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**Maui Economic Opportunity, Inc.  
Community Needs Assessment and  
Community Action Plan  
A Survey on the Causes That Could Lead To Poverty**

Approved by Board of Directors 7-27-17



**The Promise of Community Action**

**Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.**

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## COMMUNITY NEEDS ASSESSMENT TEAM MEMBERS

Team Leader: Lori Teragawachi, Ed.D. Consultant

### MEO Staff:

Debbie Cabebe, SPHR	Chief Executive Officer
Gay Sibonga	Chief Operating Officer
Debbie Lorenzo	Chief Fiscal Officer
Jennifer McGurn	Administrative Secretary
David Daly	Business Development Director
Gerry Lum	Community Services Director
Debbi Amaral	Early Childhood Services Director
Jonnie Olivera	Hana Branch Manager
Saul Kahilikolo	Lanai Branch Manager
Yolanda Reyes	Molokai Branch Director
Harry Johnson	Transportation Director
Cassi Yamashita	Youth Services Director

### Advisory Boards, Community Agencies & Partners:

Association of Farmworker Opportunity Programs (AFOP)

Commission on Persons with Disabilities

County of Maui

Good Beginnings Alliance

Hale Mahaolu

Hana Health Center

Hawaii Department of Education

Head Start Association of Hawaii

Lanai Community Health Center

Maui Adult Day Care

Maui Disability Alliance

Maui Community Correctional Center (MCCC)

Maui County Senior Planning and Coordinating Council

Maui County Workforce Investment Board (WIB)

Maui Economic Development Board (MEDB)

Maui Homeless Alliance

Maui Memorial Medical Center

Maui Native Hawaiian Chamber of Commerce

Maui Nonprofit Directors Association

MEO Board of Directors

MEO Business Development Center Committee

MEO Head Start Policy Council

Mobility Management Task Force

Molokai Community Service Council  
Paratransit Advisory Council  
Rocky Mountain HI  
Stakeholders and Recipients of Funding and the General Public  
State of Hawaii, Office of Community Services  
University of Hawaii Maui College  
Workforce Investment Board

## **Executive Summary**

### **Background**

Maui Economic Opportunity, Inc. (MEO) chartered on March 22, 1965 is a private non-profit Community Action Agency. MEO provides outreach, resource information, and administers human service programs for low-income persons, the youth, elderly, immigrants, ex-offenders, persons with disabilities or medical needs, and other disadvantaged individuals and families residing in Maui County. The agency was organized as a Community Action Agency under the Economic Opportunity Act of 1964 to strengthen and coordinate efforts to eliminate poverty by providing opportunities in education, employment and training, transportation and other areas to help people help themselves. In the fiscal year ending 2016, MEO served more than 13,727 individuals and 4,385 families. There are five departments within MEO that help to strengthen the community:

1. MEO Community Services provides a range of assistance from employment and training programs, energy and rental assistance, reintegration, acculturation and translation services for the Hispanic/Latino community, legal services and more.
2. Early Childhood Services provides toddler care, Head Start Preschool program and family strengthening.
3. Youth Services provides services for youth eleven to eighteen, to participate in prevention related programs and activities. AmeriCorps offers volunteer opportunities for individuals 18 and older to perform service work with the goal of helping others and meeting critical needs within the community and environment.
4. Transportation Services provides rides to low-income individuals, disabled, seniors, and youth allowing them to be independent and remove barriers to improve their quality of life.
5. MEO Business Development Center provides business classes, technical support and start up microloans to individuals with poor, little or no credit with a focus on women and minority owned businesses.

MEO is committed to fulfilling the Community Action Promise – Community action changes people’s lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and are dedicated to helping people help themselves and each other.

MEO’s mission is to strengthen the community while helping people in need, restore their hope, help them reach their potential, and enrich their lives.

### **Purpose**

Federal organizational standards encourage agencies to conduct a Community Needs Assessment every three years. The needs assessment should take into account the perception of the causes of poverty and the breath of community needs addressing these causes, with the intention of sharing the assessment outcomes with community resource partners. The information gathered will assist the MEO staff with determining a strategy to address any gaps identified that are in alignment to their mission and determine the resources and next steps.

## **Assumptions and Methodology**

Poverty is a complicated social issue and there are competing theories as to the cause of poverty in our community. MEO's services are diverse and numerous. Many of their services address and impact poverty within the community. Poverty is often defined in two ways: 1. Absolute Poverty where individuals do not have what they need for maintaining life. They are short of basic food, shelter, clothing, and adequate health care. 2. Relative Poverty which is viewed as subjective. The poor are those who lack what is needed by most Americans to live decently because they earn less than half of the nation's median income. The 2011-2015 American Community Survey 5-Year Estimates states Maui County to have 11% of individuals below the poverty level, or poverty threshold. For a household of 4, the poverty guideline is \$27,950.

A Survey was developed addressing the various causes of poverty. Each item had two corresponding questions. The first question asks for the person's opinion on the importance of addressing the issue pertaining to poverty with a range from very important to completely unimportant. The second question asks about the person's satisfaction regarding the community's current services that address the issue. The range utilized was very satisfied to completely unsatisfied.

Assumption 1: Respondents of the survey may not have the same definition of poverty, or be knowledgeable of all the services MEO currently provides within the community that address poverty.

Assumption 2: The Survey provides an opportunity to obtain respondent's individual perceptions on the various causes of poverty and their satisfaction regarding the services that are provided.

Assumption 3: If respondents do not complete sections of the survey, it can be assumed that they were not knowledgeable of the services currently provided, and the responses that were provided, will be utilized in the compilation.

## **Summary of Data**

A total of 2,850 surveys were distributed or mailed, with 384 returned as "undeliverable". Of the 2,466 distributed surveys, 557 were returned which calculates to a 23% response rate.

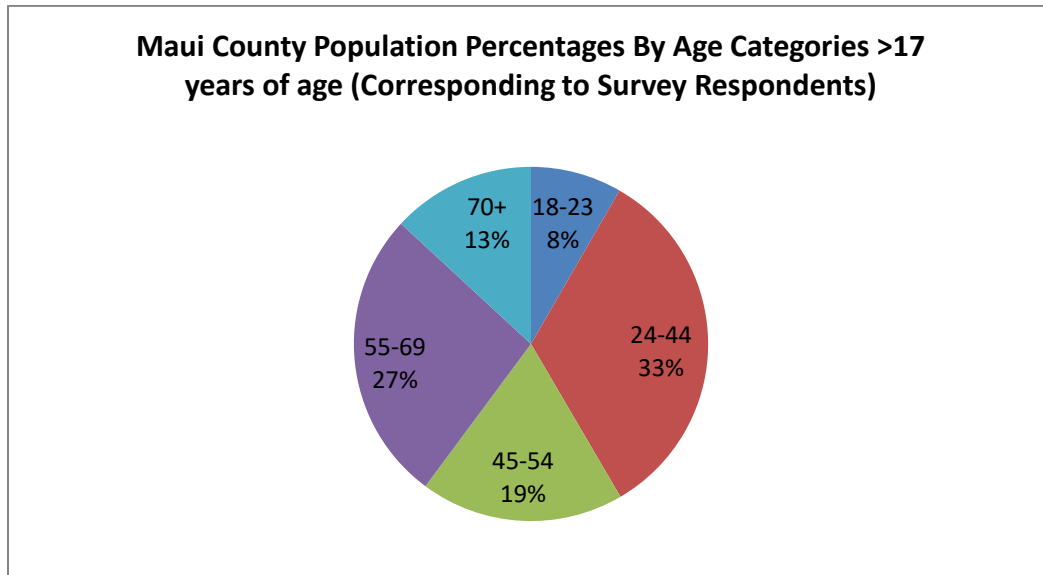
## **County Geography and Population**

The County of Maui consists of the inhabited islands of Maui, Molokai, and Lanai and the uninhabited island of Kaho'olawe. Maui County is the second largest of the four counties that make up the state of Hawaii. According to the 2010 census Maui County has 1,161.52 square miles of land. The population per square mile is 133.3

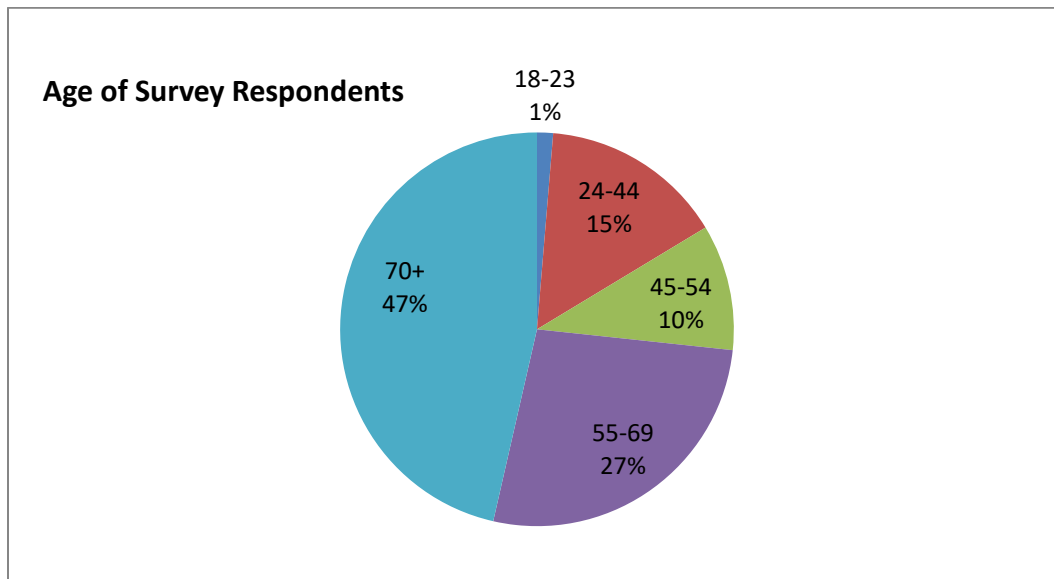
The 2010 Census Report indicated the Maui County population at 164,726.

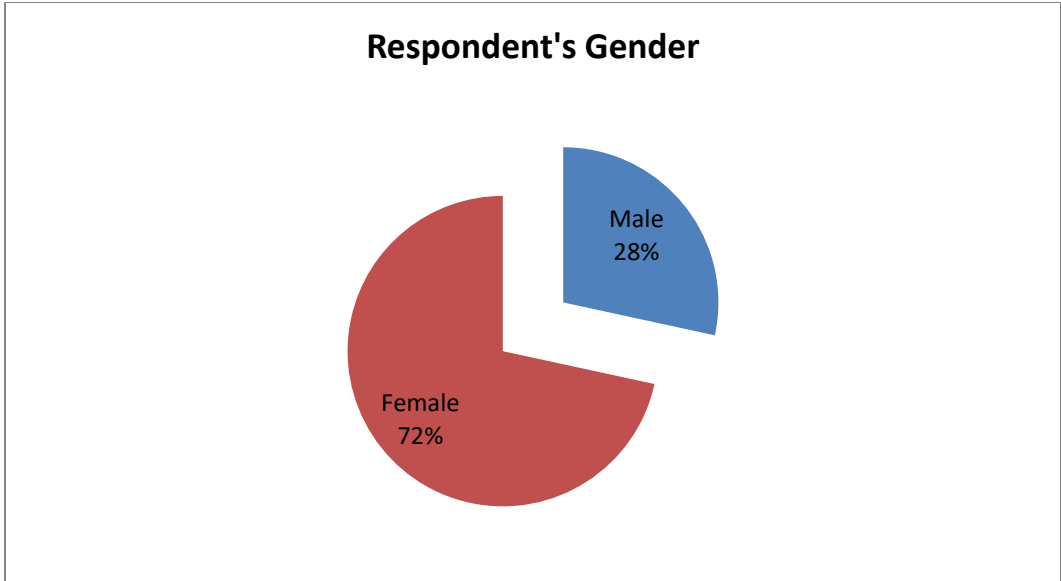
## County Demographics and Comparison to the Demographics of the Survey Respondents

The median age of Maui County's current population is 39 with 50.1% males and 49.9% females. The following is a pie chart illustrating Maui County's population that is 18 years and older, so to compare with the Survey Respondents demographics.



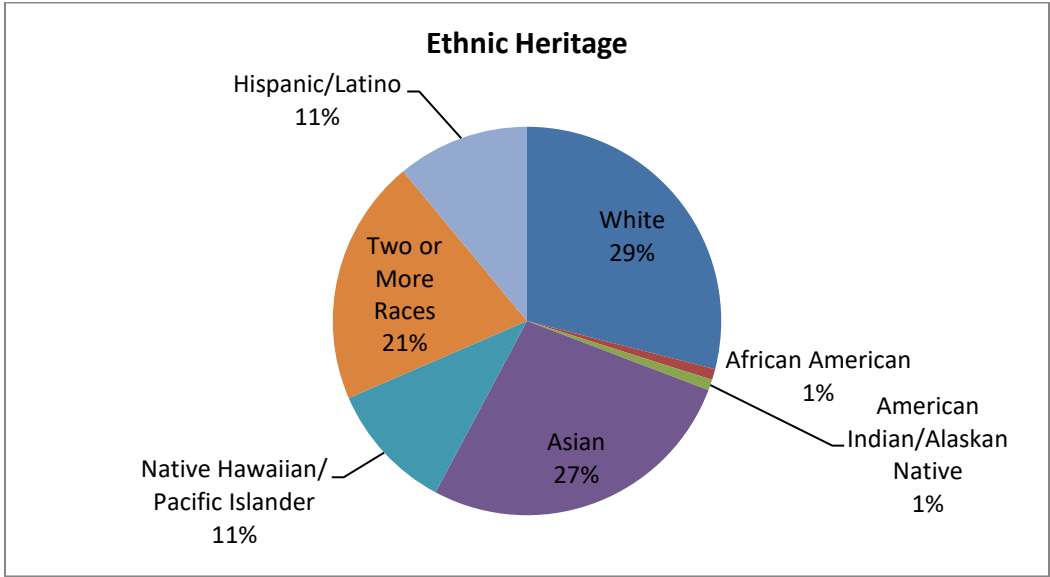
Below is the Survey Respondents Age and Gender illustrated demographics:





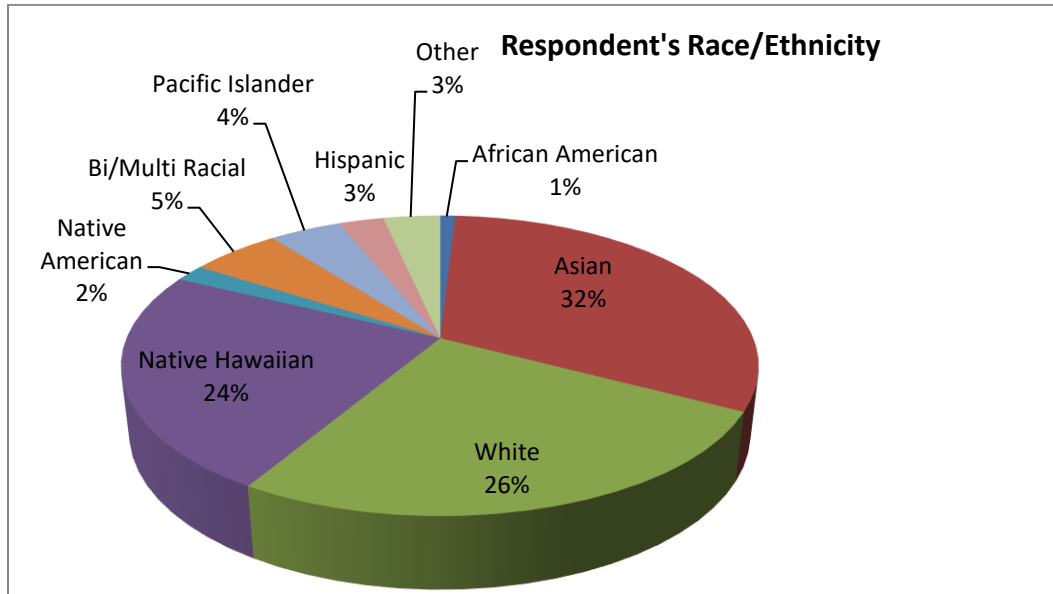
Please note that the surveys were not distributed with the intention to mimic the age or gender demographics of Maui County. This comparison is done to provide an awareness of the type of survey respondent participating in this needs assessment.

