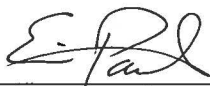


Application Submittal Checklist

The following items are required for submittal of the grant application. Please verify and check off that the items have been included in the application packet.

- 1) Certificate of Good Standing (If the Applicant is an Organization)
- 2) Declaration Statement
- 3) Verify that grant shall be used for a public purpose
- 4) Background and Summary
- 5) Service Summary and Outcomes
- 6) Budget
 - a) Budget request by source of funds ([Link](#))
 - b) Personnel salaries and wages ([Link](#))
 - c) Equipment and motor vehicles ([Link](#))
 - d) Capital project details ([Link](#))
 - e) Government contracts, grants, and grants in aid ([Link](#))
- 7) Experience and Capability
- 8) Personnel: Project Organization and Staffing



AUTHORIZED SIGNATURE

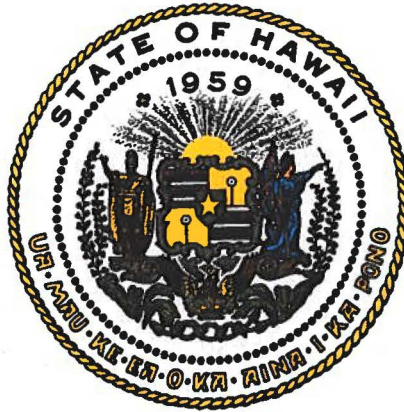
Eric Paul, Executive Director

PRINT NAME AND TITLE

1-13-20

DATE

received
01/15/2020



Department of Commerce and Consumer Affairs

CERTIFICATE OF GOOD STANDING

I, the undersigned Director of Commerce and Consumer Affairs of the State of Hawaii, do hereby certify that

BIG ISLAND MEDIATION, INC.

was incorporated under the laws of Hawaii on 06/17/1999 ; that it is an existing nonprofit corporation; and that, as far as the records of this Department reveal, has complied with all of the provisions of the Hawaii Nonprofit Corporations Act, regulating domestic nonprofit corporations.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the seal of the Department of Commerce and Consumer Affairs, at Honolulu, Hawaii.

Dated: December 16, 2019

Director of Commerce and Consumer Affairs



**DECLARATION STATEMENT OF
APPLICANTS FOR GRANTS PURSUANT TO
CHAPTER 42F, HAWAII REVISIED 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 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 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 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.


- 2) If the applicant is an organization, 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 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 used for the acquisition of land, when the organization discontinues the activities or services on the land acquired for which the grant 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 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.

West Hawaii Mediation Center
(Typed Name of Individual or Organization)


(Signature)

1-9-20
(Date)

Eric Paul
(Typed Name)

Executive Director
(Title)

**THE THIRTIETH LEGISLATURE
APPLICATION FOR GRANTS
CHAPTER 42F, HAWAII REVISED STATUTES**

Type of Grant Request:

Operating Capital

Legal Name of Requesting Organization or Individual: Db:

Big Island Mediation Inc.

West Hawaii Mediation Center

Amount of State Funds Requested: \$ 69,050

Brief Description of Request (Please attach word document to back of page if extra space is needed):

West Hawaii Mediation Center seeks funding to implement Victim Offender Conferencing for juveniles and adults caught in the criminal justice system. VOC processes bring victims and offenders of crime together in a unique face-to-face meeting. These conferences are led by trained volunteers that focus on victim needs and offender responsibilities. VOC represents a community driven restorative justice process in which those most harmed by an act may express their feelings, its impact, seek answers, and give input to a restitution and accountability process. VOC acts as a diversionary program that helps unclog an overflow of cases in the judicial system, gives voice to victims who may not have a chance to be heard, and creates appropriate levels of accountability for offenders.

Amount of Other Funds Available:

State: \$ _____

Federal: \$ _____

County: \$ _____

Private/Other: \$ _____

Total amount of State Grants Received in the Past 5 Fiscal Years:

\$ 0

Unrestricted Assets:

\$ 0

New Service (Presently Does Not Exist): Existing Service (Presently in Operation):

Type of Business Entity:

- 501(C)(3) Non Profit Corporation
 Other Non Profit
 Other

Mailing Address:

PO Box 7020

City:

Kamuela

State:

HI

Zip:

96725

Contact Person for Matters Involving this Application

Name:
Eric Paul

Title:
Executive Director

Email:
epaul@whmediation.org

Phone:
808-365-5444

Federal Tax ID#:
[REDACTED]

State Tax ID#
[REDACTED]



Authorized Signature

Eric Paul, Executive Director

Name and Title

1-13-20

Date Signed

Application for Grants

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

I. Certification – Please attach immediately after cover page

1. Certificate of Good Standing (If the Applicant is an Organization)

If the applicant is an organization, the applicant shall submit one (1) copy of a certificate of good standing from the Director of Commerce and Consumer Affairs that is dated no earlier than December 1, 2019.

