



# Ku'ikahi Mediation Center

*Finding Solutions, Growing Peace*

ANNUAL REPORT  
July 1, 2019 - June 30, 2020

***“My family was very satisfied with the services that we have received! Being able to keep our appointment and doing it on Zoom really was a wonderful experience as well. That that way we could honor the COVID-19 ban that the governor placed on the state. We didn't have to find child care for our children and were able to still attend our meeting without having to reschedule our appointment. Also having fillable forms to fill out, sign, and get our copies was a benefit because we don't have a printer/scanner at home. We are very grateful for mediation services and will continue to use this resource again!”***



## Our Vision

A peaceful community where people routinely seek common ground.

## Our Mission

We empower people to come together—  
to talk and to listen, to explore options, and to find their own best solutions.  
To achieve this mission, we offer mediation, facilitation, and training  
to strengthen the ability of diverse individuals and groups  
to resolve interpersonal conflicts and community issues.

## Our Values

Communication • Collaboration • Confidentiality • Courtesy • Competence

*What's in a name?*

**Ku'ikahi means a treaty, covenant, agreement,  
feeling of unity, peace, reconciliation.**

*(excerpted from the Hawaiian Dictionary by Mary Kawena Pukui & Samuel H. Elbert)*

**MEDIATIONS  
& FACILITATIONS**

447  
cases served

220  
sessions held

761  
clients served

48%  
had household incomes  
under \$20,000

95%  
felt satisfied with  
the mediation process

97%  
would recommend  
mediation

**EDUCATIONAL  
PROGRAMS**

8 public & 6 private  
trainings & workshops  
with 314 participants  
+  
98%  
learned something  
new & useful

9  
brown bag talks  
with 223 participants  
+  
87%  
learned something  
new & useful

24  
in-house continuing  
education programs for  
volunteer mediators

**YOUR SUPPORT...**

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**Assists People in Conflict  
to Find Their Own Best Solutions**

Mediation is a self-empowering, flexible process that allows people to arrive at enduring resolutions to conflicts. Neutral third parties (the mediators) aid participants to systematically work through the issues to reach mutually satisfying solutions.



*"I am attorney for a Plaintiff/Mother. I appreciate Ku'ikahi. I feel that it is a necessary role for our community to have you help people solve disagreements and misunderstanding. Thank you."*

- Mediation Participant

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**Helps Facilitate Group Meetings  
on Important Issues**

Facilitation creates a climate that invites creative thinking, protects individuals from criticism, and generates ideas so the group can reach its goals.

*"Thank you very much for your expert and professional assistance at our recent strategic planning session and the prompt summaries you sent. We look forward to continuing our mission for the parks with renewed energy and commitment!"*

- Donna Barr, Board Chair, Hawai'i Pacific Parks Association

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**Gives People the Skills They Need  
to Prevent and Resolve Conflict**

When community members learn communication and conflict resolution skills, they can become ambassadors for peace in our families, schools, neighborhoods, workplaces, and beyond.



*"I liked that we were broken out into small groups to be able to interact more intimately with some of the other workshop participants, and also to have some discussion time. I especially appreciated, Kimberly, observing your interchanges with participants and how you modeled listening and repeating their positions.... You demonstrate delivering clear communication in a measured and respectful tone, all while staying very engaged with the person you're talking with."*

-Brilliant Bystander Training Participant

# Mahalo to our Supporters

who invested in finding solutions and growing peace

## Peacemaker (\$10,000 or more)

### BUSINESSES & ORGANIZATIONS

Atherton Family Foundation  
Central Pacific Bank Foundation  
County of Hawai'i  
County of Hawai'i Department  
of Research & Development  
First Hawaiian Bank Foundation  
Hawai'i Island Strong Fund  
of the Hawai'i Community Foundation  
Hawai'i Island United Way  
Hawaii Justice Foundation  
Kosasa Family Fund  
of the Hawai'i Community Foundation  
Robert Emens Black Fund  
of the Hawai'i Community Foundation  
State of Hawai'i Judiciary