Maui County's population is composed of multiple heritages including Hawaiian, Japanese, Caucasian, Filipino, Chinese, Korean, Tongan, Samoan, Micronesian, and others. The following breakdown was provided from the 2014 Maui County Data Book.

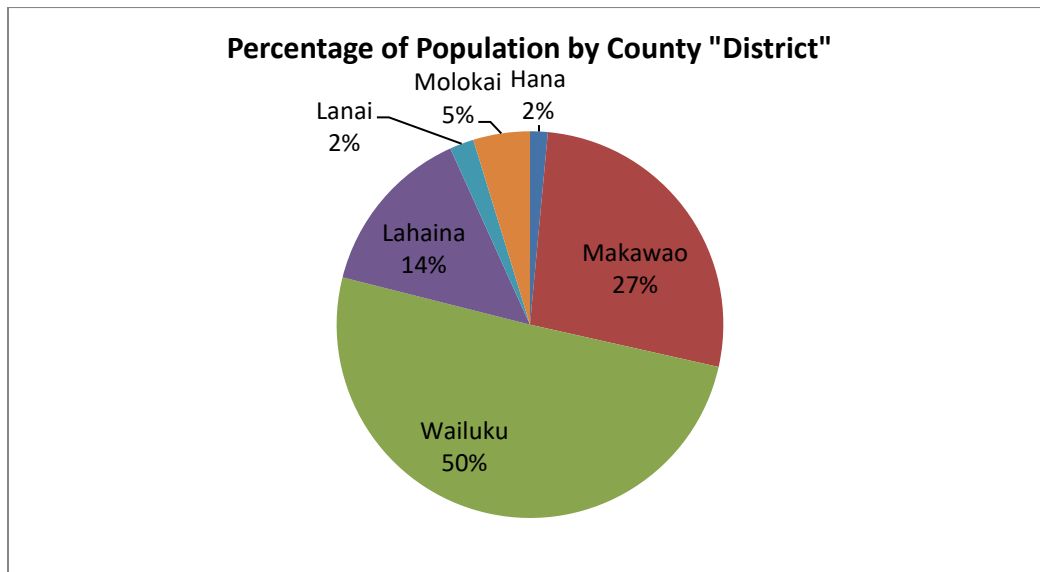




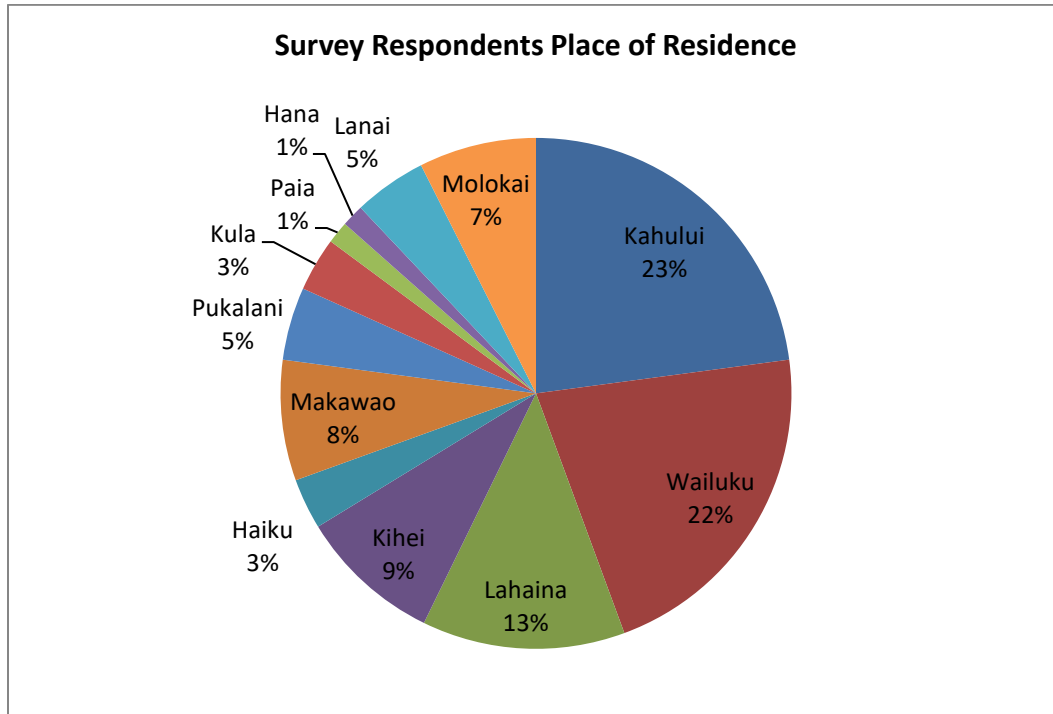
In comparison, here are the demographics for the survey respondents:



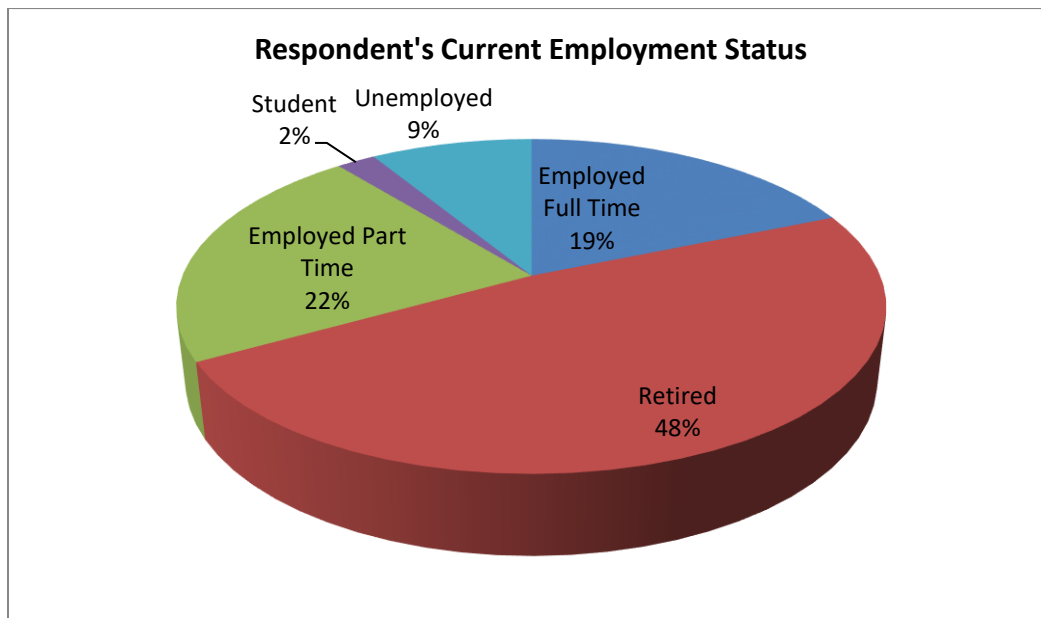
The 2010 Census Data identified the percentage of population by County "District" areas. Specific populations for each city within Maui County, or the specific "Census Tract" can be obtained from the 2010 Census Report. There were 31 tracks for Maui Island alone.

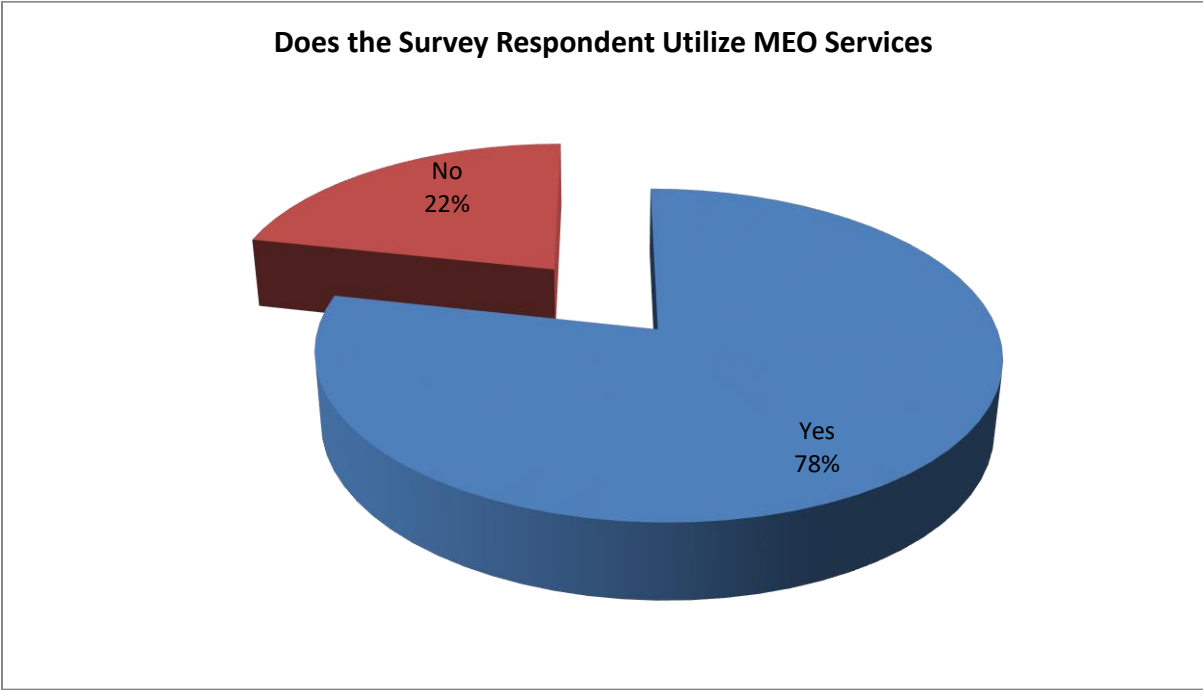
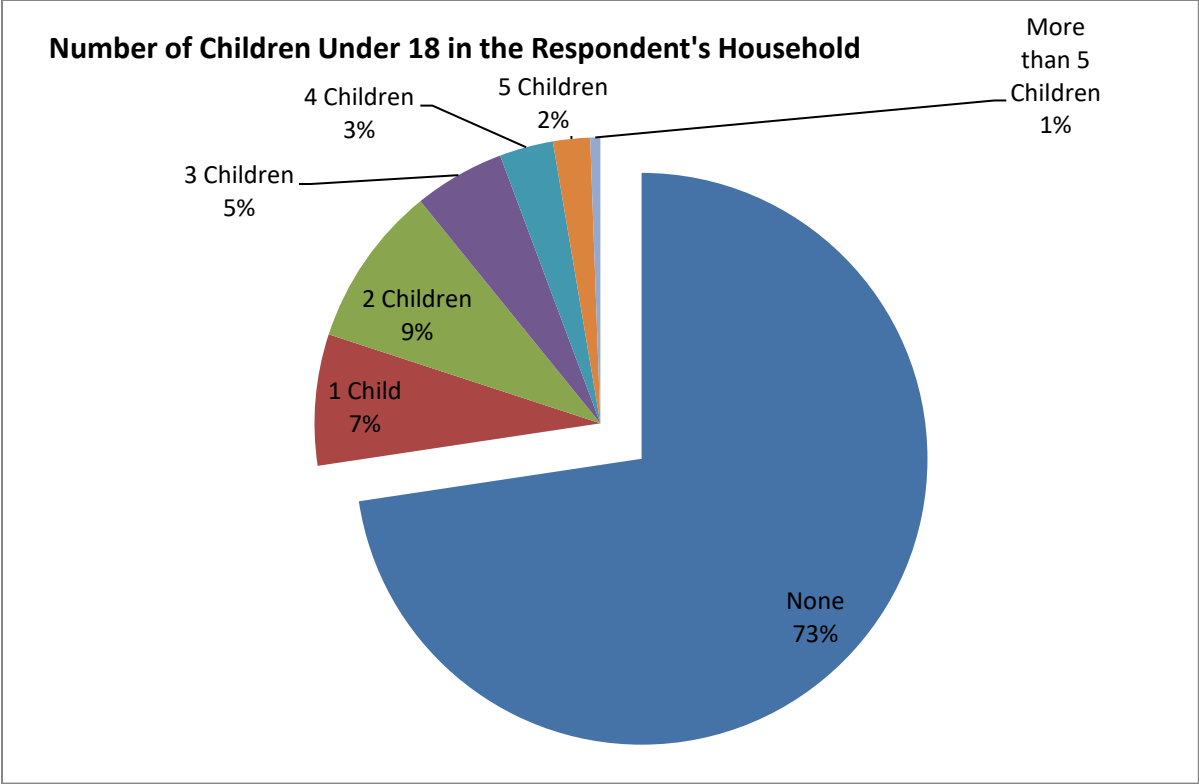


In comparison, here are the Survey Respondent's place of residence:



The Survey also asked the respondents to share their employment status, and to indicate the number of children under the age of 18 living in their household, along with whether they currently utilize services provided by MEO.



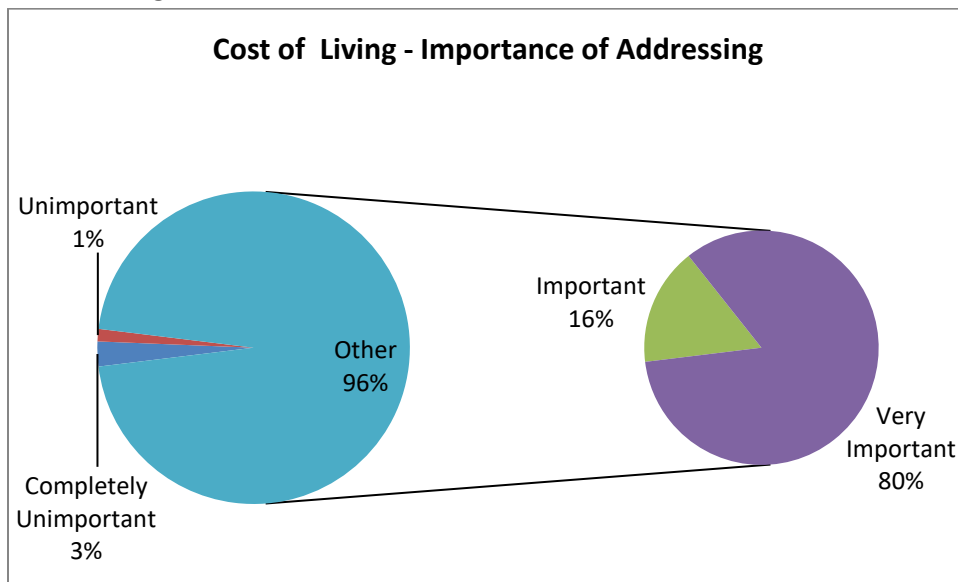


**Maui Economic Opportunity, Inc. - 2017 Community Needs Assessment Survey Results**  
**A Survey on the Causes That Could Lead To Poverty**

Overview - A Survey was developed addressing the various causes of poverty. Each item had two corresponding questions. The first question asks for the person’s opinion on the importance of addressing the issue pertaining to poverty with a range from very important to completely unimportant. The second question asks about the person’s satisfaction regarding the community’s current services that address the issue. The range utilized was very satisfied to completely unsatisfied.

