

House District 14/15/16

Senate District 7

**THE TWENTY-SEVENTH LEGISLATURE  
APPLICATION FOR GRANTS AND SUBSIDIES  
CHAPTER 42F, HAWAII REVISED STATUTES**

Log No:

For Legislature's Use Only

Type of Grant or Subsidy Request:

GRANT REQUEST – OPERATING

GRANT REQUEST – CAPITAL

SUBSIDY REQUEST

"Grant" means an award of state funds by the legislature, by an appropriation to a specified recipient, to support the activities of the recipient and permit the community to benefit from those activities.

"Subsidy" means an award of state funds by the legislature, by an appropriation to a recipient specified in the appropriation, to reduce the costs incurred by the organization or individual in providing a service available to some or all members of the public.

"Recipient" means any organization or person receiving a grant or subsidy.

STATE DEPARTMENT OR AGENCY RELATED TO THIS REQUEST (LEAVE BLANK IF UNKNOWN):

JUDICIARY OR DLIR-OCS

STATE PROGRAM I.D. NO. (LEAVE BLANK IF UNKNOWN):

**1. APPLICANT INFORMATION:**

Legal Name of Requesting Organization or Individual:  
Kaua'i Economic Opportunity, Incorporated

Db/a: KEO, Inc.

Street Address: 2804 Wehe Road, Lihue Hawai'i 96766

Mailing Address: 2804 Wehe Road, Lihue Hawai'i 96766

**2. CONTACT PERSON FOR MATTERS INVOLVING THIS APPLICATION:**

Name JESSIE M. BASQUEZ

Title Mediation Program Director

Phone # (808) 245-4077 Ext. 237

Fax # (808)245-7476

e-mail keo@keoinc.org

**3. TYPE OF BUSINESS ENTITY:**

- NON PROFIT CORPORATION
- FOR PROFIT CORPORATION
- LIMITED LIABILITY COMPANY
- SOLE PROPRIETORSHIP/INDIVIDUAL

**6. DESCRIPTIVE TITLE OF APPLICANT'S REQUEST:**

**OPERATIONAL SERVICES FOR  
KAUA'I ECONOMIC OPPORTUNITY INCORPORATED  
MEDIATION PROGRAM**

4. FEDERAL TAX ID #: [REDACTED]

5. STATE TAX ID #: [REDACTED]

**7. AMOUNT OF STATE FUNDS REQUESTED:**

FISCAL YEAR 2015: \$ 114,159.00

**8. STATUS OF SERVICE DESCRIBED IN THIS REQUEST:**

- NEW SERVICE (PRESENTLY DOES NOT EXIST)
- EXISTING SERVICE (PRESENTLY IN OPERATION)

SPECIFY THE AMOUNT BY SOURCES OF FUNDS AVAILABLE AT THE TIME OF THIS REQUEST:

STATE \$ 41,898

FEDERAL \$                     

COUNTY \$                     

PRIVATE/OTHER \$ 23,048

[Signature]  
LABEL FUJIIUCHI / CHIEF EXECUTIVE OFFICER

AUTHORIZED SIGNATURE

NAME & TITLE

DATE SIGNED

1/30/14

COPY

## Application for Grants and Subsidies

*If any item is not applicable to the request, the applicant should enter "not applicable".*

### I. Background and Summary

This section shall clearly and concisely summarize and highlight the contents of the request in such a way as to provide the State Legislature with a broad understanding of the request. Include the following:

1. *A brief description of the applicant's background;*

Kaua'i Economic Opportunity Incorporated (KEO) is a private non-profit community action agency, incorporated on March 16, 1965. KEO is governed by a Board of Directors, a tri-part board of dedicated volunteers Kaua'i residents who come from the public, private, and low income sector. All of these groups of people interact by sharing ideas and concerns, and combine their efforts towards a better quality of life to "alleviate poverty and assist low-income families and individuals to attain social and economic self-sufficiency".

KEO administers a variety of community service programs to mostly low and moderate income individuals and families, including: transitional housing, home weatherization, temporary food assistance program elderly nutrition (meals on wheels), emergency food pantry, employment core services for low-income people and immigrants, employment counseling, immigrant and refugees program, early learning center, group homes for mentally and/or physically challenged adults, persons-in-need assistance, homeless outreach and medical services, and other programs for the disabled, diversified-horticulture-training farm, and a Mediation Program for conflict resolution. The Mediation Program is an Alternative Dispute Resolution (ADR) program within KEO. The program provides an alternative to conflict resolution, instead of using the judiciary system. The participants are empowered to work out their disputes together with the aid of trained mediators. The mediation fee is waived to income qualifying individuals.

Kaua'i is a rural island community with about 66,000 residents. Few choices are available to those that need to solve a problem that involves legal consequences. KEO Mediation Program has been providing mediation services for the Kaua'i community since 1982 (31 years) and provides services for the District Court of the Fifth Circuit for the past seventeen (17) years, addressing judicial efficiency concerns by resolving cases without the need for a formal adversarial court hearing.

2. *The goals and objectives related to the request;*

Our goal is to provide 300 Mediations for the community and Peer Mediation in addition to the funding that we already have received. As we have determined this is part of the unmet need.

KEO administers the Mediation Program under the direction of Program Director, Jessie M. Basquez. Funding through the State of Hawai'i – judiciary allows the program to budget for this one staff member. Ms. Basquez has been able to obtain funding through the Kaua'i United Way for a part-time Mediation Intake Worker the contract funding ended on June 30, 2013. However, we will continue to apply for more funding through the Kaua'i United Way.

The program has been able to obtain partial funding of \$6,000 from the Hawai'i Justice Foundation to support the student Peer Mediation program for KEO. However, we are requesting for additional financial assistance to retain a full-time student Peer Coordinator for the fiscal year 2014-2015.

Mediation services throughout the State of Hawai'i; to promulgate high standards of performance effectiveness, and efficiency and to ensure that member programs meet these standards; to provide training assistance and consultation to support member programs in delivering services consistent with statewide standards in support of community Mediation services.