2. Declaration Statement

The applicant shall submit a declaration statement affirming its compliance with Section 42F-103, Hawaii Revised Statutes. ([Link](#))

3. Public Purpose

The applicant shall specify whether the grant will be used for a public purpose pursuant to Section 42F-102, Hawaii Revised Statutes. ([Link](#))

If awarded, WHMC will use dispersed funds through the State GIA for the public purpose of offering Victim Offender Conferencing to residents of West Hawaii.

II. 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. Please include the following:

1. A brief description of the applicant's background;
2. The goals and objectives related to the request;
3. The public purpose and need to be served;
4. Describe the target population to be served; and
5. Describe the geographic coverage.

See Attached Background and Summary

III. Service Summary and Outcomes

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. The applicant shall:

1. Describe the scope of work, tasks and responsibilities;
2. Provide a projected annual timeline for accomplishing the results or outcomes of the service;
3. Describe its quality assurance and evaluation plans for the request. Specify how the applicant plans to monitor, evaluate, and improve their results; and
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.

See Attached Summary and Outcomes

IV. Financial

Budget

1. The applicant shall submit a budget utilizing the enclosed budget forms as applicable, to detail the cost of the request.
 - a. Budget request by source of funds ([Link](#))
 - b. Personnel salaries and wages ([Link](#))
 - c. Equipment and motor vehicles ([Link](#))
 - d. Capital project details ([Link](#))
 - i. Not Applicable
 - e. Government contracts, grants, and grants in aid ([Link](#))

See Attached budget forms.

2. The applicant shall provide its anticipated quarterly funding requests for the fiscal year 2021.

| Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Total Grant |
|-------------|-------------|-------------|-------------|-------------|
| \$17,262.50 | \$17,262.50 | \$17,262.50 | \$17,262.50 | \$69,050 |

3. The applicant shall provide a listing of all other sources of funding that they are seeking for fiscal year 2021.

WHMC is not seeking other funding for Victim Offender Conferencing in FY 2020-21.

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.

Not Applicable

5. The applicant shall provide a listing of all federal, state, and county government contracts, grants, and grants in aid it has been granted within the prior three years and will be receiving for fiscal year 2021 for program funding.

See Attached Form.

6. The applicant shall provide the balance of its unrestricted current assets as of December 31, 2019.

Our balance of current unrestricted assets, as of Dec. 31, 2019, is \$18,489.40

V. Experience and Capability

1. 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.

WHMC has served the conflict needs of the west side of the County of Hawai'i since 1988. We recognize that conflict is an inevitable part of life and we aim to provide our clients — individuals, families, students, organizations, juveniles, and the elderly — with resources necessary for creating lasting, holistic solutions that build bridges and community, not barriers and discord. During the FY 2017-18, WHMC has served 517 clients (unduplicated, in cases closed that year) in 234 total closed cases. To support these efforts, 33 professionally trained volunteer mediators donated over 976 hours of mediation services.

WHMC has a long track record of facilitating difficult conversations in district and family courts. Our process in mediation includes an initial intake after a referral has been made, either from an individual, business, or the court system. Our case manager opens the case, shares the process of mediation with each party, and receives their voluntary participation in order to proceed. Two trained neutral mediators are then

scheduled to facilitate a confidential conversation between the two parties to work toward a mutually satisfying agreement. After the mediation has been conducted, satisfaction surveys are dispensed and completed, and the agreement is sent to the Case Manager (and the judge if court referred). Each mediation is then given a follow up phone call 6-9 weeks after the mediation for a final review. WHMC employs an Executive Director and a Case Manager. We anticipate the need to hire one new staff member to act as the Program Manager for the VOC program.

Our Community Mediation program is similar in structure and format to Victim Offender Conferencing. Our successful history of conducting community based mediation and group facilitation has provided the necessary skills and components to implement an effective VOC program that supports victims of crime. Our work in civil claims court has prepared us well to transition to working with victims in criminal court. It allows us to enable victim oriented processes that aid in healing, it provides a space for victims to tell their story and express their needs, it allows a participatory role in holding offenders accountable, and it provides the possibility for a clear resolution to an injustice.

The Community Mediation program operated by WHMC is a low to no-cost option to work through conflict. Our mediation services are provided on a sliding scale, with no one turned away based on a lack of funds. 64% of those we serve have an annual income of less than \$42,000. 37% of respondents indicate making less than \$21,000 annually.

For the VOC program, the Victim's Assistance Unit screened 170 cases last year, 48 of which were referred for the Victim Offender Conferencing. Of those cases, 60% included juvenile victims. VOC referrals have seen a steady increase of 20% growth of VOC cases from year to year. In part because of targeted outreach and growing awareness among juvenile case officers. We anticipate about 35 VOC cases involving youth victims in the coming year.

2. 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.