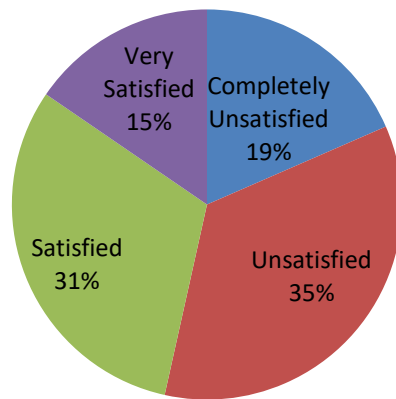
When an issue is identified as very important or important (part one) AND the second question is answered with completely unsatisfied or unsatisfied (part two) – this indicates an area or issue that is perceived to be a concern. When an issue is identified as very important or important, AND the second question is answered with a selection of very satisfied or satisfied, this then identifies a perceived strength.

**Cost of Living:**



96% of the Respondents indicated that Cost of Living is an issue that should be addressed since it is a cause that could lead to poverty. 54% of the respondents were not satisfied with the services to address this issue. Therefore, this is an area of concern.

### Cost of Living - How Satisfied w/ Services



At the end of the survey, Respondents were provided space for additional comments. All comments were then sorted by the various causes of poverty. Following are some of the comments respondents made pertaining to Cost of Living:

#### Comments Pertaining to the Issue of Cost of Living:

- We have too many rich millionaires moving and buying homes and that impact the soaring the cost of land and home prices. Our children can't afford to purchase because of these high prices. They don't earn enough to purchase such high price homes or rent. They will end up homeless if this continues.
- Affordable housing is a large part of the issue, and high tax on poor people!
- Medical and food stamps, affordable for retirees.
- Living too expensive, especially living on a set income.
- High cost of living.
- Home is very expensive in Maui, cost of living is high, minimum salary is low, too much homeless people in the street.
- Cost of living. In Hawaii everyone has struggles depending on their situation - housing, food, medical.
- Well we have no proper programs for all the Micronesians migrating here and living all over homes and streets. Because we took advantage of their lands, we now have to put up with more of them coming to Hawaii and taking over our space. Also mainlanders and/or home owners are creating vacation homes instead of housing.
- I am in poverty land.
- Cost of living rising. People's income is not enough to pay their mortgage, rents and support their own families. Hourly wages have to be increased.
- Affordable housing – rent is increasing. Help with getting into housing.

- Poverty in Hawaii is a growing concern. Cost of living is tremendously high. Which your wages isn't enough to make ends meet for the month. Homelessness is increasing as well every month. With the help of MEO it has put our family in a better place. Thank you.
- Cost of living is the big one on Maui! I'd be on the mainland but my wife won't move.
- Wage should be higher than cost of living.
- #1 issue is rent! It's outrageous! How can one person afford to pay rent? Cost of living – everything is expensive! People in middle income “bracket” fall thru the cracks! It's not fair. No to work 2 jobs to survive.
- There is no way we can save money for a down payment with rent upwards of \$3000. On top of that, we don't qualify for any kind of assistance. There needs to be a cap on rent prices or we'll never have enough to buy a house – which contributes to homelessness.
- Cost of housing and food very important. Young people need to be able to buy an affordable home. Affordable means based on their income, NOT a number that makes greedy developers richer. High cost of housing, food, gas, lack of jobs, offering decent pay to cover above listed items, poor schools – NO AFFORDABLE housing for people.
- Affordable housing is a major problem and many others who may be cast out of their homes in Front Street Apartments. I am a senior citizen with limited income and because of greed by politicians and overseas investors, will become homeless
- Lower the cost of food & rent.
- The ongoing problem for decades on Maui has been very few affordable rentals for the working population. Salaries are not commensurate with the cost of living. Today this problem is worse than ever!! The chickens are home to roost . . .
- Cost of living too high, please lower rent as owners charges too high.
- County has to help people more. Lots of people can't afford home.
- With the influx of people moving here, unable to provide enough for their families (or themselves) because of Hawaii's high cost of living should be addressed as a #1 issue of our state government. I believe if there was more outreach programs for each of these issues would touch more.
- Need affordable housing for residents.
- Cost of living in Maui is very expensive. Rent is too expensive and most job are only paid minimal wage. Cost of food is too high. Your help and assistance to my sister's needs are very much appreciated.
- Lack of affordable housing infrastructure.
- There are many job opportunities but they pay very little and everything is too expensive.
- Maui needs rent control. (You would have less people homeless.)
- Need more “affordable rentals”. Funding for rental assistance is available but affordable rentals are not available. This is a huge problem.
- Not enough housing – affordable and safe – we need this.

**Some additional facts obtained from the 2015 Maui County Data Book – Section Entitled Low Income Rental Housing Affordability:**

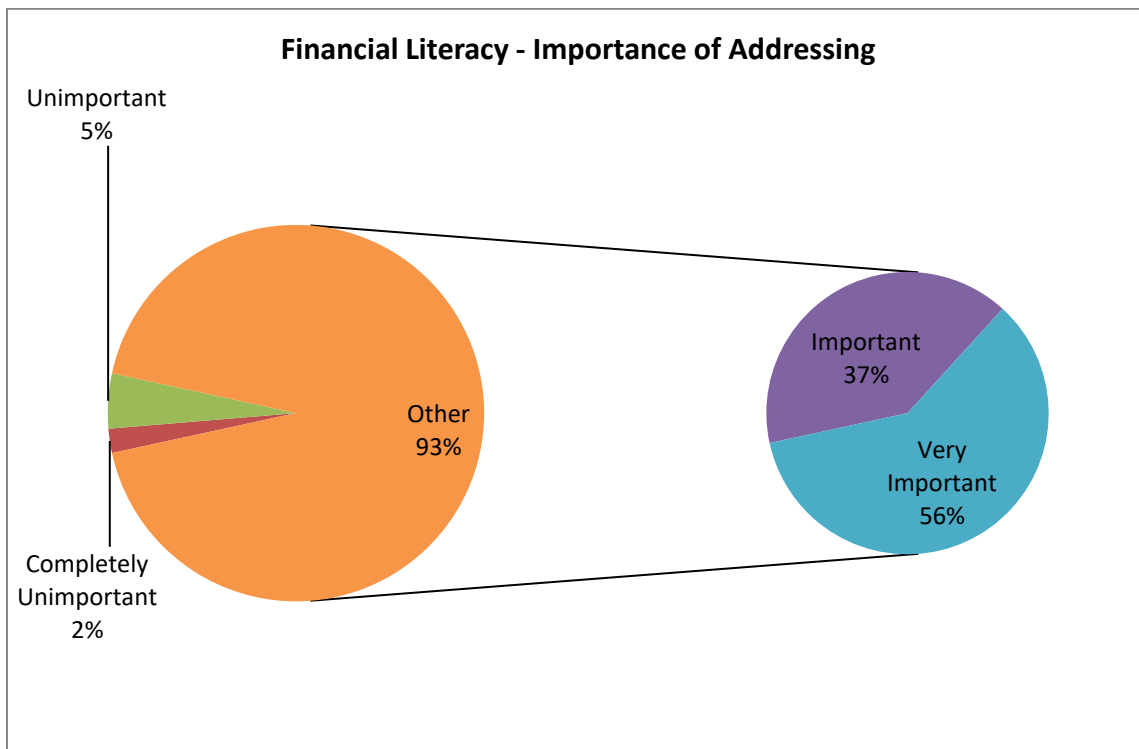
The hourly wage necessary to afford rental of a 2 bedroom – Fair Market Value of \$1,264 is \$24.31 or \$50,560 annually, or 3 people making a minimum wage working full time.

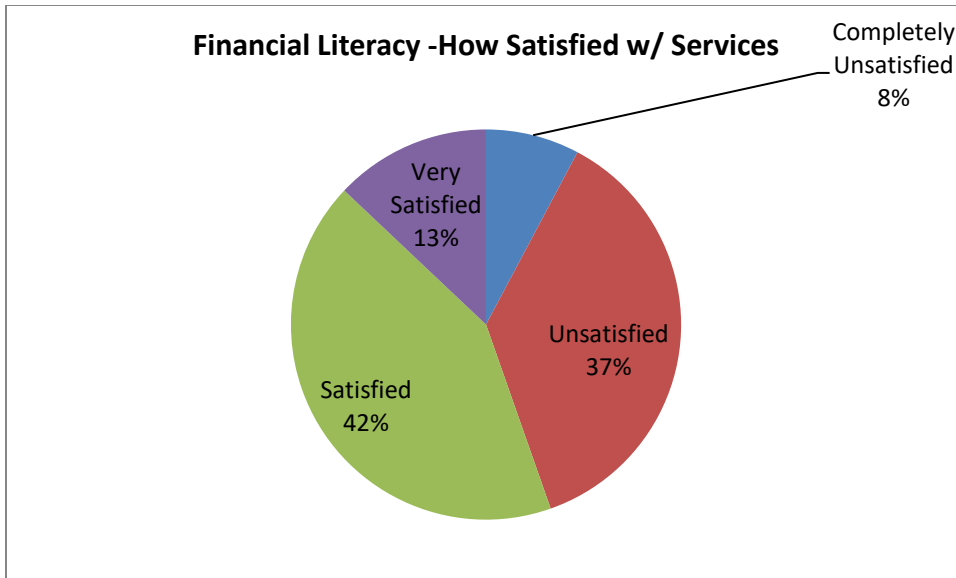
Another example – If 2 people worked full time at \$13.66 an hour, they could afford a rent amount of \$710. This is calculated by the assumption that 30% of your income would go towards rent.

In 2014, the renter occupied units totaled to 23,372 and the median gross rent was \$1,238.

When renters were surveyed, approximately 41.3% of the renters indicated that their rent amount was 35% or more of their monthly income.

**Financial Literacy:**



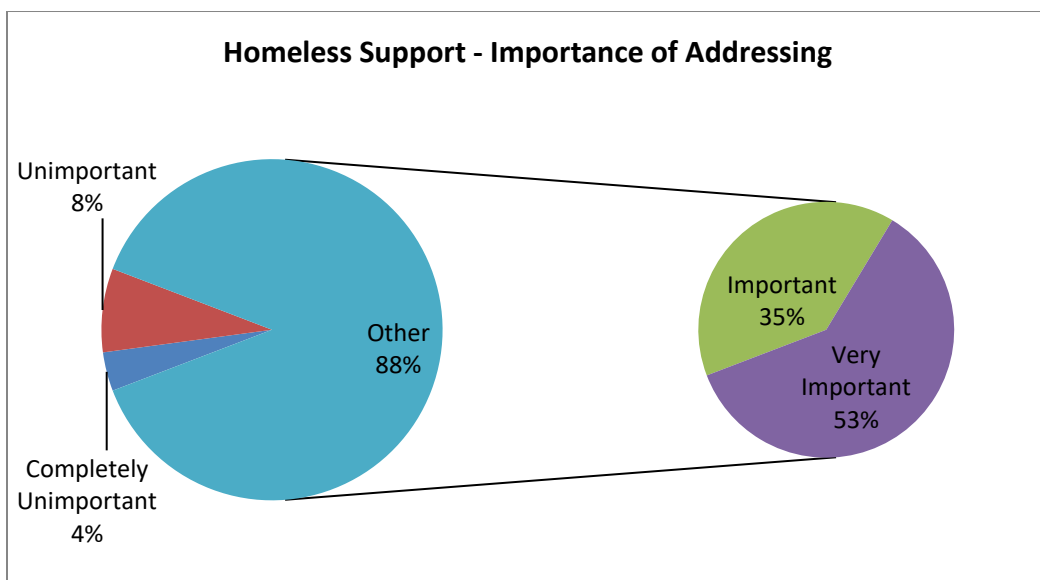


Financial Literacy Services are perceived as a strength. 93% of the respondents believed this to be an area of importance as it pertained to poverty, and 55% indicated a satisfaction with the services provided in Maui County.

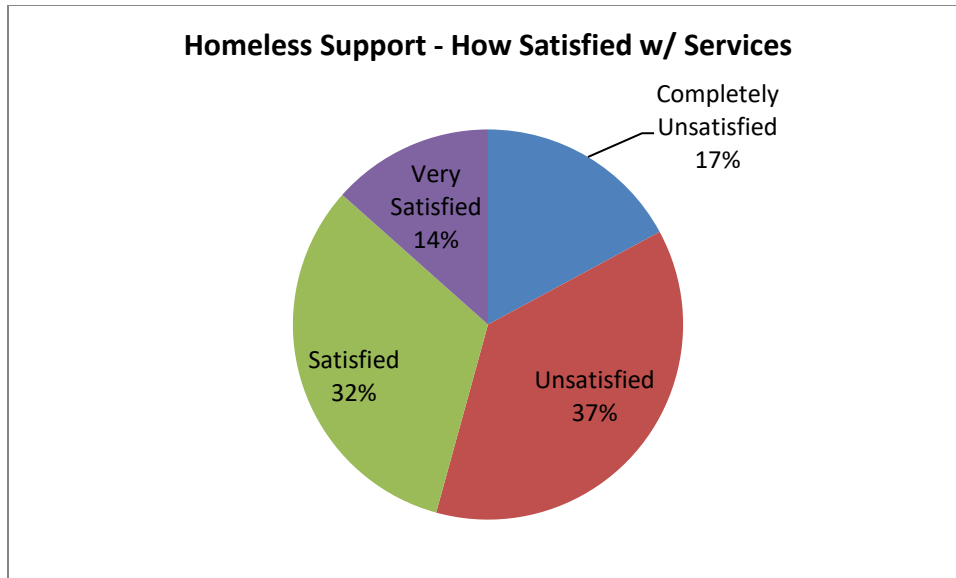
**Comments Pertaining to Financial Literacy:**

- My rent is very expensive and I have a hard time budgeting.
- MEO was very helpful and patient with my situation. They took the time and went the extra mile in assisting me. I would not be in my home if not for MEO. MEO paid for my deposit and also provided a class on financial management.
- Educate financial basics from young age & mandatory class in high school.

**Homeless Support:**







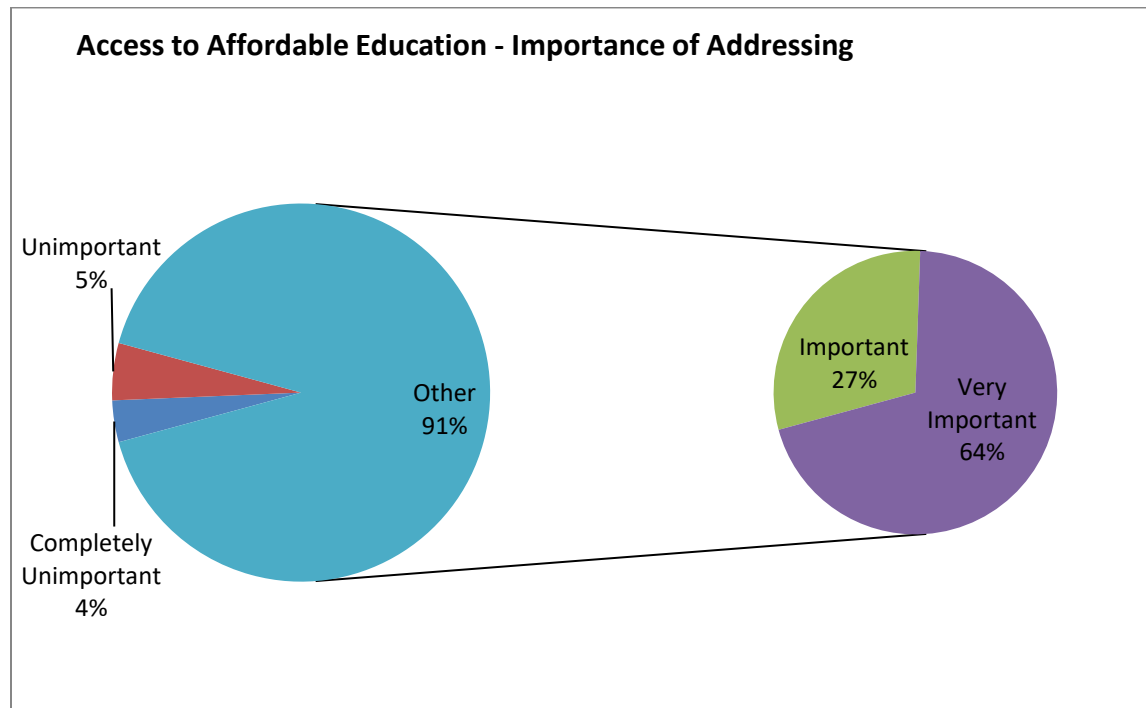
Homeless Support is perceived to be a concern amongst respondents. 88% of the respondents indicated that it is important to address this topic of Homeless Support and 54% of the respondents are not satisfied with the services provided in Maui County.

