
Torkildson, Katz, Moore, Hetherington
& Harris
Bettina Urs
Carl C. Vetter
(In Memory of Dr. David Chandler)

The Mediation Center of the Pacific, Inc. is a not-for-profit Aloha United Way Agency
John & Judy Wiltgen  
G.Todd & Malia Withy  

**SUPPORTERS**  
Troy Andrade  
Patricia H. Dunn  
Lyn Flanigan  
Cynthia I. Goss  
*(In Memory of Dr. David Chandler)*  
Shirley Y. Higa  
*(In Memory of Dr. David Chandler)*  
Elizabeth Kent  
*(In Honor of Linda Colburn)*  
Jason Louie  
Julie Mikami  
Robert T. Mon  
Ai Wah Ng  
Maura M. Okamoto  
Penn Pantumsinchai  
*(In Memory of Dr. David Chandler)*  
Frank Rothschild  
Emigdio Simeon  
William Tschumy  
*(In Honor of Ruth Tschumy)*  
Katherine J. Wells  
*(In Memory of Dr. David Chandler)*  
Huimin Yao  
*(In Honor of Min Yao)*  

**IN KIND CONTRIBUTIONS**  
Peter Adler  
Judge Riki May Amano (Ret.)  
Sidney Ayabe  
John Barkai  
Mimi Beams  
Katie Bennett  
Blue Note Hawaii  
Patricia Brandt  
Kristin Bryant  
Chuck Buckla  
J. William "Ned" Busch  
Beverly Cardinal  
Cecelia Chang  
Lou Chang  
David Chee  
Linda Colburn  
Gabrielle Constantino  
Chuck Crumpton  
William C. Darrah  
Kiara DeCosta  
Justice James Duffy Jr. (Ret.)  
Jacqueline Earle  
Kendra Epstein  
Byron "Kale" Feldman II  
David Franzel  
Wilma Friesma  
Denise George  
Jeff Gilbreath  
Signe Godfrey  
Gyotaku Japanese Restaurants  
Constance Hassell  
Hawaii Leadership Forum  
HawaiiUSA Federal Credit Union  
Hiipaka, LLC  
John Holzman  
Kim Holzman  
Ariel Hylton  
Susan Ichinoise  
Erika Ireland  
Iris Ito  
Lisa Wong Jacobs  
Sandra Jordan  
Samantha Kasnetz  
Doug Kaya  
Elizabeth Kent  
Jo Ann C. Kocher  
Kona Brewing Company  
Koolau Distillery  
Susan Kroe-Unabia  
Kualoa Ranch  
Kumu Kahua Theatre  
Kukui Children's Foundation  
William & Susan Lampe  
Robert Lee-Driscoll  
Giuseppe Leone  
Robert Lillis  
Arlynnna Livingston  
Dee Dee Letts  
Ashley Lumauag  
Judge Victoria Marks (Ret.)  
Manoa Chocolate  
Bruce E. McEwan  
Mid Pacific Country Club  
Tom Mitrano  
John A. Morris  
Annabel Murray  
Clyde Namuo  
Poranee Natadecha-Sponsel  
Phil Nerney  
Ai Wah Ng  
Nathan Nikaido  
Barbara Polk  
Patricia Poyner  
Seth M. Reiss  
Craig Robinson  
Lt. Joshua Root  
Roy Sakuma Ukulele Studios  
Sea Life Park  
Gary Shiraishi  
David Simons  
Anne Smoke  
John Stallman  
Becky Sugawa  
Owen K. Tamamoto  
Jerry Trinidad  
Christine R. Urban  
Barbara Ward  
Bill Watts  
Trisha White  
Tracey Wiltgen  
Jana Wolff  
Steve Wong  
Richard Yanagi  

**CHARLES H. HURD MEMORIAL FUND FOR KUPUNA PONO**  
Charles Buckda & Ray Yamate  
J. William "Ned" Busch  
Thomas & Roberta Cestare  
Corlis Chang  
Kellie Chun  
Lee & Bernadette Erwin  
Warren & Ottina Haight  
Susan Hurd  
Susan Ichinoise  
James T. Leavitt  
Justice Steven H. Levinson (Ret.)  
Ron & Coralie Matayoshi  
Judge Marie N. Milks (Ret.)  
Chief Justice Ronald T.Y. Moon (Ret.)  
Lynn P. Murison  
Sharon Otagaki  
Penn Pantumsinchai  
Walter Schroeder  
Aviam Soifer  
Owen K. Tamamoto  

**MICHAEL NAUYOKAS EXCELLENCE & INNOVATION FUND**  
Patrick W. Border  
Charles Buckda & Ray Yamate  
Thomas & Roberta Cestare  
Christopher Goodwin  
Susan Ichinoise  
James T. Leavitt  
Frank & Mary Nauyokas  
Park & Park  
Owen K. Tamamoto  