Mediations and Facilitations of the kind used in VOC work require a space big enough to hold 4-10 people, either around a table or sitting in a circle on chairs. WHMC has a conference room specifically utilized for mediations, which can accommodate this arrangement. For Kona based mediations/conferences, rental space is often utilized to accommodate this geographic area. Pre-Meetings necessary for VOC conferences can take place at the office or outside of it. Many feel most comfortable with a pre-meeting

at their home, at a park, or some other public community space, which our facilitators can accommodate.

VI. Personnel: Project Organization and Staffing

1. 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.

WHMC is proposing a new staff hire as the Victim Offender Conferencing Program Coordinator. Below is the proposed job description and subsequent requirements:

Job Description

Title: Victim Offender Conferencing Program Coordinator

Reports to: Executive Director

Status: 40hours/week, exempt

Prepared on: April 1, 2019

Summary: The Victim Offender Conferencing (VOC) Program Coordinator will oversee, implement, facilitate, and evaluate West Hawaii Mediation Center's Victim Offender Conferencing program. The position will organize and coordinate Restorative Justice practices in West Hawaii. This position will work in conjunction with the Office of the Prosecuting Attorney, including the Restorative Justice Program of the Victim Assistance Unit; as well as other stakeholders, including: the Department of Education, the court system, probation officers, law enforcement, the Department of Human Services, and other community organizations. The VOC Program Coordinator works closely with the Executive Director to secure funding, develop programming, and hold to WHMC's mission and strategic plan.

Coordination includes a streamlined referral process, recruitment and training of volunteers, community education around Restorative Justice practices, victim assistance, appropriate evaluation procedures, facilitation of conferencing, and growing partner relationships.

General Duties:

- Manage referrals from the Prosecutor's Office
- Educate victims and offenders on restorative justice options
- Streamline case management and data collection
- Recruit and train VOC community volunteers
- Work collaboratively with community organizations to assist victims of crime
- Coordinate and implement education events around restorative justice practices/opportunities
- Assess program effectiveness and stated goals
- Implement appropriate evaluation measures that are in line with program goals
- Facilitate pre-meetings and conferences for face-to-face meetings
- Develop and support a VOC Advisory Group
- Expand our referral base

The VOC Program Coordinator position requires a four year degree (preferably in sociology, psychology, law enforcement, paralegal or similar fields), or a two year degree and at least 5 years of experience in the Restorative Justice sphere. Circle Keeper Training/Restorative Group Conferencing is required or must be willing to complete

the trainings within the first two months of employment. A working knowledge of both the criminal justice system and restorative justice practices is expected. Strong applicants will exhibit experience in conflict resolution, victim services, building bridge partnerships, flexibility, and compassion.

2. 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 organization chart that illustrates the placement of this request.

See Attached

3. Compensation

The applicant shall provide an annual salary range paid by the applicant to the three highest paid officers, directors, or employees of the organization by position title, not employee name.

WHMC:

Executive Director: \$54,000

Case Manager: \$47,000

Conflict Resolution Coordinator: \$38,175 (32hrs per week)

Bookkeeper: \$24,375 (15 hrs per week)

VII. Other

1. 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.

WHMC is not subject to any outstanding litigation.

2. Licensure or Accreditation

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

Not Applicable

3. Private Educational Institutions

The applicant shall specify whether the grant will be used to support or benefit a sectarian or non-sectarian private educational institution. Please see [Article X, Section 1, of the State Constitution](#) for the relevance of this question.

Not Applicable

4. Future Sustainability Plan

The applicant shall provide a plan for sustaining after fiscal year 2020-21 the activity funded by the grant if the grant of this application is:

- (a) Received by the applicant for fiscal year 2020-21, but
- (b) Not received by the applicant thereafter.

West Hawaii Mediation Center is a 501(c)3 non-profit whose current funding consists of state, county, and private grants/contracts, fees, and private individual donations. In the event that WHMC receives funding, but does not thereafter, we intend to leverage our work our partner in the public and private sectors to sustain this program by seeking other grants and soliciting private donations. Upfront funding from the State GIA would enable us to lay 2020 as a benchmark year for program growth and sustainability.

• **II. Background and Summary:**

1. A brief description of the applicant's background

West Hawaii Mediation Center (WHMC) is one of two non-profit mediation centers serving Hawai'i Island. WHMC has four employees: Executive Director, Conflict Resolution Coordinator, Case Manager, and bookkeeper. It has a volunteer Board of Directors composed of eight community members from Waimea, Kona, and South Kona, as well as trained volunteer mediators. Along with three other centers on the islands of Maui, Oahu, and Kaua'i, these five centers provide all mediation services to the State of Hawaii. WHMC serves the west side of Hawai'i Island, providing critical mediation and conflict resolution services to community residents who largely lack the resources necessary to access the legal system. WHMC has served the conflict needs of the west side of the County of Hawai'i since 1988. WHMC recognizes that conflict is an inevitable part of life and aims to provide clients that include individuals, families, students, organizations, juveniles, and the elderly, with resources necessary for creating lasting, holistic solutions that build bridges and community, not barriers and discord.