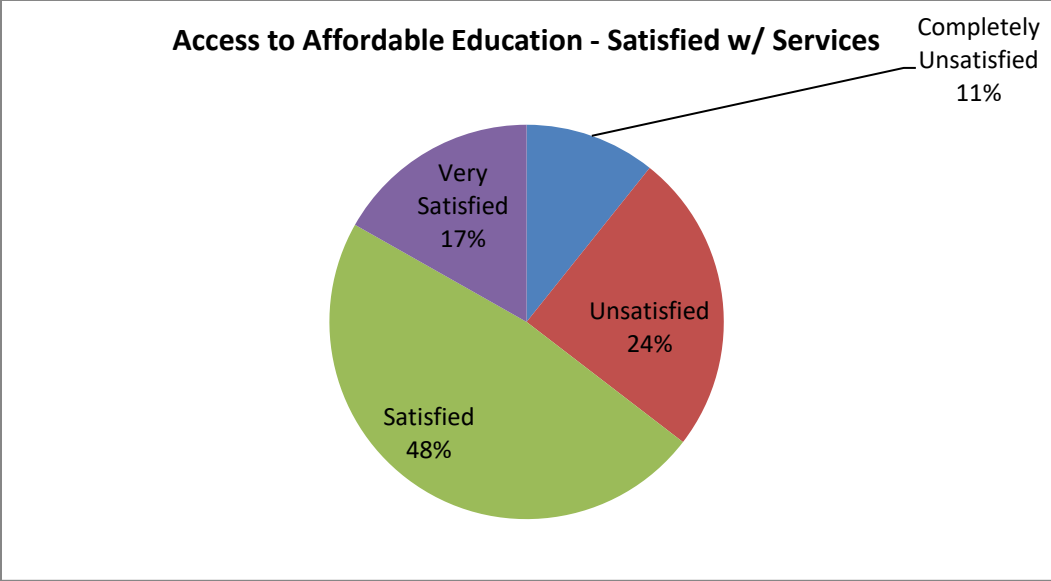
**Respondents Comments Pertaining to Homeless Support:**

- We need to provide shelter and food and clothes and medical care for the poor.
- More than once I offered food or to buy food for that person to eat because they were holding a sign requesting help. But I was told I don't want food, I want money.
- Housing assistance.
- We should be taking care of the people that was born and raised here first then reach out to others. Many of the homeless came from mainland or sent from the mainland. Hale Mahaolu should be for the local people first.
- Not familiar with any shelters but all I have seen so far is homeless being forced out of their dwelling just to end up in another area. HOW IS THAT HELPING?
- Education and offer reasonable housing for homeless. Education in all areas would give people opportunity to find a job and train the people.
- Need more low income housing for the poor and homeless.
- Take care of Hawaii residents first – mainland homeless need support from their home state – stop sending them here!
- All programs to help poor, destitute and unfortunate must improve! Any \$ cuts are disastrous! We must get vouchers for gas, food and medical services. These services cannot be cut!
- Too many people find it easy to sleep in cars, tents, park benches.
- Stop the homeless from being sent here from the mainland on a one way ticket.
- Throughout history people have lived in poverty and/or homeless. The state needs to interview and people must prove that they have a job and where they are going to live before they are going to stay. Throughout history 10 of 100 people live as they wish. Send them packing and hang the cost.

- Poverty can be controlled for each person if they choose to work and live within their means. Hawaii has many services to help struggling families.
- I am very concerned about homeless people. This is our problem. We have to all be worried. We cannot look the other way any longer. We can be the leader to mend this tragedy. It seems to be all about \$. We all must own this.
- House the homeless.
- We need more homeless shelters.
- People get a one way ticket to the most expensive state & think the government will support them with food stamps. Illegal camping, free sheltered housings, public amenities (beach part showers, bathrooms, etc.) Not all want Maui to be populated like Hong Kong – or polluted by careless smokers, camp fires. Junk by persons unaccountable and just here for a transient good time and not paying taxes.

**Access to Affordable Education:**



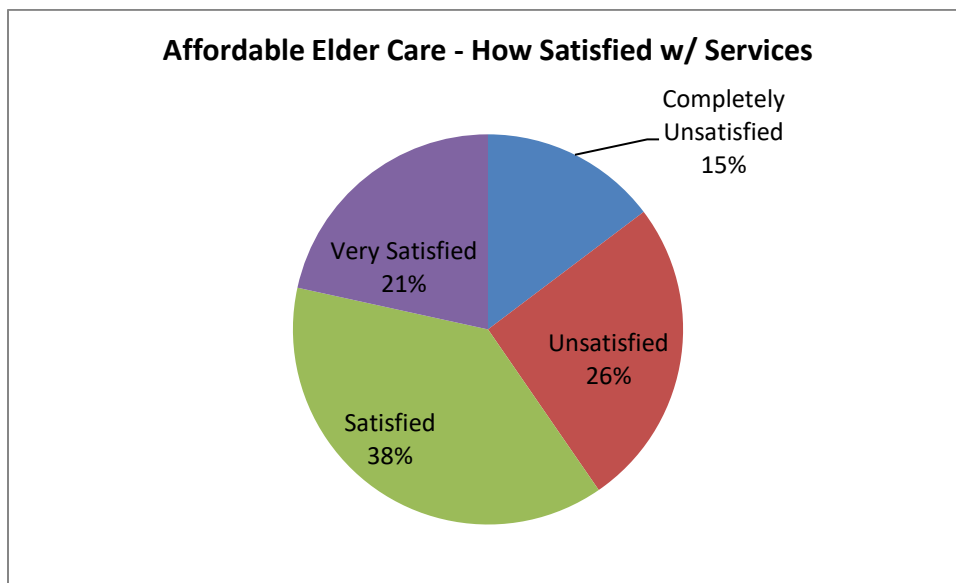
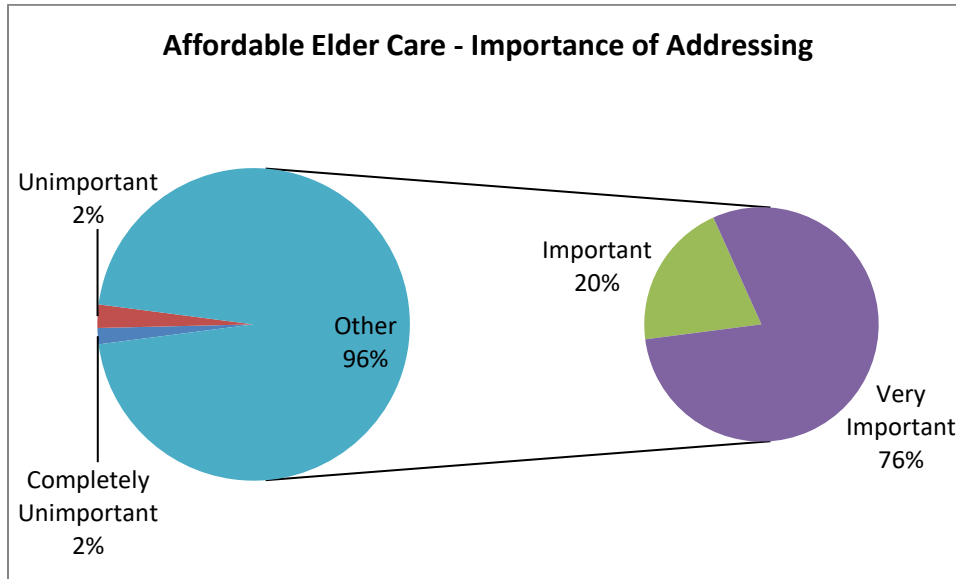


Access to Affordable Education is perceived to be a strength in Maui County. 91% of the Respondents identified Affordable Education as important in its impact to poverty and 65% of the respondents are satisfied with the services in Maui County.

**Comments Pertaining to Affordable Education:**

- Be nice to have some projects—gardening, vegetables, fruits etc. with supervision so one could learn and appreciate in becoming self-sufficient. Any other projects-crochets. Sewing etc where materials could be provided to learn and even sell their products.
- MEO has helped me get in college again and may help me with driver’s license hold. I’m so grateful for MEO – thank you very much.
- MEO has helped me my college tuition and helped pay for my license. Currently in college and meeting my goals. I am very thankful for MEO!

**Affordable Elder Care:**



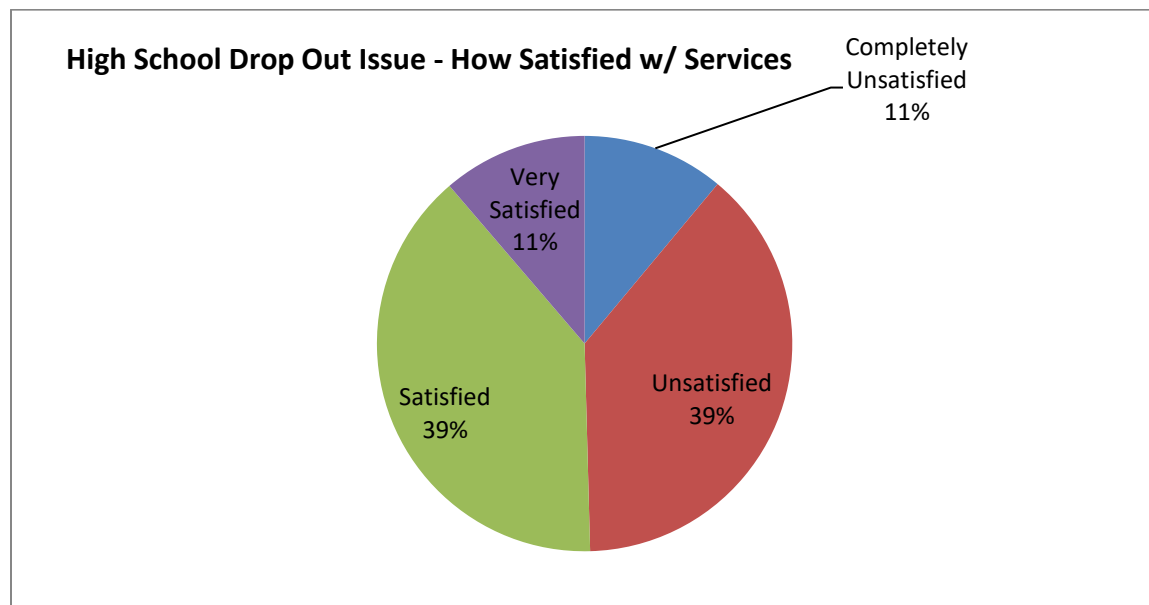
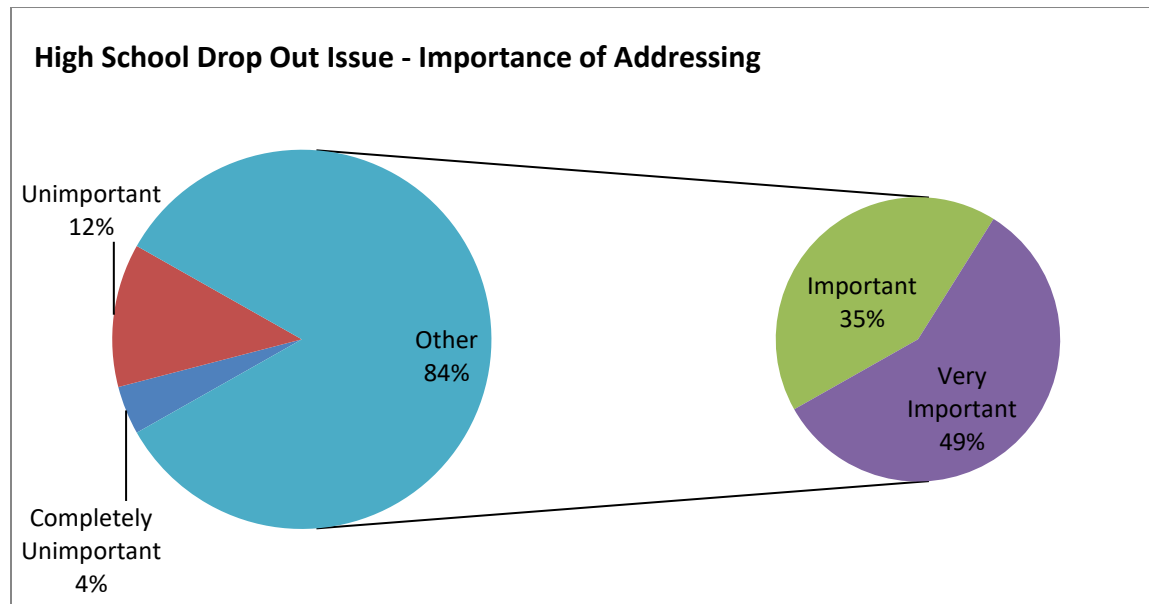
Affordable Elder Care is identified as a strength with 96% of the respondents indicating this to be an area of importance and 59% indicating a satisfaction with the services provided in Maui County.

**Comments Pertaining to Elder Care:**

- Need housing for “living in peace” housing. In need of more nursing homes, housing for seniors and low income, non-elderly disabled. Going from independent (transitioning to) dependent/semi-independent, to needing sheltered housing instead on living in hospital or Hale Makua. Somewhere with home health care aides and help with financial power of attorney. Aide with financial and health appointments.
- Illegal immigrants are taken better then local people (seniors).

- Government needs to access and look into the current skilled nursing homes and the treatment and care (not provided) for our most vulnerable and fragile seniors and disabled currently on Maui.
- Hale Mahaolu helps us old folks a lot.
- Thank God for MEO services, helps Kupuna’s transportation, caring assistance, and compassion, love and always be grateful. Many blessings to the staff and employees. God bless you forever.
- I need a twin bed and box spring clean. I think I can ride a 3 wheel bike to get around. I would like one clean. I would like help keeping my house clean.