As a Community Action Agency on Kaua'i, KEO, Inc. is held to high standard of Performance and Measures consisting of 6 National Goals and 12 National Performance Indicators. In addition, to program specific outcomes, KEO's performance is measured according to the National Indicators and Outcomes:

Goal 1. Low-income people become more self-sufficient. (Family)

*National Performance Indicator 1.1 – Education*

*National Performance Indicator 1.2 – Employment Supports*

*National Performance Indicator 1.3 – Economic Asset Enhancement and Utilization*

Goal 2. The conditions in which low-income people live are improved. (Community)

*National Performance Indicator 2.1 – Community Improvement and Revitalization*

*National Performance Indicator 2.2 – Community Quality of Life and Assets*

Goal 3. Low-income people own a stake in their community. (Community)

*National Performance Indicator 3.1 – Civic Investment*

*National Performance Indicator 3.2 – Community Empowerment through Maximum Feasible Participation*

Goal 4. Partnerships among supporters and providers of services to low-income people are achieved. (Agency)

*National Performance Indicator 4.1 – Expanding Opportunities through Community-Wide Partnerships*

Goal 5. Agencies increase their capacity to achieve results. (Agency)

*National Performance Indicator 5.1 – Broadening the Resource Base*

Goal 6. Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other support systems. (Family)

*National Performance Indicator 6.1 – Independent Living*  
*National Performance Indicator 6.2 – Emergency Assistance*  
▶ *National Performance Indicator 6.3 – Child and Family Development*

For this project specifically, Mediation Program enables individuals to resolve their disputes and reach a mutual agreement thereby avoiding court intervention. The National Indicator Goals are Goal 2 or Goal 6 and Performance Indicators Outcomes are as follows:

Goal 2. The conditions in which low-income people live are improved. (Community)

*National Performance Indicator 2.1 – Community Improvement and Revitalization*  
*National Performance Indicator 2.2 – Community Quality of Life and Assets*

▶ *National Performance Indicator 6.3 – Child and Family Development*

*The number and percentage of all infants, children, youth parents, other adults participating in development or enrichment programs that achieve program goals, as measured by one or more of the following:*

*B. Youth-*

- 1. Youth improve social/emotional development.*
- 2. Youth have reduced involvement with criminal justice system.*
- 3. Youth increase academic, athletic or social skills for school success by participating in before or “after” school programs.*

*C. Parents and Other Adults-*

- 1. Parents and other adults learn and exhibit improved family functioning skill.*

**Mediation Intake Worker**

Currently, the KEO Mediation Intake Worker position is on a half-time status. The Intake Worker provides a crucial role in the KEO Mediation Program. Receiving initial contacts from individuals within the County of Kaua'i or the Mainland requesting information about the program or requiring assistance in resolving a dispute. During a phone call the Mediation Intake Worker completes an array of information to which is best suited for each case.

An initial intake of demographics, needs assessment, i.e., assault, domestic, harassment type cases or, testing for readiness, to begin the mediation session i.e., divorce, child visitation (time sharing), coordinate the sites for the Mediation session/s, referral to/from an outside agency, public or private, regarding Mediation and/or any other related matters. These tasks assigned for the Mediation Intake Worker are imperative towards implementing and coordinating Mediation services.

Therefore, maintaining the KEO Mediation Intake Workers position and increase the status to full-time status is necessary in order to assist the Director to maintain the daily operational office

duties and conduct preliminary assessment of eligibility for services to promote and expand the Mediation Program. This would provide a better response for services requested from the community, judiciary, private and public sector.

### **Primary goals for the Mediation Intake Worker**

- Completes an intake application, conducts a preliminary assessment of eligibility for services;
- Daily case management reports for on-going cases.
- Documentation of steady influx of calls on a daily basis and schedule / rescheduling of Mediation sessions.
- Providing referrals to legal services for individuals and families.
- Coordinating a peaceful and safe meeting location for disputants participating in a Mediation session.
- Increasing program exposure through the use the schools, public service announcements. Presentations and interacting with the community.
- Increasing public awareness about Mediation as an alternative dispute resolution instead of the judiciary system.

### **Objectives for the Mediation Intake Worker**

- To expedite all intakes; walk-ins or the influx telephone calls and decrease intake wait time by 1½ half days, compared to 3 to 4 days providing the service without.
- Keeper of confidentiality case records,
- Coordinate Mediation session/s, for mediator/s and stakeholders.
- Input of confidential data for central files.
- Increase on outreach and education through the use of general public i.e., walk-ins, call-ins, and or, interacting with the community.

### **Student Peer Mediation Coordinator**

The direct administrator of the KEO Mediation Program is the KEO Mediation Director. The director would continue to provide and conduct Student Peer Mediation Training within the Middle and High Schools. Assisting the Teacher / Peer Mediation Coordinator to recruit new Student Peer Mediators within their respective Schools. Also, other afterschool programs are, Boys & Girls Club, and Big Brothers & Big Sisters agencies on Kaua'i.

On average throughout the school year, each participating school and afterschool youth agency handles at least 30-40 reported mediated cases. NOTE: these numbers does not include unreported disputed cases (e.g., cyber bullying, bullying on the playgrounds, imbalance of power, disrespect, and or rumors).

We think possibly mediation can prevent some bullying and the effects of such, such as, retaliation, suicide, physical harm, etc. In the middle schools, bullying has been estimated as 41%, and 20% of high school students. Regarding cyber-bullying, it is up to one-half of Hawai'i's high school students, and one fourth of middle school students. (Reference: Mental Health America of Hawai'i, 2011).

Due to the advancement of technology in today's society, youths are frequently faced with cyber bullying via social media avenues such as Facebook, Instagram, and Twitter. Cyber bullying is a large contributing factor related to a student's poor attendance, drop in grades, depression, anxiety, and suicide. Short of eliminating all electronic devices, there is no sure fixed way to turning back the impacts of increased technology. Therefore, teaching communication skills will give enough support and empower students, when faced with these types of situations.

### **Primary goals and objectives**

As a preventive and proactive measure to defuse potential school violence before it occurs, students in dispute are encouraged to go through a Student Peer Mediation session to work out their current problems together with the aid of trained Student Peer Mediators. Students who participate in a Mediation session find the benefits in talking it out rather than physical violence.

Students will learn essential skills that motivate them to move towards resolving their conflict which will empower them to negotiate a reasonable agreement and increase their self-esteem especially at risk students.

### **In one of the trainings, participants learn to:**

- Define bullying and to understand the roles we play in bullying;
- Identify symptoms of depression, recognize signs of suicide; and
- Listen Ask, Support, and Empower the youth to get help.