During FY 2018-19, WHMC served 508 clients (unduplicated, in cases closed that year) in 234 total closed cases. To support these efforts, 34 professionally trained volunteer mediators donated over 1376 hours of mediation services. WHMC has a long track record of facilitating difficult conversations in district and family courts. Our process in mediation includes an initial intake after a referral has been made, either from an individual, business, or the court system. Our Case Manager opens the case, shares the process of mediation with each party, and receives their voluntary participation in order to proceed. Two trained neutral mediators are then scheduled to facilitate a confidential conversation between the two parties to work toward a mutually satisfying agreement. After the mediation has been conducted, satisfaction surveys are dispensed

and completed, and the agreement is sent to the Case Manager (and the judge if court referred). Each mediation is then given a follow up phone call 6-9 weeks after the mediation for a final review. In this request, WHMC anticipates the need to hire one new staff member to act as the Program Manager for the Victim Offender Conferencing (VOC) program that we are proposing.

2. The goals and objectives related to the request

WHMC is applying for GIA funding to extend Victim Offender Conferencing (VOC) to residents in West Hawaii in partnership with the Restorative Justice Program in the Office of the Prosecuting Attorney. WHMC seeks consideration for servicing the rural County of Hawaii that extends from Hawi to Ocean View.

To date, Victim Offender Conferencing has only been implemented through the Victim Assistance Unit of the Hawaii County Prosecutor's Office. They created a Restorative Justice Manager position in November 2015, a second position in July 2018, with a third position in 2019. No other local agency has provided VOC services outside of the Prosecuting Attorney's Office in Hawaii County.

Overall, the Victim Assistance Unit reported that since the start of their VOC Program, they have reviewed over 425 cases, 73 cases have been successfully completed, 15 in process. Cases involved 60% juvenile, 40 % adult. 100% of agreements were fulfilled including all restitution payments completed. Overall, both victims and offenders report they are extremely satisfied with process and outcomes. Their unit has 20 trained community volunteers that serve as VOC facilitators, 14 that are actively working.

2. Goals and objectives

The Victim Assistance Unit will funnel juvenile and adult VOC cases through WHMC and, therefore, aid more victims, broadening the scope of victim participation in the criminal justice system, and easing the case load for an overburdened criminal justice system. WHMC will provide victims the opportunity to be participants in the justice process of repairing harm by meeting face to face with defendants in order to come to an agreement to make things right.

Goal One: Build the necessary infrastructure to manage and implement Victim Offender Conferencing through WHMC for the west side of the County of Hawaii.

Objective 1: Hire one VOC Program Coordinator for WHMC.

1. Job Description posted to online job boards by June 1, 2020.
2. Conduct interview process June 15-30, 2020.
3. Hire new VOC Program Coordinator July 1, 2020.

Objective 2: Recruit and train additional VOC mediator volunteers

Recruitment of volunteers is an ongoing process. Currently, we have three staff employees trained in VOC facilitation and six volunteers. WHMC conducts 2-3 outreach events per month in which volunteer needs are expressed. We also have 29 community mediation volunteers - some of whom have expressed interest in the VOC process. A VOC training with Restorative Justice (RJ) Program Coordinator, Tim Hansen, from the Victims Assistance Unit, conducted a training during the month of October 2019. To date, there are six (6) community volunteers that have been trained as VOC mediators. Additional training will be provided by Tim Hansen in August/September 2020 to add eight (8) new volunteers for the VOC.

Objective 3: Establish an Advisory group to expand referral networks and victim assistance outreach.

Ongoing process initiated by the new VOC Program Coordinator. Target organization for potential members: police officers, probation officers, school campus administrators, Legal Aid, and other non-profit agencies. Inaugural projected advisory group meeting — February 28, 2021.

Goal Two: Initiate Victim Offender Conferencing process.

Objective 1: VOC Program Coordinator and volunteers will conduct 24 conferences in FY 2020-21.

Conferences are referred to WHMC from the Restorative Justice Program Manager. A referral process has already been agreed upon.

Goal Three: Educate and expand community awareness around Restorative Justice practices and opportunities for victims of crime.

Objective 1: VOC Program Coordinator and supporting staff of the VOC program will conduct 12 informational presentations on Restorative Justice (RJ) and the VOC process at key community locations. Restorative Justice is a framework that uses a collaborative decision-making process that identifies the harm that's been done and seeks to repair it.

Objective 2: Assess the feasibility and interest in a County wide conference on Restorative Justice practices, in conjunction with the Victim Assistance Unit and Department of Education's Restorative Practices Cadre.

3). The public purpose and need to be served

The criminal justice system often revolves around the rights and needs of the defendant. Judges assess the level to which an offender has broken the law. Victims, and the harm inflicted to them and those around them, have often been relegated to the sidelines of administering justice.