**High School Drop Out Issue:**

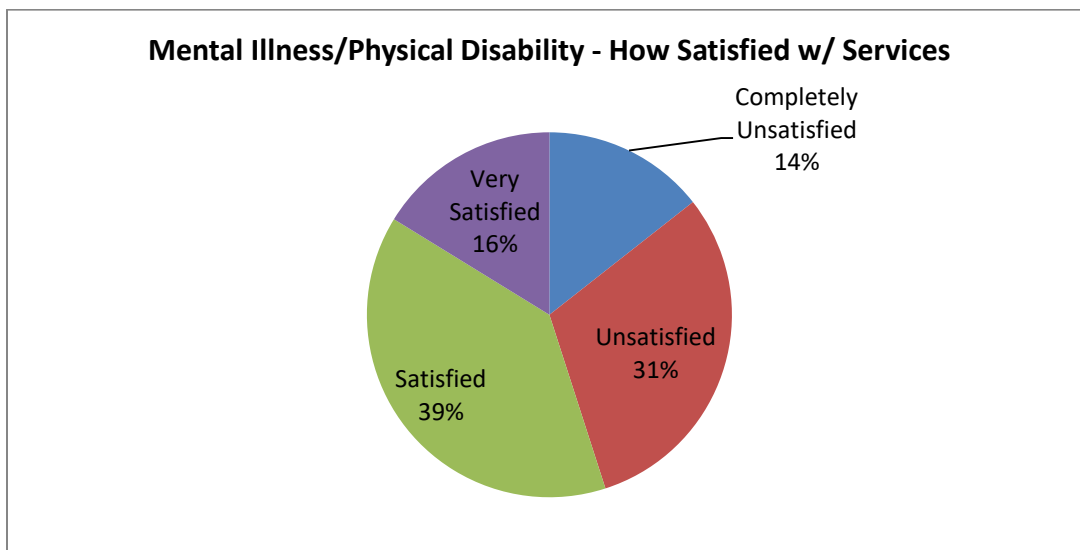
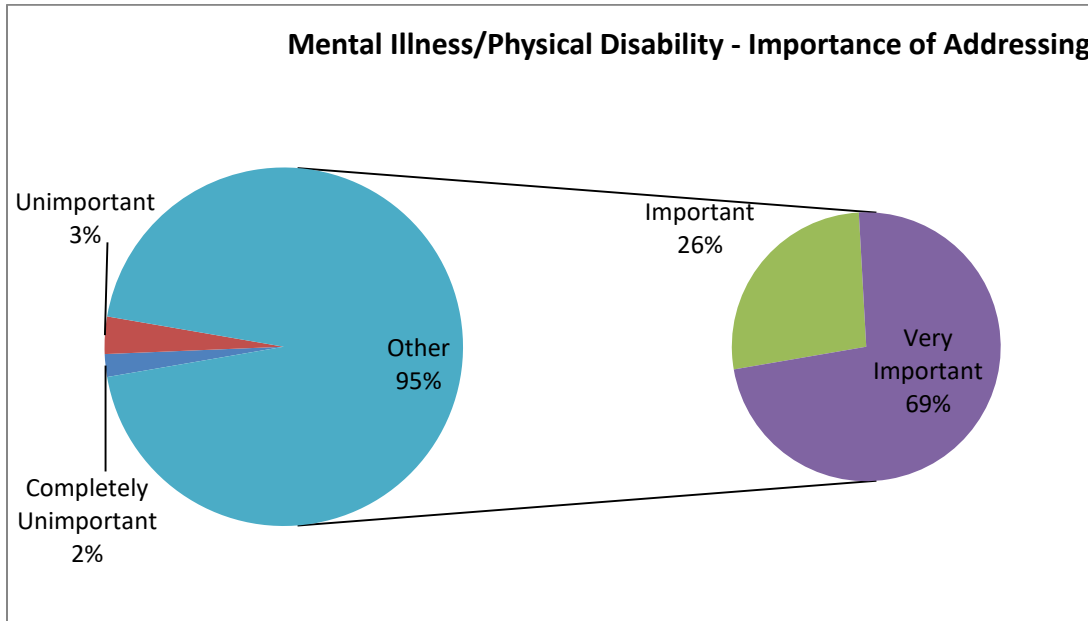


84% of the respondents believed this to be an area of importance as it pertains to poverty and satisfaction with services pertaining to the high school dropout issue is split right down the middle at 50%. Therefore, I would consider this area to be a concern.

**Comments Pertaining to the High School Drop Out Issue:**

- No Comments were made.

**Mental Illness/Physical Disability:**

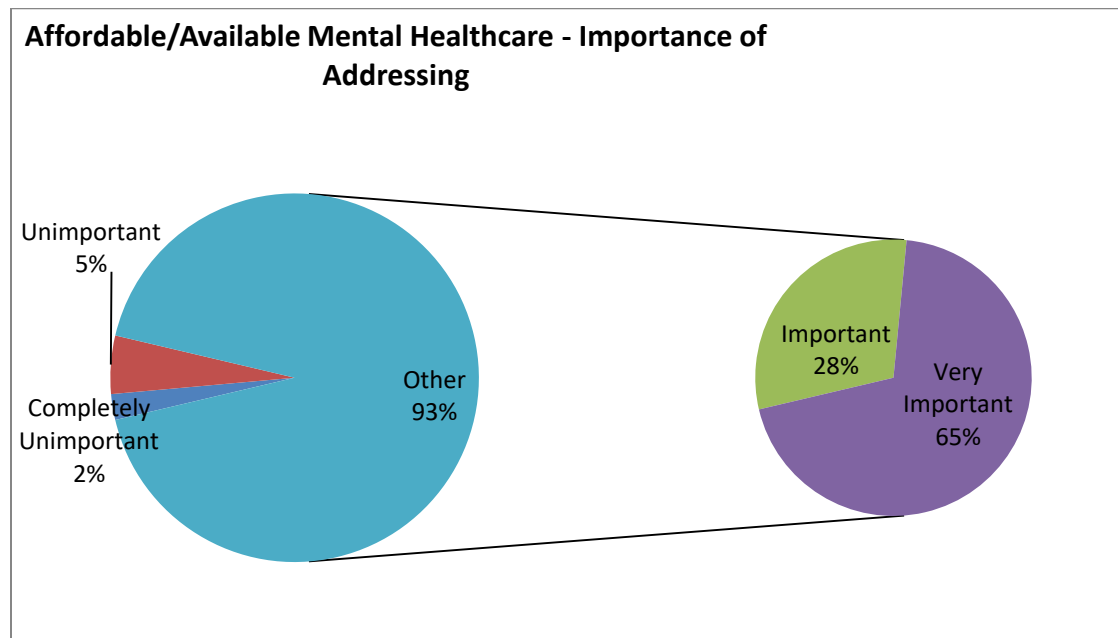


Respondents perceived this area to be a strength with 95% of the respondents indicating this an area of importance and 55% of the respondents satisfied with the services.

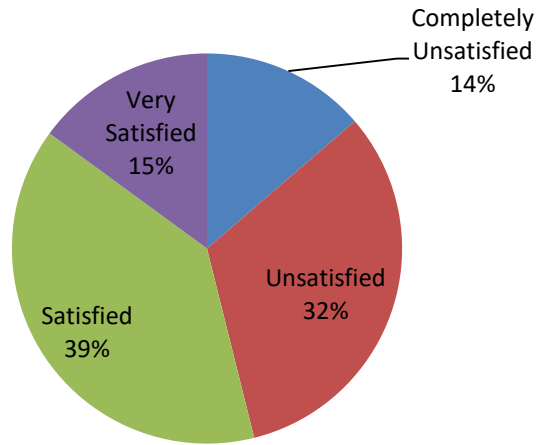
**Comments Pertaining to Mental Illness/Physical Disability:**

- There is no low income housing or housing for disabled. Seniors can find senior living for a portion of their SS income but disabled are left behind. Disabled that don't qualify for senior housing because of age are left homeless. Open senior housing to single disabled people under the age limit.
- I am concerned many of these issues will drive taxes up (property tax, vehicle registration) and much abuse of many programs (disability insurance) will cause me to go into poverty level. I haven't sold my house in over 25 years – why is my property tax increased? Should affect only those that buy and sell. Disability recipients need to be followed on a regular basis and even investigated. How can they windsurf, hike trails to shoreline fishing spot.
- I value MEO services very much. After becoming disabled I rely on the bus. The service by all is courteous and efficient.
- We need a County Mental Health Facility with outpatient medical and social services for mentally ill.
- Poverty and mentally ill people – we need a better plan for taking them off the street and addressing their illness. Currently hospitals, ER & Police charges are sky high and fall on the State and County to pay.
- There's affordable education, there are plenty of jobs. Everyone knows drugs are bad so is teen pregnancy. So spend resources on people that are in a poor situation NOT of their own volition – disabled (psych & physical); provide affordable childcare so that people can better their situation (esp. single parents).

**Affordable/Available Mental Healthcare:**



### Affordable/Available Mental Healthcare



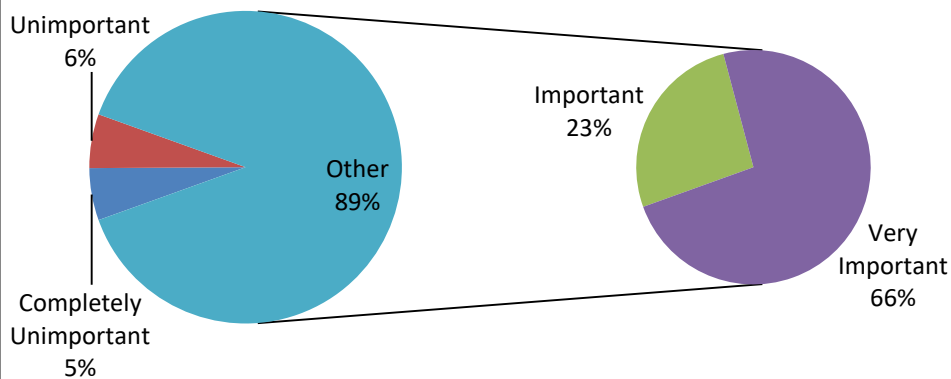
The services in this area are perceived as a strength by respondents. 93% of the respondents indicated this as an important and 54% indicated a satisfaction in these services.

#### Comments Pertaining to Affordable/Available Mental Healthcare:

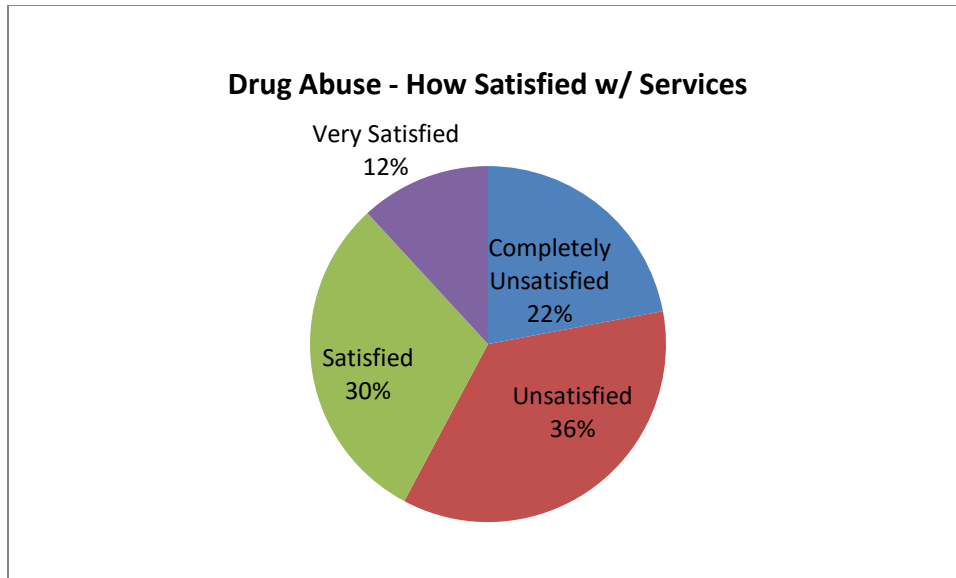
- The first thing is mental health counseling and drug addiction. Most of them don't want to change or don't know how to.

#### Drug Abuse:

### Drug Abuse - Importance of Addressing





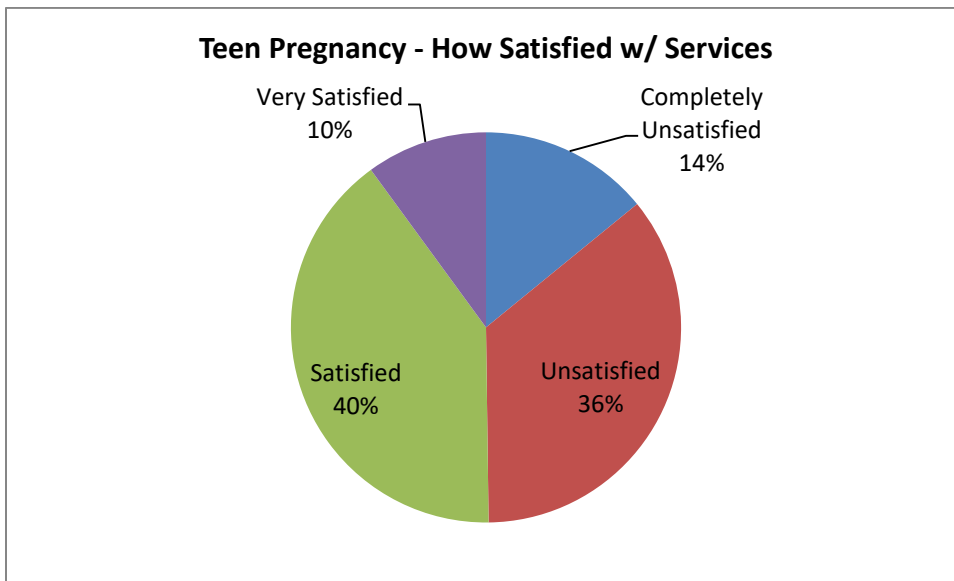
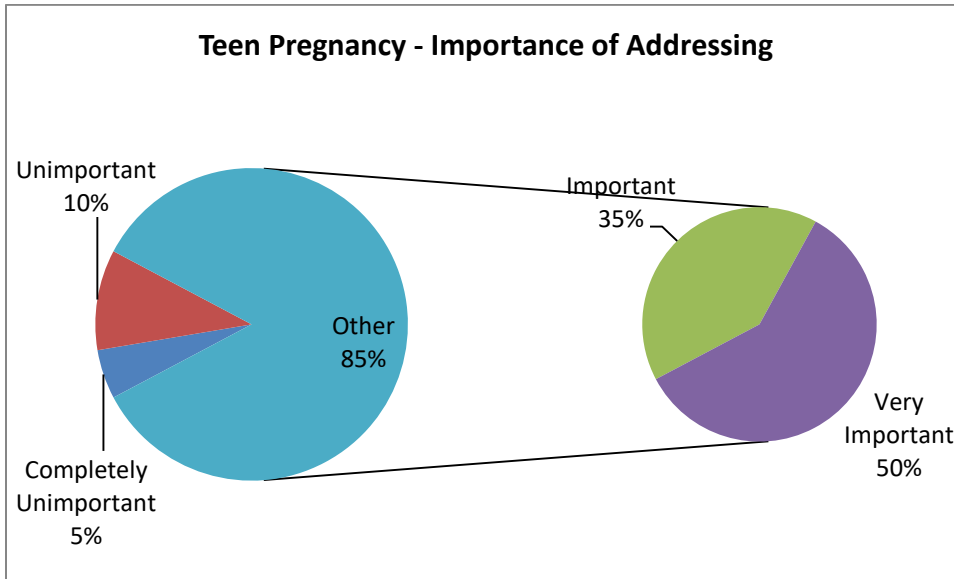


Respondents identified this as an area of concern. 89% of the respondents indicated this as an important area to address and 58% of the respondents were not satisfied with the services provided in Maui County.