A teen in Hawai'i is twice more likely to attempt suicide than a teen elsewhere in the United States, with 27 deaths of young people between the ages of 12- 24 years of age here in 2009, according to the Center for Disease Control survey in Hawai'i's schools. [<http://www.mentalhealth-hi.org/stopyouthsuicide-and-bullying>].

This shows a constant need for promoting the training in Student Peer Mediation an Alternative for Dispute Resolution support a culture to a win-win situation for the judicial system and society as a whole.

The KEO Mediation Program has also provided a four (4) step, seven (7) hour student Peer Mediation Training for Kaua'i Middle and High Schools throughout the island. In the KEO student Peer Mediation Training Program, the Peer Mediation instructor will cover a basic understanding of student Peer Mediation process and provide hands-on training to practice skills and learn to facilitate communication between parties in conflict through specialized training addressing several different topics, including but not limited to;

**Mediation a conflict resolution choice**

- A. Four Step Mediation Process;
  - Tell your story;
  - Identifying the problem, how do you feel;
  - Finding solutions, what do you need;
  - Wrapping up, and get to a win-win solution.
  
- B. Responsibilities of a Peer Mediator;
  - Communication Skills;
  - Listening to Understand;
  - Restating important facts & feelings;
  - What a Mediator Is / Is Not;
  - Mediation Vocabulary;
  - Green Lights / Red Lights;
  - Neutral questions & comments, being non-judgmental.

**Program Mediation Director**

The role of the Director is to oversee the KEO Mediation Program in coordination and implementation. If other positions are not sustained the director ensures its effectiveness and fills any areas of deficiency.

- Supervise, train, evaluate, and interview program staff.
- Review and approve reports, forms, recommendations and activities.
- Prepare and analyze reports, forms, grants, budgets, contracts, and program manuals.
- Creating spreadsheets for regarding demographics for monthly, quarterly, and final reports.
- Coordinate with funding sources and community agencies and programs in achieving program goals and objectives.
- Assist, inform, and consult with Chief Executive Officer in developing, maintaining, and implementing program policies and procedures.
- Increasing program exposure through the use the schools, public service announcements, presentations and interacting with the community.
- Plan, organize, and attend training classes, workshops and meetings.
- Plan, search for, organize, and implement new programs and special grants.
- Establish, promote, and maintain good public and staff relation.
- Establish economic development activities to achieve program self-sufficiency.
- Perform other duties as required.
- Inform the general public of services provided by the Mediation Program by continuously advertising the availability of these services generated by printed Public Service Announcement (PSA) creating/producing brochures and

- distributed in the community and the judiciary.
- Provide scheduling of the actual mediation session and coordinating the site to facilitate the mediation session.

The program director consecutively promotes an Alternation for Dispute Resolution - Mediation services, educational and conflict resolution awareness presentations to organizations such as schools, housing agencies, other social service organizations for profit or non-profit, judiciary, public and private sectors.

On an ongoing basis the director continuously focuses on offering trainings, e.g., Basic Mediation, Divorce Mediation and various specialized trainings for new and seasoned mediators, and including educating the community on the alternatives to conflict resolution.

In maintaining all the essential positions that of the volunteer Mediators, Intake Worker, and Peer Coordinator, the Director is crucial in order to provide quality, efficient service for dispute resolutions towards the diverse conflicts of the members of this community. The Program Director is responsible to assume the responsibilities as would be the normal protocol for the agency.

3. *The public purpose and need to be served;*

The Mediation Program is an Alternative Dispute Resolution (ADR) program within KEO. The program provides voluntary conflict resolution, alternative to the judiciary system. The participants are empowered to work out their disputes together with the aid of trained mediators.

300 addition mediations will be available to the population on Kaua'i consisting of individuals, families, business, agencies, organizations, groups and others.

4. *Describe the target population to be served;*

In the judiciary sector the KEO Mediation Program assists the District Court of the Fifth Circuit by facilitating civil court type Mediation sessions. These cases assigned are complex type such as; Consumer / Merchant, Small Claims, Temporary Restraining Order, Landlord-Tenant, Automobile, Real Estate / Condominium – Association of Apartment Owners (AOAO), adult and juvenile disputes for first time offenders in victim / offender restitution type cases.

Additionally, the District Court of the Fifth Circuit Family Court refers cases such as; contested and uncontested divorce cases or separating parents regarding child custody, visitation, property, and or any other disputed issues that may arise.

In the community sector, of which this request addresses, the KEO Mediation Program, provides services for disputes such as; neighbor/neighbor, barking dogs - or other animal concerns, landlord-tenant, juvenile, juvenile restitution, condominium (AOAO), real estate, agencies verses community disputes, Hawai'i Civil Rights Commission, American Disability Act, automobile



accidents, consumer–merchant, domestic, family, friends, conflicts arising in the community, and any other civil disputes affected.

The Mediation Program has innovatively expanded Mediation services in the schools, youth programs, and organizations. Currently, the KEO Mediation Program is working with the Boys & Girls Club, Big Brothers & Big Sisters, Waimea and Kapaa High Schools.

In the Fiscal Year June 30, 2012 through July 31, 2013. The Mediation Program provided, two hundred and forty five (245) mediation cases, serving approximately six hundred and eight (608) individuals. Through the provision of KEO's involvement an additional 50 Peer Mediated cases were satisfied within the schools.

5. *Describe the geographic coverage;*

Kaua'i is a rural island community with about 66,000 residents. KEO assists individuals, businesses, agencies, groups and organizations that represent the full spectrum of economic and social status of the island. The KEO Mediation Program provides an important function for the residents of the County of Kaua'i in the public & private sector. In the last three years, the agency conducted mediations for more than 2,000 people.

## **II. Service Summary and Outcomes**

1. The Service Summary shall include a detailed discussion of the applicant's approach to the request. The applicant shall clearly and concisely specify the results, outcomes, and measures of effectiveness from this request. Scope of Work, Tasks and Responsibilities
  - Inform the general public of KEO's Mediation services.
  - Complete an intake application, conduct a preliminary assessment of eligibility for Mediation services.
  - Coordinating a peaceful and safe meeting location for disputants participating in a KEO Mediation session.
  - Provide and conduct scheduled Mediation sessions at the KEO administration building conference rooms. Other off site facilities are also utilized are as follows; County neighborhood centers conference rooms throughout the island; and Circuit Court of the Fifth District Mediation/conference room. All of these facilities are neutral sites and ADA accessible meeting its requirements.
  - Provide referrals for individuals and families that do not possess the financial means to acquire them or provided an Alternative for Dispute Resolution method other than formal legal action.