Trauma, which can linger for months and years, and can manifest in emotional, physical, and psychological forms, effects victims regularly. Supporting victims and providing space for their needs in the process of seeking justice aids in healing the harm the criminal act instigates. In 2017, the Hawai'i Attorney General's Uniform Crime Report notes that a total of 2,955 crimes created at least as many victims in Hawai'i County. Of those 2,955 crimes, 255 were violent crimes while 2,699 were considered crimes against property. These crime statistics do not factor in the number of victims associated with each crime.

In these instances, crime is considered a violation of the law, and it is the law that must be upheld. Lawyers are tasked with understanding the law in order to argue whether a crime has indeed been violated. What triggers the justice process is not the harm done to a victim or the accountability necessary for a perpetrator; rather, it is the act of transgressing a law. It is *retributive justice* where the crime is against the state, a violation of law vs. *restorative justice*, where crime is enacted against another person and the community. However, every act of crime causes harm, creates conflict, and/or inflicts damage upon human relationships. *Restorative Justice practices in general, and Victim Offender Conferencing in particular, represents an inclusive justice process that upholds the needs of the victim and creates structures of accountability for an offender. Crime is not just a legal issue, it is also a human issue.* As such, the needs of the victim must be paramount in navigating the complexity of administering justice. While taking a victim-centered approach, WHMC can serve both youth and adult victims who would like to enter the VOC process.

Victim Offender Conferences are a well-established restorative justice practice which allow a face-to-face encounter between a victim or victims, the offender(s), individuals who support each of them, and others who have been affected by the incident. Led by a trained facilitator, this encounter seeks to identify, repair and prevent harm, based in restorative justice values including meaningful accountability. It allows a space so that both victim and offender can attempt to remedy an injustice that has occurred. Participation of the victim is completely voluntary, and participation by the offender is based on their willingness and readiness. These conferences focus on empowering the participants, looking at underlying causes, and build accountability. Decisions are consensus-based and end in an agreement with which all participants must agree to.

Early research using VOC resulted in positive feedback. A team from Citizens Council Mediation Services in Minneapolis, MN and the School of Social Work at the University of Minnesota looked at four program sites that worked closely with juvenile courts. These programs were examined carefully and extensively: Albuquerque, NM, Austin, TX, Minneapolis and St. Paul, MN, and the East Bay area of California. (Umbreit and Coates (1992, pp. 2-4) *Victim-offender Mediation: An Analysis of Programs in Four States of the U.S.: Executive Summary Report.*) Some of the conclusions are outlined below. (1) Victim-offender mediation results in very high levels of client satisfaction with the mediation process for both victims and offenders, consistent with a number of previous studies. (2) Participants experience mediation as having a strong effect in humanizing the justice system response to crime, both for victims and juvenile offenders, consistent with the findings of prior studies. (3) The process of victim-offender mediation has a more significant positive effect upon crime victims (when examining

comparison groups), even though both victims and offenders indicate very high levels of satisfaction and perceptions of fairness with mediation. (4) Victim-offender mediation makes a significant contribution to reducing fear and anxiety among crime victims. Prior to mediation, nearly 25% of victims were afraid of being victimized again by the same offender. After mediation, only 10% were afraid of being re-victimized. (5) Victim-offender mediation has strong support from court officials, both judges and probation staff, and is increasingly becoming institutionalized into the juvenile court system. (6) Victim-offender mediation has a significant impact on the likelihood of offenders successfully completing their restitution obligation (81%) to the victim, when compared to similar offenders who completed their restitution (58%) in a court-administered program without mediation.

The County of Hawai'i's Office of the Prosecuting Attorney recognized the need and importance of restorative justice (RJ) as it aligns with the values that many indigenous cultures have practiced for centuries such as Native American Peacemaking Circles, Samoan Ifoga, Maori Conferencing, and Hawaiian Ho'oponopono. The Aloha spirit and the vast history of ho'oponopono in Hawai'i creates amazing potential for RJ to flourish here in Hawaii. However, the Office of the Prosecuting Attorney has limited capacity to screen, interview, conduct, survey, and implement VOC sessions. Just from July 1, 2018 to June 31, 2019, 174 cases were screened for consideration, 30 cases were accepted, 16 juvenile/14 adults. 19 cases were successfully resolved, 16 cases in process, and 11 cases were referred back for prosecution. There has been a steady increase of 20% growth of VOC cases from year to year, in part because of targeted outreach and growing awareness among community stakeholders. Tim Hansen, the Restorative Justice Program Manager, estimates that referring VOC cases to WHMC would double the

amount of cases utilizing this victim-oriented process of justice, thus aiding more victims in the process. Finally, whereas the state recidivism rate hovers around 48%, VOC work in the last three years in Hawaii County boasts of only a 2% recidivism rate.

4. Target population to be served

Both youth, and adults referred by the Prosecuting Attorney's Office will be served. However, other diversionary programs and agencies involving youth and adults, that are harmed by an act, can also be referred to the VOC program.