**Comments Pertaining to Drug Abuse:**

- I don't deal with or aware of the poverty problem very much. But the drug atmosphere does bother me and I can see that more. They seem to go hand in hand.
- How do we remove the drug abusers from the streets? They are hazardous to law enforcers, the public and themselves. Public should not need to live in fear. Need facilities for mentally ill (druggies incl.) with professional assistance; unsafe at home.
- Drug testing for EVERYONE on welfare, EBT, Medicare and anything else the State does.
- Kill or jail the drug dealer.
- We need more drug rehabs.
- The first thing is mental health counseling and drug addiction. Most of them don't want to change or don't know how to.
- Poverty and drug use is responsible for some of our crime rates. I believe there are resources for them, but most of them don't want to change and clean up. They are comfortable with lifestyle. Intervention would be a great movement.

**Teen Pregnancy:**

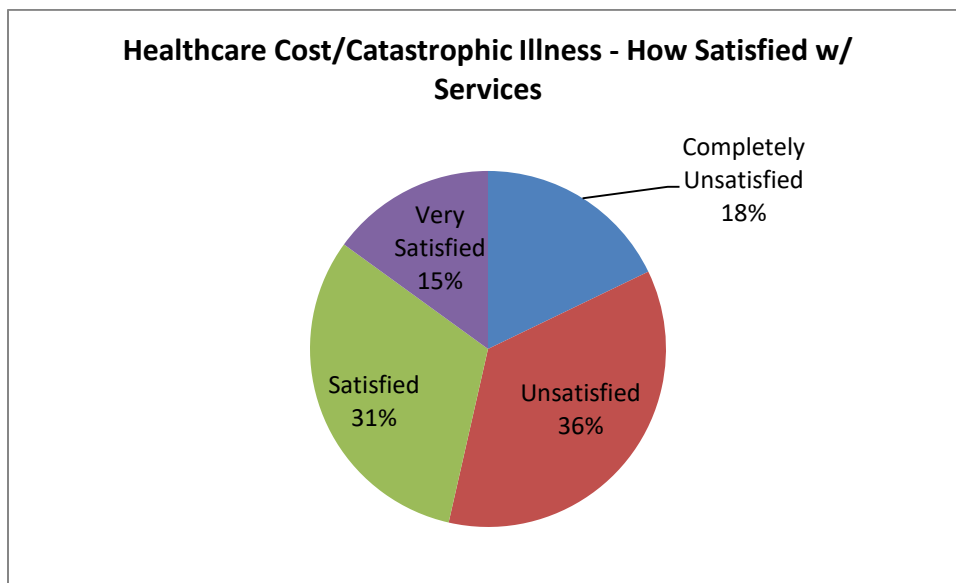
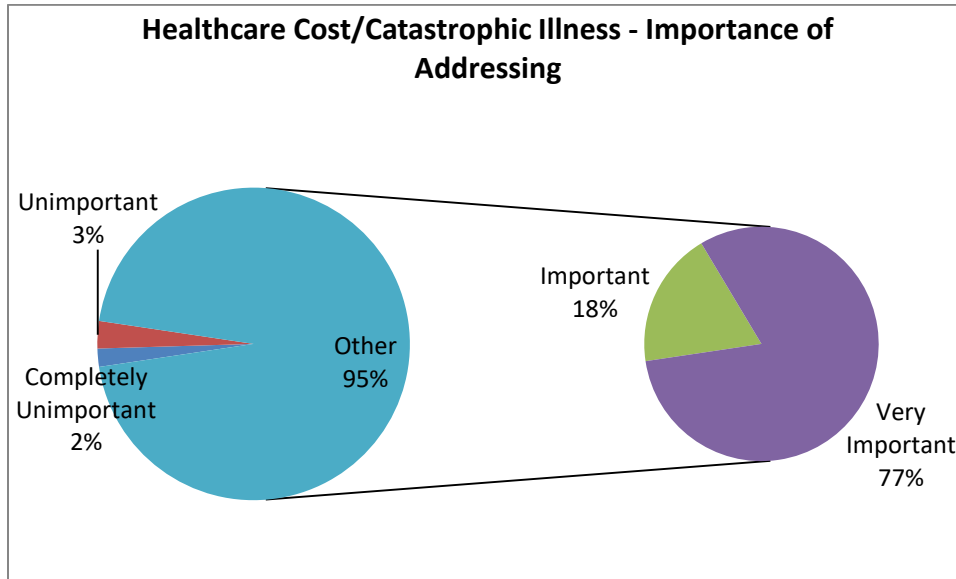


Respondents identified this as an area of importance in addressing its alignment to poverty, and 50% were satisfied with the services provided in Maui County. Since 50% of the respondents are also not satisfied with the services provided, this will be identified as a concern.

**Comments Pertaining to Teen Pregnancy:**

- Mandatory parenting classes for teen parents or anyone receiving the above services. Free Planned Parenthood services, including free vasectomy (or female sterilization) procedures.

**Healthcare Cost/Catastrophic Illness:**

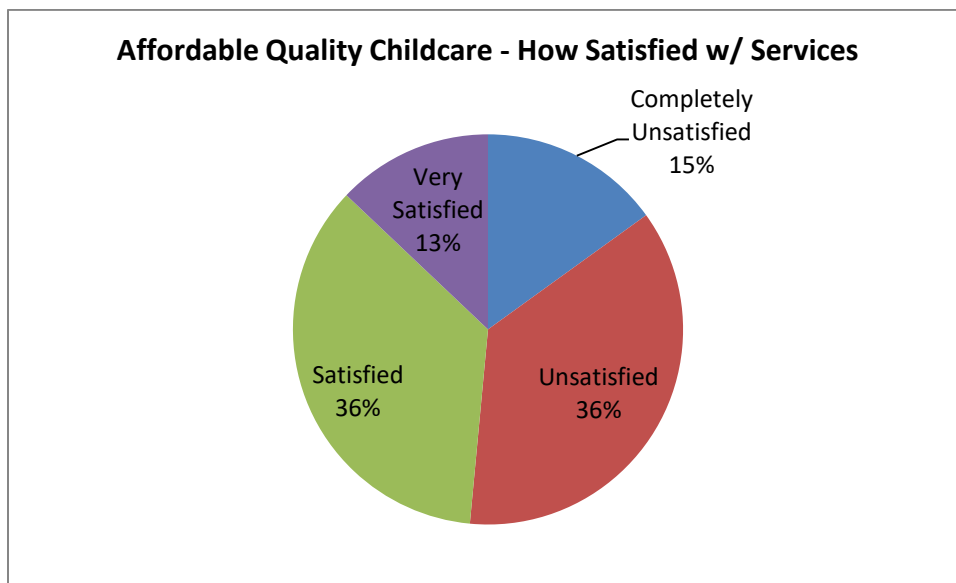
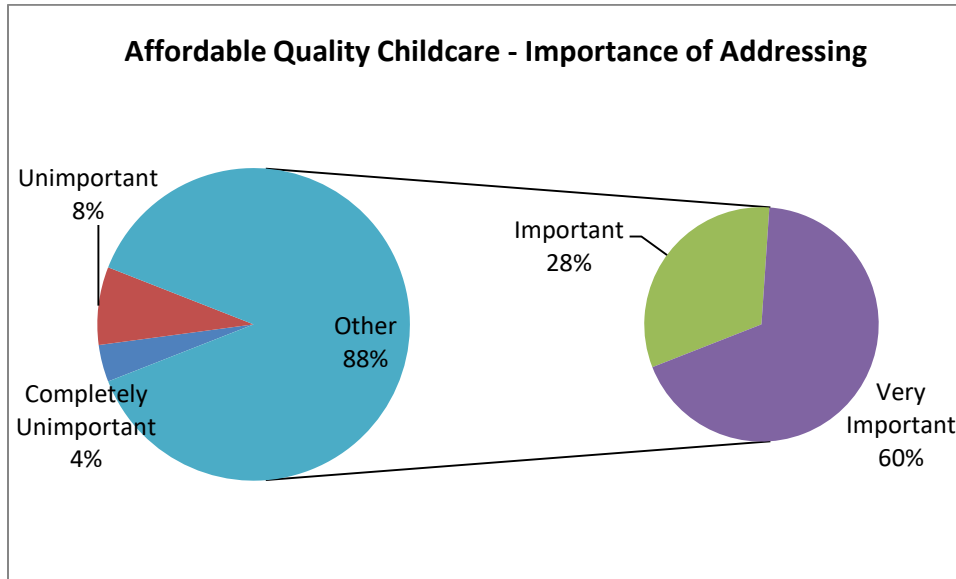


95% of the respondents indicated this as an area of importance and 54% of the respondents are not satisfied with the services provided in Maui County, therefore this is an area of concern.

**Comments Pertaining to Healthcare Cost/Catastrophic Illness:**

- SS benefits just not enough. All go to healthcare/prescriptions.
- Medical and food stamps, affordable for retirees.
- Health care costs continue to rise. Catastrophic illness can lead to poverty quickly!
- Very grateful my son is able to partake in this service paid for by Quest.
- Lower taxes. Healthcare insurance premiums are currently very high.

**Affordable/Quality Childcare:**

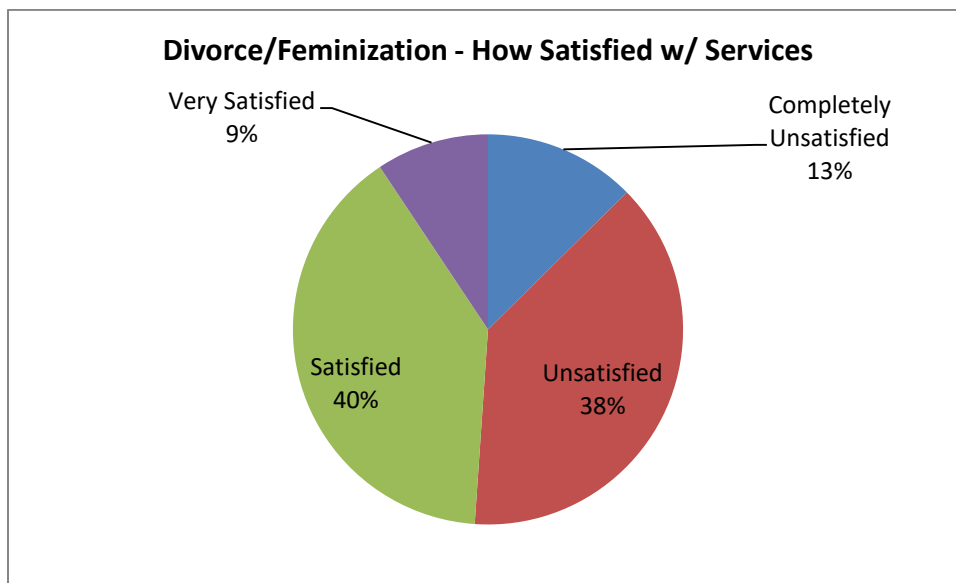
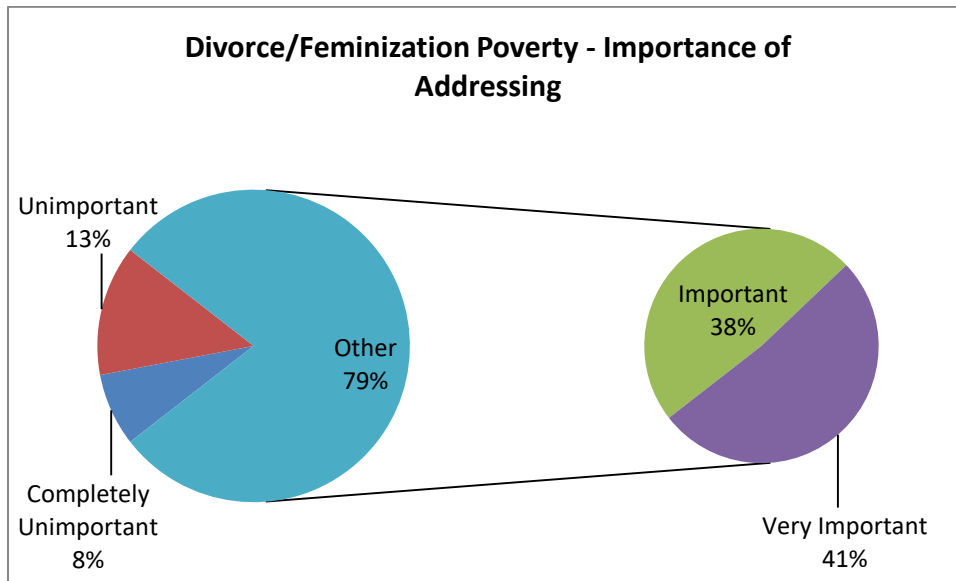


This is an area of concern for Maui County. 88% of the respondents identified this as an area of importance and 51% are unsatisfied with the services provided in Maui County.

**Comments Pertaining to Affordable/Quality Childcare:**

- There's affordable education, there are plenty of jobs. Everyone knows drugs are bad so is teen pregnancy. So spend resources on people that are in a poor situation NOT of their own volition – disabled (psych & physical); provide affordable childcare so that people can better their situation (esp. single parents).

**Divorce – Feminization Poverty:**

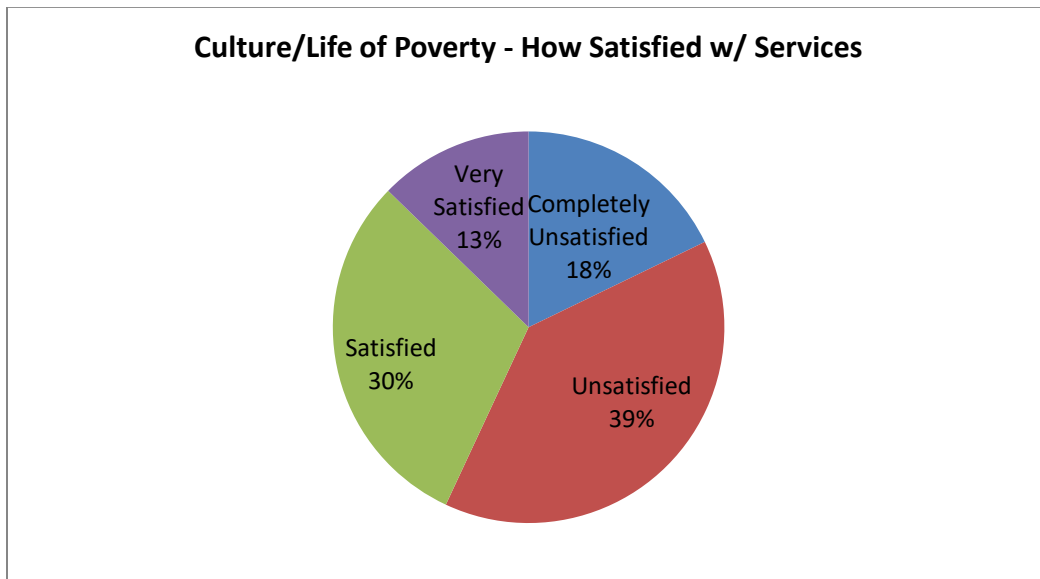
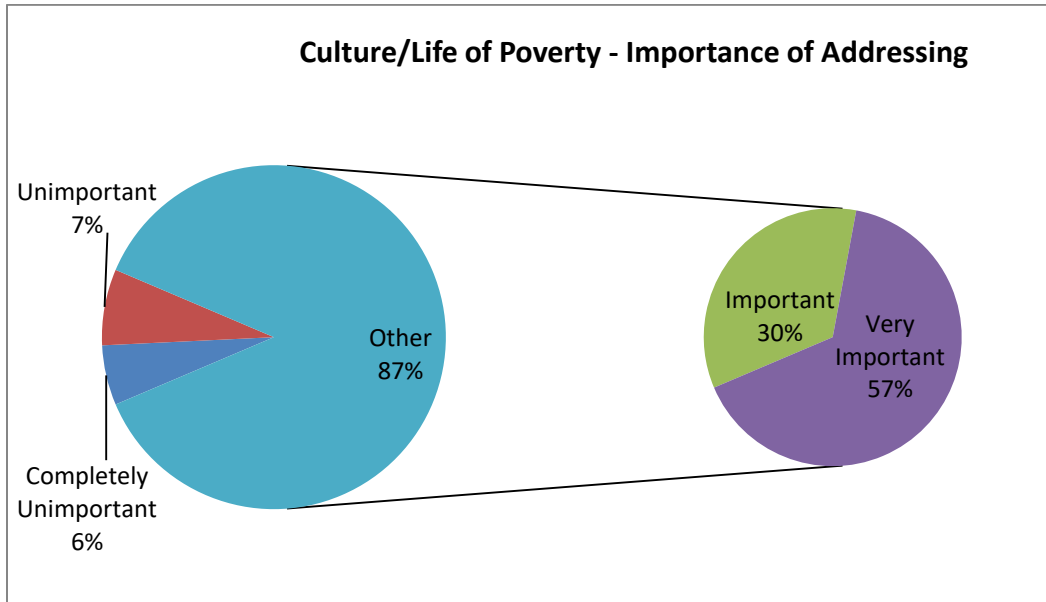


79% of Respondents identified this topic as important to address with 51% being unsatisfied with the services provided to address this issue in Maui County.

