

STATE OF HAWAII
UNIVERSITY OF HAWAII
UNIVERSITY OF HAWAII AT MĀNOA
OFFICE OF THE PROVOST
MĀNOA CARES
(CAMPUS AWARENESS, RESPONSE, EDUCATION AND SOLUTIONS) (Mānoa)

FUNCTIONAL STATEMENT

MĀNOA CARES - Org Code: MACARE

The Mānoa CARES office aspires to provide management in building and supporting the continuous cultivation of a campus community that exemplifies 'ohana and kuleana between each other and our relationship to 'āina. With adequate staffing and resources, the goals and objectives include creating a safe, welcoming, and equitable UH Mānoa climate for students, faculty, and staff of all backgrounds and beliefs by advancing diversity, cultivating community values, providing a confidential resource to the maximum extent permitted by law, and offering alternative dispute resolution means to address interpersonal conflict and issues occurring in the university's learning and work environment. The Director serves as advisor to Provost on related matters, and is a member of the Provost's Council with authority to establish policy and procedures necessary to implement system policies and procedures through sound practices.

The Mānoa CARES supports, promotes, and advances diversity and inclusion on campus through proactive engagement, collaboration, and communication with both internal and external groups. The Office works to empower the campus community to create an exceptional environment that provides a high level of service. The Office performs this function in accordance with all applicable guidelines, rules, statutes, and policies that govern the University. As a newly established office, Mānoa CARES will work towards establishing positions and operations for the following units:

- Office of Cultivating Community Values
- Office of Conflict Management

Mānoa CARES works closely and collaboratively with the proposed Office of Institutional Equity and Title IX (OIET9). Each office is functionally independent relative to purpose and responsibilities. However, inherent within each office is a dedicated section to training and education relevant to their kuleana. but the outcomes for each office contribute to cultivating a campus atmosphere where values including, but not limited to 'ohana and kuleana, permeate all of life on campus.

In addition, this office collaborates with a coalition of campus units in building a foundation to cultivate a healthy climate and campus-wide values for the Mānoa community. This includes the Campus Climate Committee; Native Hawaiian Place of Learning Advancement Office; the Truth, Racial Healing and Transformation team; student diversity and inclusion programs (i.e., LGBTQ+); and the Institutional Equity and Title IX educational programming unit.

Specifically, the Mānoa CARES responsibilities include the following:

1. Serves as a liaison between the Mānoa campus and other units within the University, and other governmental units (including schools and the Legislature), and the community at large (to include civic groups, business leaders, and social agencies).
2. Establishes planning parameters for the development of the office's strategic plan for the campus, program plans (i.e., training), budget and expenditure plans, and staffing plans for its units.
3. With appropriate staffing and resources, mediates and addresses informal grievances, conflicts, disputes and issues on the campus involving faculty, staff and students within appropriate policies and procedures, established guidelines, and sound practices.

OFFICE OF CULTIVATING COMMUNITY VALUES - ORG CODE:MACCV

Mānoa CARES will work towards establishing a fully functioning Office of Cultivating Community Values (OCCV). OCCV will serve as the primary unit to drive campus commitment in developing, sustaining and embracing the Mānoa culture. This office builds a foundation for inclusive excellence where students, faculty, and staff can expect equity, support diversity, and practice inclusion.

Major functions include:

1. Perpetuates the values of 'ohana and kuleana.
2. Works directly with campus leaders and stakeholders to measure, influence and respond to the current attitudes, behaviors and standards of faculty, staff, administrators and students, and its impact on the learning and working environment.
3. Recommends campuswide policy to support the pillars in our community values.
4. Provides training and leadership on matters of equity, diversity, and inclusion within the campus community with an emphasis on the concepts of 'ohana and kuleana.
5. Provides direct assistance and guidance to campus departments and units to develop a framework and skill sets for addressing and managing issues of microaggression and other forms of hostility in a way that builds an inclusive, supportive campus environment where every member of the campus community is valued.
6. Develops and implements campus initiatives as well as education and training to provide campus wide impact, including caring service at point-of-contact to help address questions and issues with appropriate units.

OFFICE OF CONFLICT MANAGEMENT – Org Code: MACFMT

Mānoa CARES will work towards establishing a fully functioning Office of Conflict Management (OCM). OCM will be responsible for helping individuals resolve disputes, manage conflicts, and navigate to the appropriate campus units and services. To achieve its objectives, OCM will serve to intake situations and provide services as a confidential resource, to the maximum extent permitted by law, and provide support for students and employees when disputes and conflicts arise between individuals or groups of individuals. In addition, OCM will make necessary referrals to other offices for formal processes where appropriate. This office will have three different components to fully respond and assist the campus in resolving disputes and managing conflict.

1. Confidential advocates to the maximum extent permitted by law that may assist the individual by informing them about and helping them to objectively assess the options available both on and off campus, and through informal and formal campus processes.
2. Services to support an environment where difficult conversations may occur through facilitated conversations, mediation, and workplace audits. OCM assists units to engage in difficult conversations, resolve disputes, manage conflict, and agree on unit norms that will facilitate productivity.
3. Training and outreach services to help the campus community develop the skills needed to more effectively address and resolve disputes and manage conflict.

Major functions include:

1. Intakes information and carefully assesses situation and issues.
2. Provides forms of alternate dispute resolution, such as facilitated conversations and mediation in lieu of formal grievances and complaints. Such alternate forms would effectively resolve disputes or short-term disagreements that impact the learning and working environments on campus and objectively assists students and employees in facilitating communications with one another and mutually determining desired outcomes and steps.
3. Provides services that help individuals or groups of individuals to manage conflicts or long-term disagreements.
4. Provides students and employees with information regarding their rights and options, including formal processes, and any available internal and external resources for dispute resolution and conflict management.
5. Provides necessary confidential advocacy services for the Mānoa campus.
6. Provides support and makes appropriate referrals to Office of Institutional Equity and Title IX for matters requiring formal processes.
7. Serves as an accessible and informal place to and manage conflict to strengthen the campus' ability to quickly respond to student and employee issues resulting in healthier relationships within the campus community.
8. Provides and assists with facilitation and implementation of training programs for employees and students regarding dispute resolution and conflict management best practices.