- Promote peace in the community to provide, fair equal access for the general public, with an emphasis on low income individuals and families as well as the frail and elderly.
- Clients participating in KEO’s emergency homeless shelter, group homes, transitional housing and resident, are provide Mediation services for disputes that may arise within the KEO’s facilities.
- To maintain an Alternative for Dispute Resolution by utilizing Mediation, with the judiciary and community sectors.

Mediation is recognized nationwide as an alternative to sometimes lengthy and costly court proceedings. For all members of the community, mediation empowers the participants to determine the solution or outcome to their unique and specific dispute.

Although agreements are not always reached, participants frequently comment that the process helped them understand various perspectives, interests and needs of others that will benefit them in future interpersonal relationships. In short, Mediation fosters communication and problem solving with individuals in all aspects of their lives.

The number of cases to the outcome of the satisfaction is relative to the goal or dissatisfaction by an evaluation tool. In the Fiscal Year June 30, 2012 through July 31, 2013. The Mediation Program facilitated, two hundred and forty five (245) mediation cases, serving approximately six hundred and eight (608) individuals. Through the provision of KEO’s involvement an additional 50 Peer Mediated cases were satisfied within the schools. The following statistics indicate that two hundred and forty one (241) individuals responded with documented evaluation regarding their experience in Mediation are as follows: ninety-five percent (95%) indicated very satisfied, and five (5%) dissatisfied with the Mediation process.

*2. Provide a projected annual timeline for accomplishing the results or outcomes of the service;*

<b>PROGRAM ACTIVITIES WILL BE CONTINUOUS THROUGHOUT THE PROGRAM FY 2014-2015</b>				
<b>ACTIVITIES</b>	<b>JULY-SEPT</b>	<b>OCT-DEC</b>	<b>JAN-MARCH</b>	<b>APRIL-JUNE</b>
OUTREACH, INFORMATION, AND REFERRALS	X	X	X	X
INTAKE / ASSESSMENT	X	X	X	X
COORDINATE WITH OTHER AGENCIES	X	X	X	X
SCHEDULING MEDIATION SESSIONS	X	X	X	X
PEER MEDIATION TRAINING	X		X	

BASIC MEDIATION TRAINING			X	
SMALL CLAIMS MEDIATION TRAINING	X		X	
FACILITATE MEDIATION SESSIONS	X	X	X	X
MEDIATION EDUCATION AND PRESENTATION	X	X	X	X

3. *Describe its quality assurance and evaluation plans for the request. Specify how the applicant plans to monitor, evaluate, and improve their results;*

KEO Mediation Program has been providing services for the residents of County of Kaua'i for twenty-nine (29) years and also the District Court of the Fifth Circuit for the past seventeen (17) years in addressing judicial efficiency concerns by resolving cases without the need for a formal adversarial court hearing civil matters, e.g., small claims, temporary restraining order, landlord tenant, automobile, contracts, neighbor/neighbor, landlord-tenant and but not limited to job-related disputes.

The Program has been assigned complex criminal cases for first time offender, e.g., assault, or terroristic threatening, harassment, and victim / offender restorative justice type cases in the District Court of the Fifth Circuit criminal sector. Additionally, in the District Court of the Fifth Circuit Family Court sector cases assigned are contested or uncontested cases e.g., child custody, visitation, property, assets, or other domestic matters, for disputants unable to seek legal counsel due to. Mediation is not a replacement for any legal matter, Mediation is a process which empowers the disputants to communicate amicably together and reach a satisfactory agreement.

In the community sector for which this grant is proposed, the KEO Mediation Program provides an Alternative Dispute Resolution (ADR) in the form of Mediation services offered as an option to the judicial disputants. Conflicts such as; animal issues, landlord-tenant, Real Estate, condominium disputes, Hawai'i civil rights, American Disability Act, consumer-merchant, e.g., small claims, temporary restraining order, contract dispute, automobile claims, employment, etc.

In our past experience, the KEO Mediation Program successfully assisted participating disputants, living or doing business on Kaua'i. At times this may extend to visitors or residents throughout the State of Hawai'i which may involve a party/s residing on Kaua'i.

Documented information regarding client satisfaction and client evaluations are monitored through monthly and quarterly reports. The client's responses are as follows; two hundred and forty one (241) clients participated in a Mediation session, ninety-five percent (95%) indicated very/somewhat satisfied, and five (5%) dissatisfied with the Mediation process.

Within the community and District Court of the Fifth Circuit in hopes to decrease the escalation of conflict, KEO Mediation Program expeditiously provided mediation services. In the fiscal

year July 1, 2012 - June 30, 2013, the program assisted six hundred and eight (608) individuals; conducted five hundred and nine (509) hours; facilitated two hundred forty five (245) mediation sessions.

The mediation process seeks to help everyone involved in conflict to clarify his or her own needs and priorities, and to better understand the needs and priorities of the other parties involved. Mediation also empowers the parties in dispute to communicate with each other in a manner that enables them to work towards an agreeable resolution by creating a mutual agreement that is fair, efficient, durable and equitable.

On the contrary, although a dispute may end with a non-agreement, many clients have noted that mediation has opened a way for future communication and most importantly, has mended strained or severed relationships.

If time permits, a staff member of the KEO Mediation Program will conduct a follow-up assessment with clients who have already participated and reached an outcome in a mediated case.

For many cases in mediation it takes one (1) session to reach an amiable solution. However, for more contentious type cases such as, divorce issues, property division, child custody or visitation, several meetings may be required.

Conflict is inevitable! People in conflict do not have the best frame of mind to consider their option. KEO has an Alternative for a dispute Resolution (ADR) Mediation Program. In a Mediation session, the process enables individuals to resolve their disputes and reach a mutual agreement thereby avoiding court intervention. Mediation is an informal private process offering the parties to discuss, define, explore their differences, have the ability to express their concerns, seek an agreement, not blame or revenge, look to the future, and not the past.