## Diplomat (\$5,000-\$9,999)

### BUSINESSES & ORGANIZATIONS

Anderson-Beck Fund  
of the Hawai'i Community Foundation  
Hawai'i Island REALTORS®  
KTA Super Stores & K. Taniguchi Ltd.  
Kukio Community Fund  
of the Hawai'i Community Foundation

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Hawaii State Bar Foundation  
Rotary Club of Hilo Bay  
Rotary Club of South Hilo  
Foundation  
Small Business Administration (SBA)  
Hawaii Women's Legal Foundation

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Day-Lum Rentals & Management, Inc.  
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Aileen & Sidney Fuke  
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Jelani Madaraka  
Irene Nagao  
Sandra Taniguchi  
*IN MEMORY OF BARRY TANIGUCHI*  
Andrew & Roberta Wilson

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Hawaii Electric Light  
Hilo Rotary Club Foundation  
Oliveras Law LLC  
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Harris & Knorek

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*IN HONOR OF TONYA OZONE*  
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Elizabeth Kent  
Cathy Lowder  
Jeff Malate  
Jody Montell  
The Honorable Greg K. Nakamura  
& Jo-Lyn Nakamura  
Tonya Ozone  
Dale & Sandra Tokuuke

## Conciliator (\$250-499)

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Interfaith Communities in Action  
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*IN HONOR OF ANDY WILSON*  
The Honorable Glenn Hara (ret.)  
& Janet Hara

Julie Hugo  
Charlene Iboshi & John Wagner  
*IN MEMORY OF BARRY TANIGUCHI*  
Julie Mitchell  
*IN MEMORY OF LENA C. MITCHELL  
& DR. MEREDITH B. MITCHELL*  
Cheryl Matsumura  
Joni Onishi  
Sharon Suzuki

## Facilitator (\$100-\$249)

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None

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Rev. Eric S. Anderson  
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Aaron Chung  
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Jessie & Nancy Crawford  
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(ret.) & Gerald Takase  
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## Moderator (up to \$99)

### BUSINESSES & ORGANIZATIONS

Amazon Smile  
Law Office of Yeh & Moore  
PayPal Giving Fund

### INDIVIDUALS

Anonymous (3)  
Roxanne Aburamen  
Lincoln Ashida  
Rose Bautista  
Rene Bee  
Amy Brotzman  
Bhagavan Buritz  
Ryan Caday  
Jessica Carvalho  
Phillip Carey  
Wayne Carey  
Loren Case  
Valta Cook  
Robert Crudele  
Brian De Lima

Sylvia Dolena  
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& Sandra Freitas  
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Arnold Hara  
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Grayson Hashida  
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Marge Kanemitsu  
Ann & Howard Kawabata  
Ashley Kierkiewicz  
The Honorable Robert D.S. Kim  
Nelson Kinoshita  
Alan Konishi  
James "Jimi" Kunimura  
Lou Larkspur  
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Dwayne Lerma  
Kathleen Lucero  
Terrie Lum  
Robert P. Marx  
Carol Matayoshi  
Rev. Katlin McCallister  
Kathleen McGilvray  
Maurice Messina  
Susan Miyasaka

**Moderator** (up to \$99)  
*continued*

Melinda Mizuno  
*IN HONOR OF TONYA OZONE*  
Clara & Russell Morita  
Roger Moss  
Albert & Kahele Nahale-a  
Connie & Gary Nakamura  
Junette Nakamura  
Stewart Oda  
Curt & Michelle Oishi  
Tammy Ono  
John Ordon  
Faith Oshiro  
Janie Oshiro  
Kimi Palacio  
Eugenie Phillips  
Jill Raznov & Tom Wedgwood  
Elyse Robinson  
Kathleen Romero  
Dena Smith  
Kevin Soong  
The Honorable Diana Van De Car  
& The Honorable Lloyd Van De Car (ret.)  
Kym Waisbrot  
Margaret Ward  
Colin Yokoyama  
Miles & Wendy Yoshioka  
*IN MEMORY OF BARRY TANIGUCHI*  
Jennifer Zelko-Schlueter