**EUGENE VILLALUZ CUSTODY MEDIATION FUND**  
Melanie M. Okazaki  

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

CAPITAL CAMPAIGN

$1,000,000 & Above
The Earl M. and Margery C. Chapman Foundation
Sidney and Minnie Kosasa
The Harry & Jeanette Weinberg Foundation

$250,000
The Clarence T.C. Ching Foundation

$100,000
Davis Levin Livingston Charitable Foundation
First Hawaiian Bank Foundation and the Dods Foundation

$50,000 & Above
Sidney & Gloria Ayabe
Kosasa Family Fund
David & Jeri Simons

$30,000 & Above
The Cades Foundation
Island Insurance Foundation

$25,000 & Above
Bruce E. McEwan
Howard & Jana Wolff

$10,000 & Above
Honorable Simeon Acoba, Jr. (Ret.) & Carolyn Acoba
Robert & Cynthia Alm
David Chandler
Jerry & Vanny Clay
William C. Darrah
Dispute Prevention & Resolution, Inc.
John & Kim Holzman
John Morris & Marjorie Au
Lawrence & Patricia Rodriguez

$5,000 & Above
Lisa D. Ayabe & Matthew R. Lamon
Marie D. Ayabe & Paul H. Park
Sara D. Ayabe & Nicholas M. McLean
Chee Markham Kato & Kim, AAL
Michael & Gwendellyn Cruise
Dr. and Mrs. Gene W. Doo
Ekimoto & Morris, LLC
Bernadette and Lee Erwin
Kale & Kathy Feldman
Signe Godfrey
Jason Graves
Hawaiiana Management Company, Ltd.
Scott & Danja Hayashi
Steve and Joanne Holmberg
John & Kim Holzman
(In Honor of Fay Moy Hom)
Honolulu Disposal Service, Inc.
Susan M. Ichinose
Dr. & Mrs. Michael Kurosawa
Dorothy “Dee Dee” Letts
Emily R. Marr
McCorriston Miller Mukai
MacKinnon, LLP
RRS, Inc.
Tracey Wiltgen

$1,000 & Above

$1,000,000 & Above
Sherry P. Broder
Judge Michael Broderick (Ret.) & Maile Meyer
Charles Buckla & Ray Yamate
Business Insurance Services, Inc.
Melvin M. Fujii
Reynard & Charlene Graulty
Carol Hong
Louise Ing
Emily Latimer
Ashley Lumauag
Owen K. Tamamug
William Tsushima
John & Judy Wiltgen

Mahalo for your generous support that enabled MCP to secure a permanent home!
LOOKING AHEAD TO FISCAL YEAR 2022-2023

We are excited to build on the success of MCP and lessons learned in FY2122. In upcoming FY2223, the Board of Directors will engage in a strategic planning process to create a new plan that will guide MCP over the next three years. We are also looking forward to holding an in-person annual dinner once again at the Hawaii Convention Center on May 6, 2023. It will be a welcome opportunity to gather once again. Equally important, MCP will honor the Kosasa family for their generous support of MCP and many other worthy organizations in Hawaii’s communities.

The high volume of cases managed by MCP in FY2122 is expected to continue in FY2223. While the early eviction mediation program created through Act 57 will end in August, MCP will continue to encourage landlords and tenants to mediate early, before going to court. The partnerships established with Catholic Charities, the Council for Native Hawaiian Advancement, Hawaii Appleseed, the Susanna Wesley Center, and our many partners in Windward O’ahu communities, will continue to focus on increasing outreach and education to outlying communities and different cultures such as Pacific Islanders and others, who typically don’t use mediation. Through these efforts, MCP will increase the use of mediation, particularly with landlords and tenants in the low-income, ALICE, and vulnerable populations, and help keep the tenants housed and current on their rent.

Finally, in keeping with MCP’s mission of providing high quality services, the staff will be exploring new ways to integrate technology into the scheduling process. A new online portal and electronic scheduling system for the mediators is envisioned to expedite and simplify scheduling mediations.

We are grateful to the many donors, mediators, and partners who helped MCP grow and succeed over the past year. With your continued support, we look forward to helping more people to prevent and resolve conflicts before they escalate, in the coming months.

“Our mediator did a wonderful job of helping us resolve our conflict and kept us from an emotionally exhausting courtroom battle. I really felt heard by the other party thanks to the mediator, and the other party was able to share some of her strong opinions about me. She agreed to pay me much more than I expected. I am very pleased about what transpired in our meeting. I am very grateful for the mediation process. The staff are an answer to prayer and much better sleep.”

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