The KEO Mediation Program coordinates with various agencies such as, County of Kaua'i Office of the Mayor, Attorneys, Kaua'i Police Department (KPD), Kaua'i Office of Elderly Affairs, YWCA(Young Women of America), Legal Aid Society of Hawai'i (LASH), Kaua'i Elder Care, Kaua'i Senior Centers, Housing Development Corporation of Hawai'i, Kaua'i Real Estate Board, Condominium Association, Special Education (SPED), Department of Education (DOE), Child Family Services (CFS), and Centers for Alternative Dispute Resolution (CADR), and Kaua'i Humane Society.

The KEO Mediation Program integrates directly with the KEO Mediation Advisory Committee, *(Please see list attachment #A)*. The KEO Advisory Committee is comprised of nine (9) members from the community. The Advisory Committee is dedicated to the advancement of the principle of peaceful resolution of civil disputes on Kaua'i without resort to the judicial system through the encouragement of voluntary participation in Mediation and conciliation programs by disputants.

The KEO Advisory Committee members provide oversight and guidance in the consultation with the Mediation Program staff in development and implementation of programs and special activities for the conciliation, facilitation and Mediation of civil private individual and public community disputes on the Island of Kaua'i, and throughout the State of Hawai'i.

To further these goals, a representative of the KEO Mediation Advisory Committee serve on the Board of Directors of the Mediation Centers of Hawai'i (MCH), a state wide organization dedicated the development of Mediation services throughout the State of Hawai'i.

Members of MCH are members represented by the individual (s) appointed by the member programs to serve on the Board of Directors of MCH. The purpose of MCH is to promote the growth and use of high quality community.

4. *List the measure(s) of effectiveness that will be reported to the State agency through which grant funds are appropriated (the expending agency). The measure(s) will provide a standard and objective way for the State to assess the program's achievement or accomplishment. Please note that if the level of appropriation differs from the amount included in this application that the measure(s) of effectiveness will need to be updated and transmitted to the expending agency.*

Mediation services throughout the State of Hawai'i; to promulgate high standards of performance effectiveness, and efficiency and to ensure that member programs meet these standards; to provide training assistance and consultation to support member programs in delivering services consistent with statewide standards in support of community Mediation services.

As a Community Action Agency on Kaua'i, KEO, Inc. is held to high standard of Performance and Measures consisting of 6 National Goals and 12 National Performance Indicators. In addition, to program specific outcomes, KEO's performance is measured according to the National Indicators and Outcomes:

Goal 1. Low-income people become more self-sufficient. (Family)

*National Performance Indicator 1.1 – Education*

*National Performance Indicator 1.2 – Employment Supports*

*National Performance Indicator 1.3 – Economic Asset Enhancement and Utilization*

Goal 2. The conditions in which low-income people live are improved. (Community)

*National Performance Indicator 2.1 – Community Improvement and Revitalization*

*National Performance Indicator 2.2 – Community Quality of Life and Assets*

Goal 3. Low-income people own a stake in their community. (Community)

*National Performance Indicator 3.1 – Civic Investment*

*National Performance Indicator 3.2 – Community Empowerment through Maximum Feasible Participation*

Goal 4. Partnerships among supporters and providers of services to low-income people are achieved. (Agency)

*National Performance Indicator 4.1 – Expanding Opportunities through Community-Wide Partnerships*

Goal 5. Agencies increase their capacity to achieve results. (Agency)

*National Performance Indicator 5.1 – Broadening the Resource Base*

Goal 6. Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other support systems. (Family)

*National Performance Indicator 6.1 – Independent Living*

*National Performance Indicator 6.2 – Emergency Assistance*

*National Performance Indicator 6.3 – Child and Family Development*

For this project specifically, Mediation Program enables individuals to resolve their disputes and reach a mutual agreement thereby avoiding court intervention. The National Indicator Goals are Goal 2 or Goal 6 and Performance Indicators Outcomes are as follows:

► Goal 2. The conditions in which low-income people live are improved. (Community)

*National Performance Indicator 2.1 – Community Improvement and Revitalization*

*National Performance Indicator 2.2 – Community Quality of Life and Assets*

► *National Performance Indicator 6.3 – Child and Family Development*

*The number and percentage of all infants, children, youth parents, other adults participating in development or enrichment programs that achieve program goals, as measured by one or more of the following:*

*B. Youth-*

- 1. Youth improve social/emotional development.*
- 2. Youth have reduced involvement with criminal justice system.*
- 3. Youth increase academic, athletic or social skills for school success by participating in before or “after” school programs.*

*C. Parents and Other Adults-*

- 1. Parents and other adults learn and exhibit improved family functioning skill.*

In the Fiscal Year June 30, 2012 through July 31, 2013. The Mediation Program facilitated, two hundred and forty five (245) mediation cases, serving approximately six hundred and eight (608) individuals. Through the provision of KEO’s involvement an additional 50 Peer Mediated cases were satisfied within the schools.

Documented information regarding client satisfaction and client evaluations are monitored through monthly and quarterly reports. The client’s responses are as follows; two hundred and

forty one (241) individuals participated in a Mediation session, ninety-five percent (95%) indicated very/somewhat satisfied, and five (5%) dissatisfied with the Mediation process.

The documented information is submitted for an annual report to the Community Service Block Grant (CSBG) and Mediation Centers of Hawai'i (MCH).

**III. Financial**

**Budget**

1. *The applicant shall submit a budget utilizing the enclosed budget forms as applicable, to detail the cost of the request.*

*(Please see attached)*

2. *The applicant shall provide its anticipated quarterly funding requests for the fiscal year 2015.*

Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total Grant
\$33,540	\$26,873	\$26,873	\$26,873	\$114,159

3. *The applicant shall provide a listing of all other sources of funding that they are seeking for fiscal year 2015.*

- Hawai'i Justice Foundation
- The State of Judiciary of Hawai'i, Center of Alternative Dispute Resolution
- Kaua'i United Way
- Administration Fees collected for program
- Volunteer contributions

4. *The applicant shall provide a listing of all state and federal tax credits it has been granted within the prior three years. Additionally, the applicant shall provide a listing of all state and federal tax credits they have applied for or anticipate applying for pertaining to any capital project, if applicable.*

KEO has not applied nor has been granted any State or Federal Tax credits with the prior three years.