## Mahalo to our in-Kind Donors *who invested in finding solutions and growing peace*

### Businesses & Organizations (in-kind)

2400 Fahrenheit  
Aikane Plantation Coffee Co.  
Aiona Car Sales  
AJ & Sons Catering  
Aloha Crater Lodge & Lava Tube Bed and Breakfast  
Atlantis Submarines  
Basically Books & Petroglyph Press  
Benjamin Moore & Co.  
Big Island Candies  
Big Island Delights  
Big Island Toyota  
Body Glove Cruises  
Café 100  
Café Ono / Volcano Garden Arts  
Captain Zodiac  
Central Pacific Bank  
Coconut Grill  
Craniosacral Hawaii  
Cronies Bar & Grill  
Cunningham Gallery  
Cynthia Rubinstein Real Estate, Inc.  
Dawson & Dawson, Ltd.  
Day-Lum Rentals & Management, Inc. and Coldwell Banker Day-Lum Properties  
Deals & Steals  
Discount Fabric Warehouse  
Don's Big Island Towing  
ErinT Fashion Accessories  
Facials By DawnMarie, LLC  
Floral Mart  
Flumin' Kohala  
Georgette  
Grand Naniloa Hotel Hilo  
Hamakua Macadamia Nut Co.  
Hawai'i Pacific Parks Association  
Hawai'i Photo Retreat  
Hawaii Printing Corporation  
Hawaiian Telcom

Headline News  
Hilo Bay Café  
Hilo Ocean Adventures  
HPM Building Supply  
Huggo's & Lava Lava Beach Club  
Images of Hawai'i / Charlene Meyers  
'Imiloa Astronomy Center  
Jack's Diving Locker  
Junior Achievement of Hawai'i Island  
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Koa Hawaiiana  
Kohala Zipline / Hawai'i Forest & Trail  
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KTA Super Stores  
Kui & I Florist  
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Lucy's Taqueria  
Lyman Museum  
Mary Begier Realty  
Mauna Kea Beach Hotel  
Mauna Loa Macadamia Nut Corp.  
McCully Works  
Millie's Deli & Snack Shop  
Moon & Turtle  
Netcom Enterprises  
Nicoco Hawaiian Gelato LLC  
Ocean Sports  
Olena's Massage Center  
OM Natural Products  
One Gallery  
Opulent Beings Life Coaching & Pet Sitting  
Pacific Sound  
Papa'a Palaoa Bakery  
Poke Market  
Punalu'u Bake Shop  
Restaurant Kenichi

Singin' in The Rain! / Jeri Gertz  
Sweet Cane Café  
Taylor Made Music  
The Hypno Spa  
The Most Irresistible Shop in Hilo  
UFO Parasail – Kona  
Vested Interest  
Volcano Winery

### Individuals (in-kind)

Bernice Akamine  
Lincoln Ashida  
Ann Bouslog  
Nate Chang  
Newton Chu  
Larry Conklin  
Lea Cooper  
Jon Countess  
Hope Delaney  
Lea Dellaria  
Cathy Hough  
Julie Hugo  
Marge Kanemitsu  
Alan Konishi  
Shaunda Liu Makaimoku  
Cathy Lowder  
Karolyn Lundquist  
Robert Marx  
Wilma Matsumura  
Elizabeth Miller  
Debbie Ota  
Kevin Reardon  
Catherine Robbins  
Ginger Sandell  
Darryl Smith  
Esther Szegedy  
Roy Takemoto  
Dale & Sandra Tokuuke  
Elfie Wilkins-Nacht  
Andrew & Roberta Wilson  
**and ALL our dedicated volunteers!**

*"I saw a business owner yesterday who is trying to be open but really struggling. They had contacted me a month ago for help finding a real estate attorney. I gave them the names of real estate attorneys but did not feel it was appropriate for me to contact the landlord. When this Rapid Response Landlord Tenant Mediation Program came out I recommended it to them. When I saw the business owner yesterday, they were glowing with relief. They had spoken to the nicest person at Ku'ikahi Mediation Center, one of the first who they thought was really listening. They said, 'I almost don't care what happens now, at least someone listened to me!'"*

- Mary Begier, Mary Begier Realty

## MAHALO NUI LOA

to our  
70 volunteers total who  
gave over 1,748 hours of service  
during fiscal year 2019-2020

... which includes  
40 mediators and apprentices  
who gave over 1,387 service hours for mediations

## FOR IMMEDIATE RELEASE

### Rapid Response Program Launched to Flatten Eviction Curve



*May 1, 2020 (Hawai'i Island)* – The COVID-19 pandemic has left a significant number of Hawai'i's employees without work, wondering how to cover rent or mortgage while they wait for unemployment benefits, SBA loans, and other financial assistance to arrive.