**Comments Pertaining to Divorce – Feminization Poverty:**

- Divorce with mom and 3-4 kids is a near guarantee of poverty and we have so much divorce all over America.

**Culture of Poverty (A Life of Poverty):**



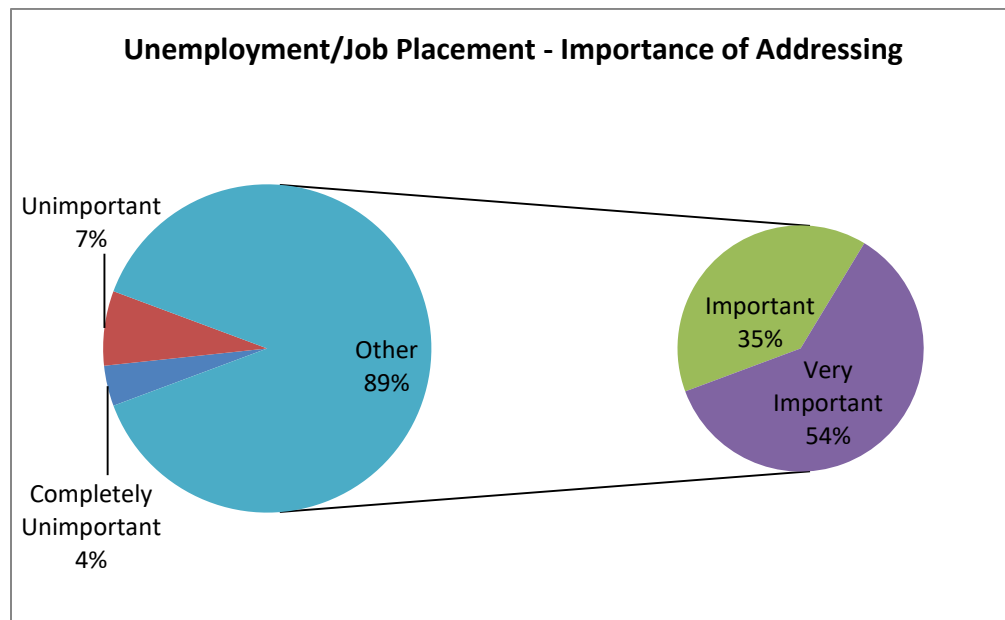
87% of the Respondents identified this issue as important and 57% of the respondent responses are not satisfied with the services that address this issue.

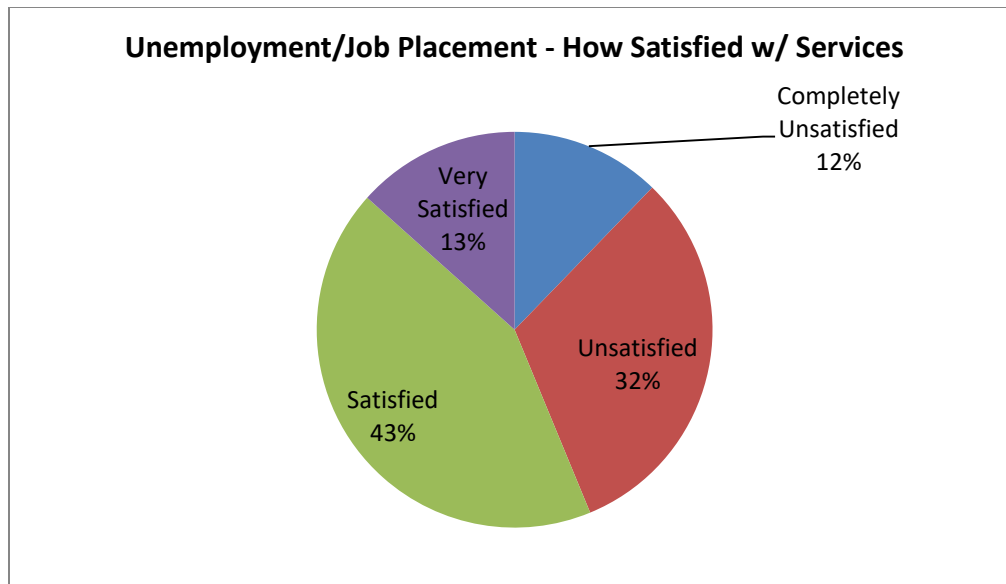
**Comments Pertaining to a Culture/Life of Poverty:**

- Poverty issues scare people and influences the welfare of our families. It causes families to be generationally depended on the corporate system.
- For most people poverty is hard on living but for some people they do not try to help themselves get ahead on their own, but depend on government to pay out continually. These people should pick up and do things for themselves and not continue to cry.

- Individuals with the lowest means are having the most children. Straining their resources and promoting the cycle of poverty. Need more education, practical skills in managing family resources, birth control, breaking the cycle.
- Poverty would be corrected if people are willing to work unless physically and mentally incapable. So many people out there don't want to work and they prefer to rely on government assistance.
- Do not be lazy. Go out and work. Help yourself; do not depend on others or the government.
- Educate people on food stamps for better nutrition, especially people with small children so they won't waste their resources on junk food.
- I see the culture of poverty as a big item here – it breeds hopelessness and resentment (graffiti, disruptive behavior).
- High school teachers need to educate many slow, and/or hyper students to assist them to continue their education and ask for help finding a job for their future. Many children live with their parents who are not employed - either being too lazy or needing help.
- Need jobs for everyone, loss of clothing, hard to be neat and presentable.

**Unemployment – Job Placement:**





89% of the respondents believed this to be an important area to address and 56% of the respondents indicated that they are satisfied with the services provided in Maui County to address this area.

**Comments Pertaining to Unemployment – Job Placement:**

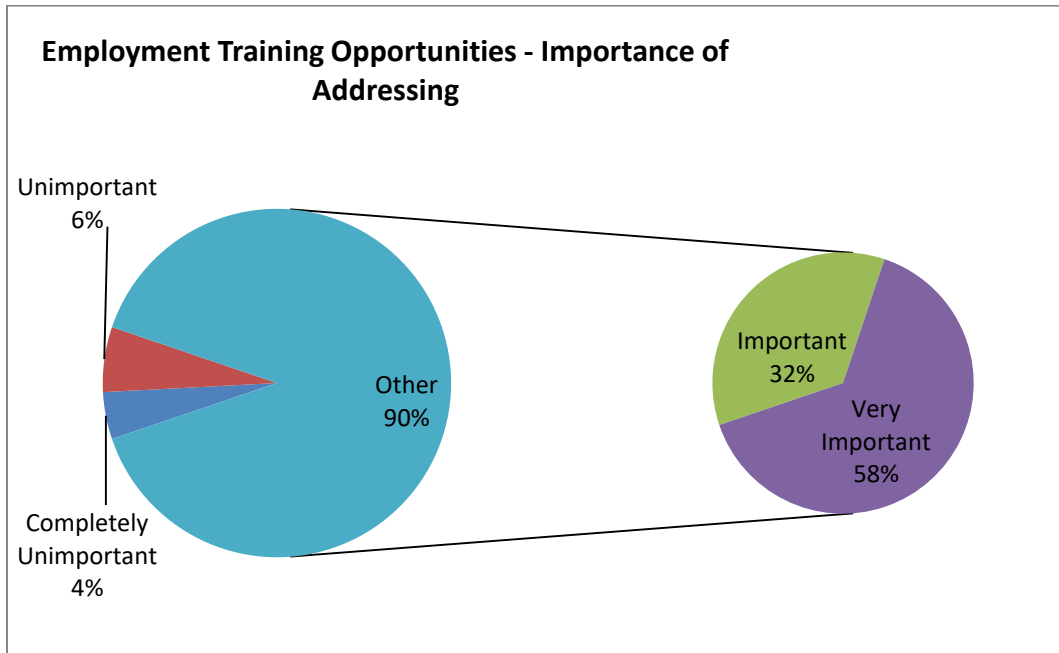
- The local economy needs more sustainable projects, farms, initiatives, tiny jobs and more jobs industry.
- Bus to and from work furlough. Assisted me in getting drivers permit/license. Helped me find a job.
- Make more jobs available.
- County should create opportunity for released inmates according to their talents – volunteer jobs or part time jobs so they can be nurtured and supervise so they develop confidence within themselves so we can produce contributing citizens and working people instead of letting them collect unemployment and food stamps. County should make rounds on able bodied homeless instead of letting them sleep all day doing nothing creating eyesores.
- County should create opportunity for release inmates according to their talents – volunteer job or part time job so they can stand on their own feet and develop their confidence within themselves so we can produce contributing citizens.
- Broader range of job opportunities – more job opportunities.
- More benefits for the people – more jobs.
- Have the able body person mentally healthy find a job even if it means with no skills.
- Unemployment getting worse, no more jobs and office not open for help.
- I think the County should provide work to those who currently do not have employment and let them work so they can live a better life. Seek employment for those who are able to work. If people are employed, then they have a better living standard.
- Permanent work for seniors who are still able to work, especially college graduates.

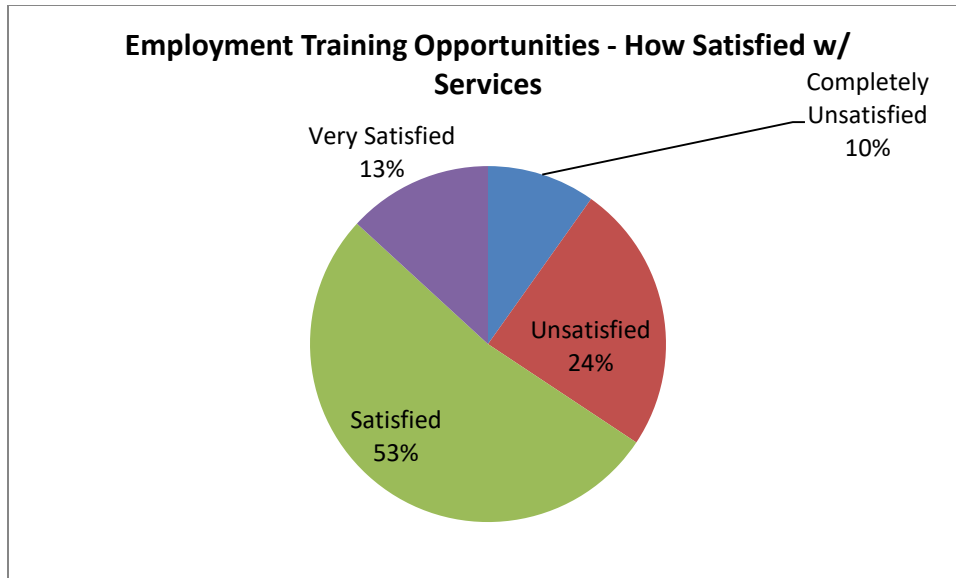


Some additional information provided in the 2015 Maui County Data Book pertaining to the Top 10 Most Common Occupations in Maui County and the approximate number of individuals in those positions and their approximate wage:

Occupation	Number of Individuals	Approximate Wage
Retail Salesperson	3,730	\$26,660
Maids & Housekeeping	3,370	\$31,770
Waiters & Waitresses	3,140	\$36,120
Cashiers	2,000	\$26,470
Cooks & Restaurant	1,690	\$36,960
Landscaping/Grounds Keeper	1,660	\$33,370
Janitors & Cleaners	1,440	\$28,940
Office Clerks	1,270	\$30,290
Operations Manager	1,250	\$80,570
First Line Supervisor & Retail Sales	1,230	\$44,950

**Employment Training Opportunities:**



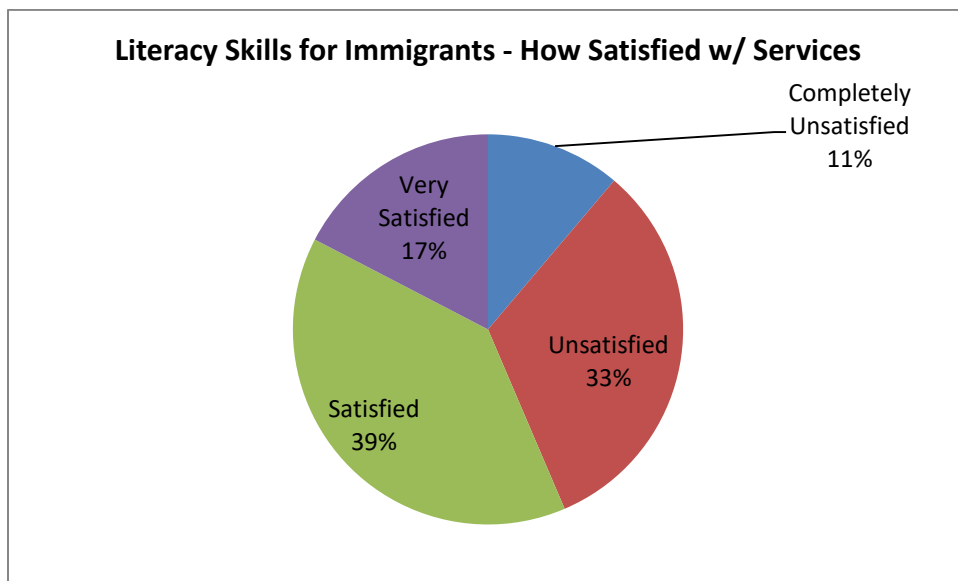
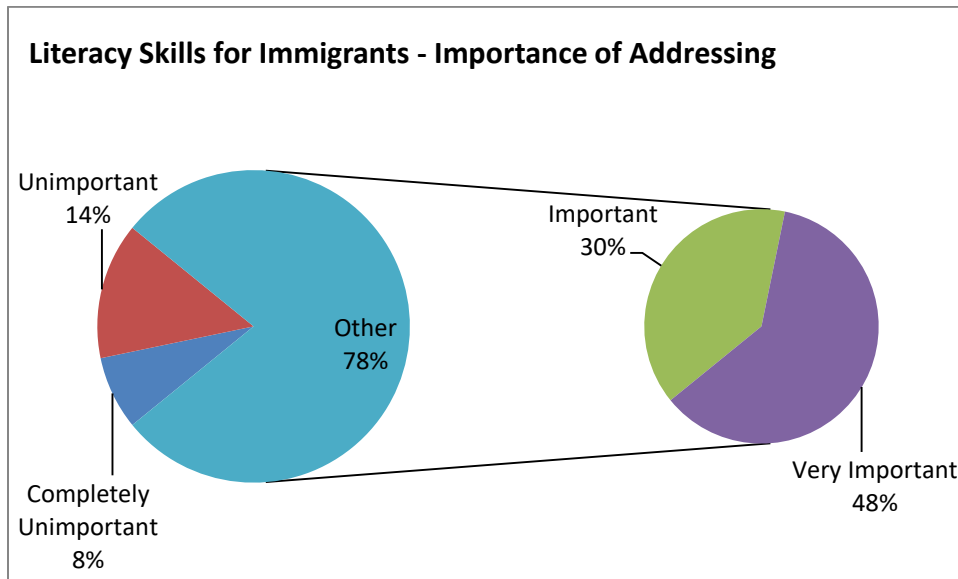


90% of the survey respondents perceive Employment Training Opportunities as an important area to address and 66% of the respondents are satisfied with the services provided in Maui County, therefore this is considered a strength in Maui County.