5. *The applicant shall provide the balance of its unrestricted current assets as of December 31, 2013.*

The balance for KEO's unrestricted current assets as of December 31, 2013 is \$307,369.00

#### **IV. Experience and Capability**

##### **A. Necessary Skills and Experience**

*The applicant shall demonstrate that it has the necessary skills, abilities, knowledge of, and experience relating to the request. State your experience and appropriateness for providing the service proposed in this application. The applicant shall also provide a listing of verifiable experience of related projects or contracts for the most recent three years that are pertinent to the request.*

The KEO Mediation Program has been operating for twenty-nine (29) years of the forty-nine (49) years KEO has been in operation. KEO administers approximately 30 programs for low to moderate income individuals and families, including: KEO homeless shelter, transitional housing, group homes; home weatherization; temporary food assistance program (TEFAP), emergency food pantry; elderly nutrition (Meals-on-Wheels); employment core services for low-income people and, immigrants, early learning centers, group homes for the mentally and/or physically challenged adults, persons-in-need assistance, homeless outreach and medical services, and other programs for the disabled; Mediation services – an Alternative for Dispute Resolution, and student Peer Mediation Program in the participating Middle and High Schools.

The Mediation Program is an Alternative Dispute Resolution (ADR) program within KEO. The program provide Mediation Services to help conflicts, instead of using the judiciary system. The participants are empowered to work out their disputes together with the aid of trained mediators. The mediation fee is waived to income qualifying individuals.

##### **B. Facilities**

*The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the request. If facilities are not presently available, describe plans to secure facilities. The applicant shall also describe how the facilities meet ADA requirements, as applicable.*

The KEO administration building provides adequate rooms for Mediation sessions in the community sector and the program utilizes the facilities at i.e., KEO conference rooms 2804 Wehe Road, Lihue, Kaua'i; Kaua'i. Other off site facilities are also utilized are as follows; neighborhood centers conference rooms throughout the island; and Circuit Court of the Fifth District Mediation/conference room. All of these facilities are neutral sites and ADA accessible meeting its requirements.

#### **V. Personnel: Project Organization and Staffing**

##### **A. Proposed Staffing, Staff Qualifications, Supervision and Training**

*The applicant shall describe the proposed staffing pattern and proposed service capacity appropriate for the viability of the request. The applicant shall provide the qualifications*



*and experience of personnel for the request and shall describe its ability to supervise, train and provide administrative direction relative to the request.*

The Mediation Program is headed by Jessie M. Basquez as the Director. Basquez has managed the program for thirteen (13) years making improvements and expanding the program. She continues to participate in the training process to enhance the program, and has the skills and intentions of continuing to lead the Mediation Program at KEO. The community, private / public sectors, local courts, and attorneys are well aware of the credibility the KEO Mediation Program and its staff holds and have come to depend and appreciate the value of a neutral third party and the Mediation process.

Secondly, she believes that KEO Mediation Program provides “front line” assistance through direct Mediation services and referrals to the community, business and judiciary system. She recognizes the structured Mediation process is effective and that it is utilized nationwide and feels that Mediation empowers the participants to determine the solution or outcome to their unique and specific dispute. Although agreements are not always reached, participants frequently comment that the process helped them understand various perspectives, interests and needs of others that will benefit them in future interpersonal relationships.

In short, Mediation fosters communication and problem solving with individuals in all aspects of their lives as an alternative to sometimes lengthy and costly court proceeding.

She has received training in several different types of conflict resolution such as: Basic, Divorce, Facilitation, Hawaii Civil Rights Commission (HCRC), Special Education (SPED), Condominium Association of Apartment Owners (AOAO), adult & juvenile victim / offender restorative justice, conducts continuous court and community mediations. She belongs to the National Association for Community Mediation (NAFCM), Association for Conflict Resolution (ACR), Centers for Alternative Dispute Resolution (CADR) and the Mediation Centers of Hawai'i (MCH).

Currently, assisting Basquez are twenty (20) active KEO volunteer mediators. These individuals provide direct Mediation services especially for those persons who are unable to help themselves in the judicial system as well as issues regarding community disputed matters in, e.g., Landlord / Tenant, automobile, contracts, Temporary Restraining Order (TRO), small claims, divorce, domestic issues, Business, Hawai'i Civil Rights Commission (HCRC), American Disability Association (ADA), real estate, condominium, adult & juvenile victim / offender restorative justice, Special Education (SPED), and participating Schools throughout the Island on Kaua'i.

The KEO Mediation Program affords two (2) paid staff members, a part-time Mediation Intake Worker at twenty-five (25%) and full-time Mediation Program Director at one-hundred (100) percent. Funding through the State of Hawai'i – judiciary allows the program to budget for the Program Directors position. The role of the Director is to oversee the KEO Mediation Program is effective if the other necessary positions, the KEO Peer Coordinator and KEO Intake Worker, are sustained. If not, the director must fill in the areas of deficiency.

The Mediation Intake Workers position is primarily funded by the Kaua'i United Way for a part-time Mediation Intake Worker the contract funding ended on June 30, 2013. However, we will continue to apply for more funding through the Kaua'i United Way. The Intake Worker provides the crucial role of initial contact from individuals requiring resolution to disputes. KEO would like to maintain the position of the Mediation Intake Worker and increase the position to full-time. This would provide a better response service to assist the community by maintaining the daily operational intake office duties and responsibilities.

KEO is governed by a Board of Directors, a tri-part board of dedicated volunteer Kaua'i residents who derive from the public, private, and low income sector. All of these groups of people interact by sharing ideas and concerns, and combine their efforts towards a better quality of life for the disadvantage. The professional staff is led by Ms. MaBel Ferreiro-Fujiuchi, Chief Executive Officer (CEO), Ms. Lynn Kua, Administrative Officer, and Ms. Brigitte Correia, Fiscal Officer.

The CEO has been leading KEO for the last fourteen (14) years, and has been with the agency for over forty-one (41) years in various programmatic and administrative positions. The administrative staff (Fiscal Officer, Administrative Assistant/Personnel, Accountants, Clerical, Planner and Intake) has combined total of over forty (40) years of experience. The Mediation Program also has twenty (20) active volunteer mediators.