In order to flatten the eviction curve, a multi-sector stakeholder team convened to develop a Rapid Response Landlord Tenant Mediation Program. The program will be offered through West Hawai'i Mediation Center and Ku'ikahi Mediation Center, with the goal of providing timely conflict prevention and resolution services to commercial and residential landlords and tenants.

"Everyone is concerned about meeting their financial obligations in these tough economic times," said Council Member Ashley Kierkiewicz. "There is incentive for everyone to work together. By encouraging communication on the front end and finding ways to work it out, we can ensure some level of stability and prevent a tsunami of evictions and foreclosures."

Under the Rapid Response program, WHMC and KMC mediators will assist both landlords and tenants by brokering frank dialogue about finances before bills pile up and situations escalate.

"We know from the 2008 recession that economic downturns lead to an overwhelming influx of housing related challenges that often rely on our judicial system to manage," said Eric Paul, Executive Director of WHMC. "We don't want to wait for the courts to reopen. We want to help our community members get ahead of these challenges now."

Governor David Ige issued a moratorium on evictions through May 31. There is a temporary moratorium on eviction filings through July 25 for residential properties that participate in federal affordable housing programs including properties with Section 8 vouchers, or are financed by federally backed mortgage loans from HUD, the VA, the USDA, Fannie Mae, Freddie Mac.

"There is a lot of confusion about the state proclamation and the federal CARES Act regarding eviction moratoriums," said Kehau Costa, Executive Officer of Hawai'i Island REALTORS®. "Despite the moratoriums, rent still accrues for tenants and mortgage payments still accrue for landlords. We encourage proactive conversations to prevent misunderstandings, explore available options, and create agreements to avert further financial hardship or the need for later legal action."

Mediation looks for mutually satisfying solutions for all parties. The Rapid Response program is geared towards providing education about available resources to assist both landlords and tenants, and helping negotiate positive outcomes for all involved.

"I've heard several real-life stories of people in some touch and go situations," said Julie Mitchell, Executive Director of KMC. "One is a usually self-employed friend who is now relying on a rental home for income. When one of her tenants lost his job, she creatively suggested a 3-month temporary agreement cutting the rent in half. The tenants got to stay in place and she got to keep getting much-needed partial rent."

"Another story I heard was of a colleague's mom, who has been in business over 40 years. Due to the closure of all non-essential businesses in Hawai'i, she had to shut her doors and lay off her staff. She reached out to her landlord to ask for rent forbearance or reduction. The landlord told her if she didn't pay, she was going to have to face the consequences," said Mitchell. "An alternative would be for our mediators to act as a go-between to help this businesswoman and her landlord talk it out."

The mediation centers are offering the Rapid Response program free of charge to any commercial or residential landlord or tenant in Hawai'i County. While social distancing remains in place, all mediations take place via phone or video conferencing.

In East Hawai'i, call Ku'ikahi Mediation Center at (808) 935-7844 or visit [hawaii-mediation.org](http://hawaii-mediation.org). In West Hawai'i, call West Hawai'i Mediation Center at (808) 885-5525 or visit [whmediation.org](http://whmediation.org).

The Rapid Response Landlord Tenant Mediation Program is supported by initial funding from the County of Hawai'i, Hawai'i Community Foundation, Hawai'i Island REALTORS®, and West Hawai'i Association of REALTORS®.