5. Geographic coverage

WHMC serves residents from North Kohala (Hawi) to Ocean View in Kau District, which extends over a 100-mile corridor.

III. Service Summary and Outcomes

1 & 2. Scope of Work and Annual Timeline

WHMC will provide VOC services on the west side of the County of Hawai'i. VOC processes bring victims and offenders of crime together in a unique face-to-face meeting. These conferences are led by trained volunteers that focus on victim needs and offender responsibilities. VOC represents a community driven restorative justice process in which those most harmed by an act may express their feelings, the impact, seek answers, and give input to a restitution and accountability process (the essential needs for victims to heal). VOC acts as a diversionary program that helps unclog an overflow of cases in the judicial system (thus aiding the courts), gives voice to victims who may not have a chance to be heard, and creates

appropriate levels of accountability for offenders. For those offenders that are referred by the Prosecuting Attorney's Office and volunteer to take part in this program, a recommendation can be made to drop the charges if there is a signed restitution agreement with the victim, and the terms of the agreement are completed.

Tasks and Responsibilities

A. Coordination of Services

As a Community Mediation Center, WHMC plays an integral role in connecting community members, organizations, and victims of crime to needed services throughout the community. The VOC program will work closely with state and county officials. Our main source of referrals will come from the Office of the Prosecuting Attorney, particularly from the cases that are streamlined through the Victim's Assistance Unit and the Restorative Justice Program. The Victim's Assistance Unit will determine which specific cases will be referred, assess that the victim and offender are willing to participate in the VOC Program and the process is appropriate for participants (i.e., make the determination that victim will not be further traumatized by meeting with the offender).

Projected Annual Timeline:

1. Initial referral base will be the Victim Assistance Unit, starting August 2020. WHMC projects that this referral base will meet our capacity for the first year of programming.
2. VOC Program Coordinator solidifies referral process with Tim Hansen, the Restorative Justice (RJ) Program Manager by July 2020.

B. Working Advisory Group: WHMC will create a working Advisory Group to grow our referral mechanisms and provide more opportunity for victims to access Victim Offender Conferencing. The VOC Program Coordinator will make a list of potential community stakeholders for an advisory role; potential members may come from the probation office, DOE, County Police Department, Victim Assistance Unit, public defenders, and Legal Aid.

Projected Annual Timeline:

1. VOC Program Coordinator outlines the goals and activities of the Advisory Group - September 2020.
2. Meets individually with each potential adviser: October - December 2020
3. Advisory Group's first meeting: February 28, 2021

C. Supervision and Training

WHMC has a long history of providing support training for staff and volunteers. For our Community Mediation program, we conduct five (5) advanced mediation trainings, 2 (two) refresher trainings, 4 (four) discussion roundtables, apprenticeships, and individual coaching annually. This same rigor toward training in mediation would be utilized in our facilitation of VOC trainings. With 6 trained volunteers and three trained staff (Executive Director, Case Manager, and the Conflict Resolution Coordinator), another training by Tim Hansen will add another 8 volunteers by August/September 2020. Volunteers are considered essential for restorative justice processes. Using volunteers reinforces the need for community involvement in issues of crime and are viewed by both victims and offenders as strengthening the bonds of community. Ongoing volunteer recruitment will

be tied to Goal 3 (see below) of community outreach and education around Restorative Justice.

Projected Annual Timeline:

1. Share about VOC volunteer needs through social media and e-newsletter (800+ recipients). June 2020- August 30, 2020.
2. Second VOC Mediator Training with Tim Hansen by August/September 2020 with goal to add 8 more VOC mediators.

D. Conduct VOC meetings: 24 for FY 2020-21

Restorative Justice emphasizes the harm that victims experience and their subsequent needs, how those harms create obligations and accountability for the offender, and promotes participatory engagement in the justice process. VOC meetings are one practice, or model, that fits within a Restorative Justice framework.

Projected Annual Timeline:

1. Upon hiring a VOC Program Coordinator and training volunteers, we plan to receive referrals and conduct VOC meetings by August of 2020.

WHMC staff and mediators will be responsible for ensuring the following for victims through the VOC Program:

- A choice in how they want to proceed
- Opportunity to talk about what happened
- Voice in how to right the wrongs
- A path to feel some power, safety, and security

- A chance to have questions answered

WHMC staff and mediators will be responsible for ensuring that offender accountability can result in:

- Understanding better the harm done and those affected
- Being accountable to the victim
- Being accountable to the community

Through VOC, WHMC will ensure that community members can:

- Attend to victim wounds
- Participate in a resolution
- Provide opportunities for restitution
- Aid in identifying and addressing underlying causes

The responsibilities of WHMC staff in the referral process:

- 1) Referral is give to WHMC, which is logged into the data system, screened, and assigned to volunteers.
- 2) VOC Coordinator will provide the initial contact with each offender and victim is made to determine their willingness to participate and to give them information with which to decide about participating. Typically, this involves two steps, with an initial phone call that is followed by a face-to-face visit and their support person for both the offender and victim.