**B. Organization Chart**

*The applicant shall illustrate the position of each staff and line of responsibility / supervision. If the request is part of a large, multi-purpose organization, include an organizational chart that illustrates the placement of this request.*

*(Please see attached)*

**C. Compensation**

*The applicant shall provide the annual salaries paid by the applicant to the three :highest paid officers, directors, or employees of the organization by position.*

Chief Executive Officer - \$104,236.00

Fiscal Officer - \$80,112.00

Administration Officer -\$65,211.00

**VI. Other**

**A. Litigation**

*The applicant shall disclose any pending litigation to which they are a party, including the disclosure of any outstanding judgement. If applicable, please explain.*

No known pending litigation.

**B. Licensure or Accreditation**

*The applicant shall specify any special qualifications, including but not limited to licensure or accreditation that applicant possesses relevant to this request.*

There are no special qualifications that KEO or the program is required to possess relevant to this request.

## BUDGET REQUEST BY SOURCE OF FUNDS

(Period: July 1, 2014 to June 30, 2015)

Applicant: Kaua'i Economic Opportunity, Incorporated

BUDGET CATEGORIES	Total State Funds Requested (a)	(b)	(c)	(d)
<b>A. PERSONNEL COST</b>				
1. Salaries	76,085			
2. Payroll Taxes & Assessments	10,173			
3. Fringe Benefits	10,839			
<b>TOTAL PERSONNEL COST</b>	<b>97,097</b>			
<b>B. OTHER CURRENT EXPENSES</b>				
1. Airfare, Inter-Island	0			
2. Insurance	5,742			
3. Lease/Rental of Equipment	560			
4. Lease/Rental of Space	0			
5. Staff Training	3,200			
6. Supplies	500			
7. Telecommunication	550			
8. Utilities	650			
9. Repairs Maintenance	500			
10. Audit Services	500			
11. Mileage	1,000			
12. Dues & Subscription	400			
13. Advertising	300			
14. Contractual - Payroll Services	300			
15. Postage, Freight & Delivery	160			
16. Program Activities	2,700			
17				
18				
19				
20				
<b>TOTAL OTHER CURRENT EXPENSES</b>	<b>17,062</b>			
<b>C. EQUIPMENT PURCHASES</b>				
<b>D. MOTOR VEHICLE PURCHASES</b>				
<b>E. CAPITAL</b>				
<b>TOTAL (A+B+C+D+E)</b>	<b>114,159</b>			
<b>SOURCES OF FUNDING</b>		Budget Prepared By:		
(a) Total State Funds Requested	114,159	Jessie Basquez <span style="float: right;">808-245-4077</span> 		
(b)		_____ Signature of Authorized Official <span style="float: right;">Date</span>		
(c)		_____ Name and Title (Please type or print)		
<b>TOTAL BUDGET</b>	<b>114,159</b>	_____ Name and Title (Please type or print)		

# BUDGET JUSTIFICATION

## PERSONNEL: PAYROLL TAXES, ASSESSMENTS, AND FRING BENEFITS

Applicant/Provider: KAUA'I ECONOMIC OPPORTUNITY, INCORPORATED

Period: July 1, 2014 to June 30, 2015

76,084.55

TYPE	ASSESSMENTS OR	OF	TOTAL
<b>PAYROLL TAXES &amp; ASSESSMENTS:</b>			
Social Security	7.65%	As required by law	5,820
Unemployment Insurance (Federal)		As required by law	
Unemployment Insurance (State)	2.42%	As required by law	1,841
Worker's Compensation	2.50%	As required by law	1,902
Temporary Disability Insurance	0.80%	As required by law	609
			10,173
<b>FRINGE BENEFITS:</b>			
Health Insurance		522.82 x 12mo	6,274
Retirement	6%		4,565
			10,839
			21,012
<b>JUSTIFICATION/COMMENTS:</b>			
<b>JUSTIFICATION/COMMENTS:</b>			

Applicant: Kaua'i Economic Opportunity, Inc.

Period: July 1, 2014 to June 30, 2015

POSITION TITLE	FULL TIME EQUIVALENT	ANNUAL SALARY A	% OF TIME ALLOCATED TO GRANT REQUEST B	TOTAL STATE FUNDS REQUESTED (A x B)
CEO	1	\$104,236.00	5.00%	\$ 5,211.80
Fiscal Officer	1	\$80,112.00	5.00%	\$ 4,005.60
Administrative Officer	1	\$65,211.00	5.00%	\$ 3,260.55
Accountant	1	\$26,524.00	5.00%	\$ 1,326.20
Account/Administrative Officer	1	\$38,628.00	5.00%	\$ 1,931.40
Janitor (0.375%)	0.375	\$28,640.00	5.00%	\$ 537.00
Mediation Director	1	\$43,544.00	50.00%	\$ 21,772.00
Mediation Intake Worker	1	\$19,020.00	100.00%	\$ 19,020.00
Peer Mediation Coordinator	1	\$19,020.00	100.00%	\$ 19,020.00
				\$ -
				\$ -
				\$ -
				\$ -
<b>TOTAL:</b>				<b>76,084.55</b>
<b>JUSTIFICATION/COMMENTS:</b>				

**DECLARATION STATEMENT OF  
APPLICANTS FOR GRANTS AND SUBSIDIES PURSUANT TO  
CHAPTER 42F, HAWAII REVISED STATUTES**

The undersigned authorized representative of the applicant certifies the following:

- 1) The applicant meets and will comply with all of the following standards for the award of grants and subsidies pursuant to Section 42F-103, Hawaii Revised Statutes:
  - a) Is licensed or accredited, in accordance with federal, state, or county statutes, rules, or ordinances, to conduct the activities or provide the services for which a grant or subsidy is awarded;
  - b) Complies with all applicable federal and state laws prohibiting discrimination against any person on the basis of race, color, national origin, religion, creed, sex, age, sexual orientation, or disability;
  - c) Agrees not to use state funds for entertainment or lobbying activities; and
  - d) Allows the state agency to which funds for the grant or subsidy were appropriated for expenditure, legislative committees and their staff, and the auditor full access to their records, reports, files, and other related documents and information for purposes of monitoring, measuring the effectiveness, and ensuring the proper expenditure of the grant or subsidy.
- 2) The applicant meets the following requirements pursuant to Section 42F-103, Hawaii Revised Statutes:
  - a) Is incorporated under the laws of the State; and
  - b) Has bylaws or policies that describe the manner in which the activities or services for which a grant or subsidy is awarded shall be conducted or provided.
- 3) If the applicant is a non-profit organization, it meets the following requirements pursuant to Section 42F-103, Hawaii Revised Statutes:
  - a) Is determined and designated to be a non-profit organization by the Internal Revenue Service; and
  - b) Has a governing board whose members have no material conflict of interest and serve without compensation.