## STATEMENT OF ACTIVITIES

as of June 30, 2020

	2019- 2020	2018- 2019
<b>Public Support &amp; Revenue</b>		
<i>PUBLIC SUPPORT</i>		
Donated Volunteer Services	138,700	159,000
Foundation Grants	107,750	86,450
Government Grants	89,534	87,302
Donations	49,331	36,716
Fundraising	44,019	82,142
Hawai'i Island United Way	10,000	7,500
<i>REVENUE</i>		
Mediation & Facilitation Fees	22,193	26,390
Training & Workshop Fees	13,029	10,081
Other Income	<u>2,703</u>	<u>3,635</u>
<b>TOTAL PUBLIC SUPPORT &amp; REVENUE</b>	<b>477,259</b>	<b>499,216</b>
<b>Expenses</b>		
Payroll Expense	165,541	171,154
Donated Volunteer Services	138,700	159,000
Occupancy	30,649	28,207
Employee Benefits	24,999	30,235
Contract Services	13,186	9,605
Miscellaneous Expense	12,528	6,475
Fundraising Expense	12,435	38,763
Office Expenses	12,257	8,964
Telecommunications	6,504	6,324
Accounting Services	4,256	9,568
Travel and Meeting Expense	3,296	5,466
Insurance	2,046	2,046
General Excise Tax	1,871	3,349
Equipment Repair & Maintenance	653	0
Depreciation Expense	570	257
Staff Development	300	1,304
Capital Equipment Purchase	135	120
Bad Debt Expense	111	0
<b>TOTAL EXPENSES</b>	<b>430,034</b>	<b>480,837</b>
<i>CHANGE IN NET ASSETS</i>	<i>47,225</i>	<i>18,379</i>
<i>NET ASSETS, BEGINNING OF YEAR</i>	<i>246,939</i>	<i>228,560</i>
<i>NET ASSETS, END OF YEAR</i>	<i>294,164</i>	<i>246,939</i>



**Ku'ikahi Mediation Center**  
*Finding Solutions, Growing Peace*

in The Hilo Lagoon Centre  
101 Aupuni Street, Suite PH 1014 B-2  
Hilo, Hawai'i 96720

Phone: (808) 935-7844 • Fax: (808) 961-9727

Email: [info@hawaiiimmediation.org](mailto:info@hawaiiimmediation.org)

Web: [www.hawaiiimmediation.org](http://www.hawaiiimmediation.org)

### How Can You Help?

- Get involved by volunteering
- Make a referral • Give a donation

*Ku'ikahi Mediation Center is a 501(c)(3) nonprofit organization,  
donations to which are tax-deductible.  
We welcome your support!*

## STATEMENT OF FINANCIAL POSITION

as of June 30, 2020

	2019- 2020	2018- 2019
<b>Assets</b>		
Cash & Cash Equivalents	338,454	265,343
Accounts Receivable	8	45
Pledges Receivable	34,415	10,318
Prepaid Insurance	<u>977</u>	<u>875</u>
<b>TOTAL CURRENT ASSETS</b>	<b>370,854</b>	<b>276,581</b>
Furniture, Fixtures & Equipment	26,752	25,186
Accumulated Depreciation	<u>(25,225)</u>	<u>(24,655)</u>
<b>TOTAL CAPITALIZED ASSETS</b>	<b>1,527</b>	<b>531</b>
<b>TOTAL ASSETS</b>	<b>372,381</b>	<b>277,112</b>
<b>Liabilities &amp; Net Assets</b>		
Payroll Protection Loan	38,912	0
Deferred Revenue	23,000	16,250
Accrued Vacation	5,738	3,776
Accrued Payroll	5,898	6,000
Accounts Payable	4,207	2,219
Accrued Payroll Taxes	<u>462</u>	<u>1,928</u>
<b>TOTAL CURRENT LIABILITIES</b>	<b>78,217</b>	<b>30,173</b>
Net Assets Without Donor Restrictions	240,117	246,939
Net Assets With Donor Restrictions	<u>54,047</u>	<u>0</u>
<b>TOTAL NET ASSETS</b>	<b>294,164</b>	<b>246,939</b>
<b>TOTAL LIABILITIES &amp; NET ASSETS</b>	<b>372,381</b>	<b>277,112</b>

### Board of Directors

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Twylla Baptiste

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James "Jimi" Kunimura

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Sandra Tokuuke

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Charity Norem

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Majidah Lebarre

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ALL PERSONNEL AS OF JUNE 30, 2020