- 3) Facilitator and/or volunteers conduct the conference itself, including potentially helping participants to come to an agreement. The facilitator makes sure that any agreements are realistic and specific enough for the program staff to monitor.
- 4) Facilitator and/or volunteers report back to the VOC program director with signed restitution agreement (if applicable) and participant evaluation forms. Volunteers debrief with program staff.
- 5) Appropriate follow-up is conducted, which could include completing documentation for the host/referral agency, reporting to the court or other agency, and monitoring the completion of the agreement.
- 6) Follow-up meeting: this is available to victims and offenders if a follow-up meeting is requested by the participants and is sometimes helpful to fulfill the stipulations of the agreement and bring a sense of closure to the process.

Projected Annual Timeline: July 2020 to June 30, 2021

E. Conduct 12 information presentations

Much effort will go into building relationships and partnerships to build support for this VOC pilot. The VOC Program will strengthen relationships with Judges, Probation, County Attorney and Diversion offices, as well as other referral sources and stakeholders. In its early stage of development, WHMC recognizes the need for capacity building at all levels early on with planning and development in order to look at long-term sustainability.

Activities:

1) Compile a list of potential community spaces/forums to share. Potential venues include: Rotary Clubs, Hui Laulima, DOE administrative staff, Bar Associations, civic events, Chamber of Commerce events, religious meetings, social service agencies, etc.

2). On average, schedule 1 (one) meeting per month for the duration of the grant period.

Projected Annual Timeline: Aug. 1, 2020 to March, 2021

3. Quality Assurance and Evaluation Plan – monitoring, evaluating, and improving results

The goal of this program is to provide an alternative resource to both victims and offenders alike to address crimes and harms done through crime. Evaluating this program must then include both victim and offender satisfaction with Victim Offender Conferencing. It must include measures that reflect how this conferencing process addressed a harm that was done. And it must also include measures that reflect how this conferencing process allowed for offender accountability. These outcomes will be assessed through surveys given to both victims and offenders after the conferencing process has concluded. With these surveys, we will collect data on the number of victims and offenders served through this process, the number of conferences held, and the number of agreements attained.

WHMC utilizes a Data Management System to track and record all of our mediation cases. Each case file tracks participants, demographic survey results, satisfaction results, agreements, and comments. This system would be utilized for our VOC Program as well, though tracked separately from our Community Mediation case load.

The VOC Coordinator will assess the data monthly to review the measures of effectiveness and provide process feedback. Volunteers will be asked to complete an assessment survey after each VOC and address possible additional needs for coaching/mentoring such as handling unusual or unforeseen circumstances.

As appropriate, the staff will develop protocols, operational processes and additional forms based on best practices in service delivery, e.g., a protocol to ensure cases are handled in a timely manner with optimum outcomes for families, victims and communities.

4. Measures of Effectiveness: (reported to State agency)

Goal 1 Performance Indicators – Objective: Build the necessary infrastructure to manage and implement VOC through WHMC for the west side of the County of Hawaii.

- Output 1: Three interviews conducted for VOC Program Coordinator
Outcome: Hire One VOC Program Coordinator
- Output 2: # of participants engaged in volunteer opportunities
Outcome: # of volunteers trained
- Output 3: # of community contact conversation held for Advisory Group
Outcome: # of contacts committed

Goal 2 Performance Indicators - Objective: conduct 24 VOC meetings FY 2020-21

Outcomes will primarily be measured by pre and post- meeting surveys.

OUTPUTS:

- Output 1: # of clients served
- Output 2: # of VOC held
- Output 3: # of agreements reached

OUTCOMES:

- Outcome 1: % of victims who fear being re-victimized post-conference as compared to pre-conference
- Outcome 2: % of victims more confident in restorative justice program than traditional criminal justice system
- Outcome 3: % of victims who feel a fair agreement was reached
- Outcome 4: % of agreements being fulfilled in full

Goal 3 Performance Indicators - Objective: conduct 12 informational presentations


- Output 1: # of outreach events
- Outcome: % of participants reporting a greater understanding of restorative justice and VOC work
- Output 2: # of outreach participants
- Outcome: % of participants interested in volunteering