Pursuant to Section 42F-103, Hawaii Revised Statutes, for grants or subsidies used for the acquisition of land, when the organization discontinues the activities or services on the land acquired for which the grant or subsidy was awarded and disposes of the land in fee simple or by lease, the organization shall negotiate with the expending agency for a lump sum or installment repayment to the State of the amount of the grant or subsidy used for the acquisition of the land.

Further, the undersigned authorized representative certifies that this statement is true and correct to the best of the applicant's knowledge.

KAUAI ECONOMIC OPPORTUNITY INCORPORATED

Organization

(Signature)

(Date)

MABEL FRERREIRO-FUJIUCH

CHIEF EXECUTIVE OFFICER

(Typed Name)

(Title)



## KAUAI ECONOMIC OPPORTUNITY, INCORPORATED

2804 WEHE ROAD \* LIHU'E, KAUAI, HAWAII 96766

TELEPHONE: 245-4077 ext 229 \* FAX: 245-7476

E-MAIL: [keo@keoinc.org](mailto:keo@keoinc.org)

### Current as of: September 2014 KEO MEDIATION PROGRAM ADVISORY COMMITTEE MEMBERS

#### MS. ANGELA ANDERSON, ESQ.

Mediation Advisory Board  
326 Humia St., Kapaa, HI 96746  
Office: Cell: 635-4268  
[aahawaiiilaw@gmail.com](mailto:aahawaiiilaw@gmail.com)

#### MR. ALTON AMIMOTO

Deputy Chief Court Administrator  
5<sup>th</sup> District Circuit Court  
3970 Ka'ana Street, Suite 210, Lihue, HI 96766  
Office: 482-2347 \* FAX: 482-2509 \*  
[alton.9.amimoto@courts.hawaii.gov](mailto:alton.9.amimoto@courts.hawaii.gov)

#### MRS. TERESA TUMBAGA, ESQ.

Supervisor  
Office of the Prosecuting Attorney, County of Kauai  
3990 Ka'ana Street, Suite 210, Lihue, HI 96766  
Office: 241-1888 \* FAX: 241-1758  
[scarvalho@kauai.gov](mailto:scarvalho@kauai.gov)

#### RET. HONORABLE JUDGE ALFRED LAURETA

2130 Kaneka Street, Lihue, HI 96766  
Home: 246-1511 \* Cell: 651-5733  
[alnevelyn@hawaiiintel.net](mailto:alnevelyn@hawaiiintel.net)

#### Mrs. EVELYN OLORES

President  
Mediation Advisory Board  
P.O. Box 464, Kekaha, HI 96752  
Home: 337-1974 \* 337-9118 \* Cell: 639-0754

#### MS. LINDA VASE, ESQ.

Secretary  
Manager-Legal Aid Society of Kauai  
4334 Rice Street, Suite 204-A, Lihue, HI 96766  
Office: 245-4728 x 225 \* FAX: 246-8824  
[emmeyer@lashaw.org](mailto:emmeyer@lashaw.org)

#### LT. KALEO PEREZ

Kauai Police Department  
3990 Kaana Street, Suite 200, Lihue, HI 96766  
Office: 241-1646 \* 652-7377 \* FAX: 241-1604  
[sperez@kauai.gov](mailto:sperez@kauai.gov)

#### MS. STACEY JOROFF, ESQ.

Vice President  
Law Office of Stacey Joroff  
PO Box 199 Kilauea, HI 96754  
Office: 828-0985 \* Cell: 652-0868  
[staceyj@hawaii.rr.com](mailto:staceyj@hawaii.rr.com)

#### MR. CRAIG A. DE COSTA, ESQ.

Law Office of Craig A. De Costa, LLC  
Dynasty Court, Suite Q, 4773 Pahee Street, Lihue  
Mail: 3-2600 Kaunualii Hwy., Suite B-18, PMB #343  
Lihue, HI 96766  
Office: 245-7376 \* Cell: 634-3300  
[craig@craigdecostalaw.com](mailto:craig@craigdecostalaw.com)

## ATTACHMENT A

Alexander & Baldwin Foundation\* Aloha Care\* Combined Federal Campaign\* Community Services Block Grant\* County of Kauai-CDBG, HOME, Agency on Elderly Affairs\* Dept. of Housing & Urban Development\* Gwenfread Allen Fund\* Hawaii Community Foundation\* State of Hawaii-Dept. of Human Services, Dept. of Health Alcohol & Drug Abuse Division, Dept. of Labor Office of Community Services, Housing & Community Development Corporation of Hawaii, Judiciary\* Hawaii Hotel Association Kauai Chapter\* Teresa F. Hughes Trust Estate\* Kauai United Way\* Mutual Housing Corporation of Hawaii\* Irving Singer Fund\* Alice Soper Fund\* Kitaro Watanabe Fund\* Elsie Wilcox Foundation\* G.N. Wilcox Foundation\* Mabel Wilcox Foundation\* S.W. Wilcox Foundation\* United Way\* USDA\* and other private funding sources.





**KEO Board of Directors**

**Chief Executive Officer**

**Fiscal Officer**

Accountant (1)  
Account Clerk (.5)

**Administrative Officer**

Administrative Clerk (.5)  
Janitor (.375)  
Intake Worker (1)

**Youth Services,  
Emergency  
Homeless Shelter  
& WAP**  
  
Director

CHILD CARE  
Head Teacher (1)  
Teachers Aide (1)

EMERGENCY SHELTER  
Coordinator (3@.80)  
Maintenance Worker (.5)

**Hi'iola Health  
Connector**  
  
Director

COORDINATOR (4)

**Mediation**  
  
Director

**Elderly Nutrition,  
Food Service, & PIN**  
  
Director

ELDERLY NUTRITION  
Coordinator (1)  
Meals Mgr (.875)  
Meal Deliverers (7@.375)

FOOD SERVICE  
Coordinator (1)  
Cook (2)  
Prep Cook (1)

**Homeles & Housing**  
  
Director

HOMELESS OUTREACH  
Case Manager (.625)

TRANSITIONAL  
HOUSING & GROUP  
HOME  
Coordinator (1)

HPRP/Barrier  
Coordinator (1)