BUDGET REQUEST BY SOURCE OF FUNDS

Period: July 1, 2020 to June 30, 2021

App

West Hawaii Mediation Center

| BUDGET CATEGORIES | Total State Funds Requested (a) | Total Federal Funds Requested (b) | Total County Funds Requested (c) | Total Private/Other Funds Requested (d) |
|-----------------------------------------|---------------------------------------|-------------------------------------------------------------------------------------|----------------------------------------|-----------------------------------------------|
| A. PERSONNEL COST | | | | |
| 1. Salaries | 46,000 | | | |
| 2. Payroll Taxes & Assessments | 4,800 | | | |
| 3. Fringe Benefits | 4,900 | | | |
| TOTAL PERSONNEL COST | 55,700 | | | |
| B. OTHER CURRENT EXPENSES | | | | |
| 1. Airfare, Inter-Island | | | | |
| 2. Insurance | | | | |
| 3. Tech and Equipment | 1,800 | | | |
| 4. Lease/Rental of Space | 6,000 | | | |
| 5. Volunteer Training | 1,350 | | | |
| 6. Supplies | 200 | | | |
| 7. Telecommunication | 800 | | | |
| 8. Utilities | 2,000 | | | |
| 9. Mileage/Transportation | 1,200 | | | |
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| TOTAL OTHER CURRENT EXPENSES | 13,350 | | | |
| C. EQUIPMENT PURCHASES | | | | |
| D. MOTOR VEHICLE PURCHASES | | | | |
| E. CAPITAL | | | | |
| TOTAL (A+B+C+D+E) | 69,050 | | | |
| SOURCES OF FUNDING | | Budget Prepared By: | | |
| (a) Total State Funds Requested | 69,050 | Eric Paul | 808-365-5444 | |
| (b) Total Federal Funds Requested | | Name (Please type or print) Phone | | |
| (c) Total County Funds Requested | |  | 1-13-20 | |
| (d) Total Private/Other Funds Requested | | Signature of Authorized Official Date | | |
| TOTAL BUDGET | 69,050 | Eric Paul, Executive Director Name and Title (Please type or print) | | |

BUDGET JUSTIFICATION - EQUIPMENT AND MOTOR VEHICLES

Period: July 1, 2020 to June 30, 2021

Applicant: West Hawaii Mediation Center

| DESCRIPTION EQUIPMENT | NO. OF ITEMS | COST PER ITEM | TOTAL COST | TOTAL BUDGETED |
|--------------------------|-----------------|------------------|---------------|-------------------|
| Laptop Computer | 1.00 | \$900.00 | \$ 900.00 | |
| Phone | 1 | \$300.00 | \$ 300.00 | |
| Desk | 1 | \$250.00 | \$ 250.00 | |
| Chair | 1 | \$200.00 | \$ 200.00 | |
| Office Partition | 1 | \$150.00 | \$ 150.00 | |
| TOTAL: | 5 | | \$ 1,800.00 | |

JUSTIFICATION/COMMENTS Equipment for a mobile Coordinator working in and outside our Waimea offices.

| DESCRIPTION OF MOTOR VEHICLE | NO. OF VEHICLES | COST PER VEHICLE | TOTAL COST | TOTAL BUDGETED |
|---------------------------------|--------------------|---------------------|---------------|-------------------|
| | | | \$ - | |
| | | | \$ - | |
| | | | \$ - | |
| | | | \$ - | |
| | | | \$ - | |
| TOTAL: | | | | |

JUSTIFICATION/COMMENTS:

GOVERNMENT CONTRACTS, GRANTS, AND / OR GRANTS IN AID

App

West Hawaii Mediation Center

Contracts Total:

225,691

| | CONTRACT DESCRIPTION | EFFECTIVE DATES | AGENCY | GOVERNMENT ENTITY (U.S. / State / Haw / Hon / Kau / Mau) | CONTRACT VALUE |
|----|-------------------------------------------|----------------------------|--------------------|-------------------------------------------------------------------------|-----------------------|
| 1 | Mediation and dispute resolution services | July, 2019-June 30, 2020 | Judiciary | State | 39,138 |
| 2 | Community Mediation | July, 2019-June 30, 2020 | County - GIA | County of Hawaii | 8,033 |
| 3 | Peer Mediation | July, 2019-June 30, 2020 | County- GIA | County of Hawaii | 10,050 |
| 4 | Condominium facilitative mediations | July 1, 2019-June 30, 2021 | Real Estate Branch | State | up to \$20,000 |
| 5 | Mediation and dispute resolution services | July 1, 2018-June 30, 2019 | Judiciary | State | 39,138 |
| 6 | Community Mediation | July 1, 2018-June 30, 2019 | County - GIA | County of Hawaii | 9,050 |
| 7 | Peer Mediation | July 1, 2018-June 30, 2019 | County - GIA | County of Hawaii | 13,644 |
| 8 | Condominium facilitative mediations | July 1, 2017-June 30, 2019 | Real Estate Branch | State | up to \$20,000 |
| 9 | Kapuna Caregiver Program | July 1, 2017-June 30, 2018 | OP State Grant | State | 50,000 |
| 10 | Mediation and dispute resolution services | July 1, 2017-June 30, 2018 | Judiciary | State | 39,138 |
| 11 | Community Mediation | July 1, 2017-June 30, 2018 | County - GIA | County of Hawaii | 8,750 |
| 12 | Peer Mediation | July 1, 2017-June 30, 2018 | County - GIA | County of Hawaii | 8,750 |
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West Hawai'i Mediation Center

WHMC Organizational Chart