**Comments Pertaining to Employment Training Opportunities:**

- Should have training centers for people released from jail so they can utilize their talents.
- Need more work training for people who are on welfare, and stay on welfare – no incentive to work.
- A lot of these topics I am unaware of. As for cost of living/poverty/unemployment/employment, Hawaii has no other industry except hospitality. What needs to be done is have vocational schools that will allow students to learn something else besides hospitality, dental hygienist, pharmacy tech, massage therapy. These classes are taught on mainland in high school so vocational-tech school should provide other options/opportunities.

## Literacy Skills for Immigrants:



78% of the respondents indicated that this is an issue of importance and 56% of the respondents are satisfied with the services pertaining to literacy skills for immigrants.

### Comments Pertaining to Literacy Skills for Immigrants:

- Traditional minorities (Spanish Americans and African Americans) should be concentrated on.

### Other Comments:

- The survey does not mention the wonderful driving staff, as well as, your tremendous patience and helpful dispatchers. Mahalo to all
- Thank you for your services.
- Make sure the driver has the correct message on the bus.

- I think MEO is doing a great job.
- I live with my daughter and grandson. He's over 30 and employed, so my daughter takes care of my needs at times. So far no problem.
- How involved are churches? How can churches become involved in MEO outreach? How can seniors help?
- A few questions in Part two I did not answer, because of a lack of personal knowledge. On the question of poverty issues—I am not sure also if government agencies is/are doing enough or it may be encouraging some to depend on government aid. Need to develop programs that would teach them to have skills and help them to work on themselves and of course they would have a place for them to live and find gainful employment.
- MEO transportation is a life saver and protector. Thank you so much for your help.
- Thank you for your great service.
- We really don't understand this matter, but we say it's bad.
- A demographic survey should be undertaken to find out how many populations in Maui working with the lowest income compared with those with highest pay and come up with legislation integrating the employer's participation to bridge the gap.
- My granddaughter rides the bus to go to her day program. They really need an aide on that bus.
- Bus times and schedules do not help me.
- MEO is good for poor people.
- The survey was difficult to complete without more background information on each topic. For example amount being spent by the county and programs that are available to the people of Maui County.
- No one wants to have that in their lives.
- Boxes left blank because unfamiliar with MEO programs.
- I don't know what the situation is here, for I have just moved here from Calif.
- Electing officials that support affordable housing.
- Hawaiians need to know their constitutional rights. What are you entitled to being a United States citizen and by what process do you enforce your rights to receive the benefits. Telling Americans to go back home, says you don't know US history. We are home is all 50 states.
- I do not believe that I know about the community enough to comment on MEO's involvement to complete part 2 of the survey.
- Para transit reservationist are always polite and drivers always, polite friendly and informative.
- Transportation for MIL completely satisfied and grateful.
- Feds need to kick in more money to support residents of Hawaii—especially Micronesians - through no fault of their own are in Hawaii due to atomic bomb tests. They are still getting sick and passing to next generations. Hawaii is footing the bill for this.
- I am completely ignorant about poverty. I have always managed to keep myself working to avoid getting into debt which could be the start of homelessness, etc. As it looks now, I've done alright, have pension income and have no debt, whatsoever.
- Having MEO transportation on Molokai is of vital importance, it helps decrease the poverty issue. MEO provides services that continue to serve the community.

- I left many blank because I really don't know the situation on Maui.
- Good Corporation.
- Mahalo MEO for all you do.
- Continued services or on-going support to reach our goals.
- People, food and shelter, medical care for everyone. We all need some help and these issues seem to be out of control. We can sacrifice in other areas, but the above are our daily needs.
- I think it is very important to get help when needed.
- Continue to raise our fair share yearly.
- Too many people are depending on things offered to them – won't work.
- I do not hold judgments about the above survey topics.
- Bus transportation – excellent addition to our community! High cost of fuel – helps especially people who live further out of town.
- The children utilize bus transportation. We are so grateful as it has allowed them to be active academically and with extra-curricular activities! Mahalo!
- No more tax, sovereignty, Native rights.
- Was not aware that MEO did anything but provide bus transportation!
- Mahalo for all your service.
- I don't have enough information to accurately decide how much MEO has provided. To my knowledge, most people using MEO assistance are pleased. Thank you for your efforts.
- MEO plays a very important role in the community. MEO helps a lot of people. Their employees are so nice. Mary Eusebio, David Blair are very nice and accommodating, especially Mary. Thank you so much.
- MEO – I am proud of you and your services! You are very visible in the community and we are lucky to have MEO on Maui!
- This is very important addressing this cause to lead to poverty.
- Live off the grid.
- I think that in the same way you help us, we should try to help back, especially in homeless, drug abuse, teen pregnancy and even divorce.
- As I was to be a member in 2004, I'm very grateful to MEO and very thankful to all the staff because they are respectful to all of us as senior citizens in Lahaina. And I always pray to God, Lord, Jesus Christ.
- Perhaps more education/awareness of available services.
- MEO did a great job. Dave was and is awesome.
- Everyone big, small, old & young should have FREE healthcare & education. Another thing is "tourism". I believe the more we follow the path of tourism, the more homeless we'll see, ex. Oahu, now look Maui, Hawaii & Kauai.
- A lot of the issues with ?, I'm not sure how it is being addressed. Therefore, I can't say whether I'm satisfied or not. But all issues are very important to my community. I am very thankful for these services that are available. Thank you for all your help!
- It's very confusing on your questionnaire for part 1 and part 2.

- The support and help received was very satisfying...it was quick and relief that there are programs that can help working families. The price is too high for a deposit. Mahalo to Denise Kahuhu she is awesome.
- If you are willing to work you will not live in poverty. However, if your jobs are taken by illegal immigrants forcing you to live in poverty then common sense should tell you which way to vote.
- Thank you very much.
- Very helpful to Lanai residents who otherwise would not be able to shop on Maui, mahalo.
- Thank you
- Rich people should help poor people.
- We are permanent residents. Rent control is desperately needed for Maui's families. The landlords are uncontrollably greedy. Building "affordable housing" is a joke because the minimum qualifying income is \$74,000. My monthly income is \$1665. I do have HUD and SNAP and Quest and we still struggle to survive. I am eternally grateful for MEO's 1<sup>st</sup> and Deposit program. Without MEO, we would be homeless. The rental deposit program enabled us to find and move into the apartment we are in now. We also have HUD which helps us with the exorbitant rent. I am very grateful for MEO and its programs.
- As a kupuna, I am grateful for the services provided by MEO.
- This service is needed here. When I moved here from the mainland, I was amazed and appalled at young adults' lack of concern for education and on public assistance. I was raised in a middle income house. Had \$ as adult. Just recently needy due to disability. I don't want to make light of the importance of any of the above by giving them all 4s, but they are all extremely relevant, depending on the individual case.
- I think Maui does quite well with the resources it has. It just needs more resources.
- Support them. Help them.
- Kaunoa – horrible service!
- Excellent service!
- Laziness is a cause of poverty. Some people spend time idly. They should work hard so they have something. Motivate.
- Thank you so much for this service. Your drivers show their "Aloha Spirit".
- People of today have taken advantage of our system. They take kindness for weakness. They have fallen into that culture of getting something for nothing. If you are able to work, you have to help yourself.
- 55 years & older should be able to ride bus free. That's what Big Island does.
- Little confused on this form. Everyone is nice. Might have filled out wrong.
- The community is real good to me. I enjoy time with my friends and all the ladies hang around together. But there is something to say and complain about what they do to us, but do not share my answers please.
- When President Clinton signed the Exec. Order allowing Wall St. to steal 5 trillion of our retirement savings, I lost my \$300,000 IRA. It took me 30 years in Stand & Poor 500 to get to \$300,000 and was stolen in a couple of weeks. I now have to live on social security and food stamps.

- Food Surplus: My understanding is several churches and other nonprofit organizations have food for the poor and needy, but no one is monitoring the food distribution so it is being taken advantage of by many, especially those that pretend that they need the food. I would love to volunteer with names that are provided from each organization so names can be monitored instead of the same people going to different places to get more help.
- I believe Maui is on the upswing when addressing these issues.
- Great bus services offered, new & information for elderly.
- Too many regulations, no opportunities to make money.
- Not using MEO at this time. Used MEO (shopping shuttle service) for about two years (2015-2016). A very helpful service.
- Poverty is a global issue but we continue to address it by silos – MPD acting alone – County acting at council level by issue of grants – Governor has a czar – but we don't have an ad hoc public-private fed-state-county stake-holders interacting at one place and one time on the global concept of "homelessness" & "poverty".
- Not even sure what the updated definition is or that those we serve understand this.
- The "part two" on the above list, I left blank if I have no idea what services are available.
- Help us plan for our collective future.
- Ride the bus, love MEO. They need access to more funding!
- Waste management – both sanitation and environmental health.
- I think MEO is an incredible agency who has helped hundreds of community members! Their wide range of services is vital to our community.
- Low income housing isn't about houses. We need apartment complexes. Not everyone wants a house. All ages suffer from a place to live. I'm on senior waiting list for 5 years!! Can't hold on much longer. Terrible medical care – not enough docs and they are not paid enough. All this griping about no funding for schools and roads. . . . put in a lottery. Big money maker. Put a lottery to a citizen vote.

**Deliverables for Fiscal Year 2018 Addressing the Poverty Issue  
CSBG October 1, 2017- September 30, 2018**

**B. ROMA GOALS AND MEASURABLE OUTCOMES**

**GOAL 1: LOW-INCOME PEOPLE BECOME MORE SELF-SUFFICIENT**

**1.1 Employment**

- Programs: BEST Reintegration (County/Weinberg), Employment Core Services for Low-Income Persons, National Farmworker Jobs Program, SCSEP, and MEO BDC.
- Measure: Number of participants obtaining employment; an increase in the number of hours worked, increase annual income, gaining healthcare through employment, or number the of jobs created through small business loans
- Outcome: Of the 203 participants who receive an assessment or complete an individual service plan, pre-employment or life skills training, job search and placement, or participate in Core Four business training. 100 or 80% will become employed or self-employed; 122 or 60% will remain employed for 90 days

**1.2 Employment Supports**

- Program: Transportation Services
- Measure: Number of individuals utilizing human services transportation services to get them to and from work, assisting them with attaining self-sufficiency
- Outcome: 124 low-income individuals will utilize human services transportation to allow them to get to and from work on their scheduled day and time;
- Program: Head Start
- Measure: Number families who move from in-crisis or vulnerable to stable or safe on the Outcome Scale
- Outcome: 100 families develop a family partnership agreement to identify education and employment goals; 50 families or 50% will move from vulnerable or in-crisis to stable or safe on the Outcome Scale by the end of the school-year
- Program: Head Start After School
- Measure: Number of families who work or attend school to help them become self-sufficient
- Outcome: 150 families will be able to work or continue their education while working toward self-sufficiency
- Program: Head Start Summer
- Measure: Number of families who work to support themselves and their families while working to attain self-sufficiency
- Outcome: 75 families will be able to work to help them attain self-sufficiency



Program: Kahi Kamalii

Measure: Number of families who work to support themselves and their families while working to attain self-sufficiency

Outcome: 23 families will be able to work or continue their education while working to attain self-sufficiency

Program: Being Empowered and Safe Together (BEST)

Measure: Number of individuals that improved competencies required for employment

Outcome: 58 individuals participate in pre-employment training to include resume writing and job search to assist them with successful reintegration into the community

Program: Low-Income Home Energy Assistance Program (LIHEAP)

Measure: Number of working adults receiving credits, thereby enabling them to attend work without excessive absences due to health issues

Outcome: 250 working families will obtain energy credits

Program: Temporary Emergency Food Assistance Program (TEFAP)

Measure: Number of working low individuals receiving assistance allowing them to focus on self-sufficiency

Outcome: 375 low-income individuals receive Federal surplus food

Program: County Rental Assistance Program

Measure: Number of households retaining and maintaining suitable, stable housing allowing work toward self-sufficiency

Outcome: 98 households receive rent and/or utility assistance to stabilize living conditions and prevent eviction and homelessness; 39 or 80% will maintain stable living conditions for 6 months or more

Program: Coordinated Statewide Homeless Initiative (CSHI) Program

Measure: Number of households retaining and maintaining suitable, stable housing allowing them to work toward self-sufficiency

Outcome: 25 households receive rent and/or utility to stabilize living conditions, and prevent eviction and homelessness; 11 or 70% will maintain stable living conditions for 6 months or more

### **1.3 Economic Asset Enhancement and Utilization**

Program: Financial Literacy Training (MEO BDC & Community Services)

- Measure: Number of individuals completing pre and post-tests indicating an increase in knowledge of financial literacy; number of individuals completing and maintaining a budget
- Outcome: 30 Molokai students will participate in financial literacy classes; 29 will increase knowledge of financial literacy
- Outcome: 150 individuals will participate in financial literacy classes; 135 or 90% will increase knowledge of financial literacy; 90 or 60% will be able to complete and maintain a budget for more than 90 days

**GOAL 2: THE CONDITIONS IN WHICH LOW-INCOME PEOPLE'S LIVES ARE IMPROVED**

**2.1 Community Improvement and Revitalization**

- Program: MEO BDC
- Measure: Number of individuals who are able to maintain existing business and retain employees as a result of training and technical assistance
- Outcome: 140 individuals will participate in business training classes; 10 jobs will be created and/or retained
- Program: Head Start After School
- Measure: Number of families who work or attend school to help them become self-sufficient
- Outcome: 50 families will be able to work or continue their education while working toward self-sufficiency
- Program: Transportation Services
- Measure: Number of new individuals utilizing human services transportation services to get them to and from work, assisting them with attaining self-sufficiency
- Outcome: 185 low-income individuals will utilize human services transportation to allow them to get to and from work on their scheduled day and time
- Program: Enlace Hispano
- Measure: Number of second language learners improving their English proficiency
- Outcome: 36 second language learners will enroll in an ESL class; 23 or 65% will show improved proficiency at the end of the sessions
- Program: Youth Services AMERICORPS
- Measure: Number of youth receiving financial awards
- Outcome: 15 youth will receive a financial award to use toward higher education

## **2.2 Community Quality of Life and Assets**

Program: MEO BDC

Measure: Number of partnerships formed

Outcome: 16 partnerships will be created to support micro-businesses and economic development

## **2.3 Community Engagement**

Program: MEO Community Services, Head Start, Kahi Kamalii, MEO BDC, Youth Services, Transportation and Administration

Measure: Number of hours donated by volunteers

Outcome: 300 individuals will donate 5,000 volunteer hours

Program: Senior Citizens "Red Card" Program

Measure: Number of seniors receiving discount

Outcome: 200 seniors receive a discount to support independent living

Program: YOUTH SERVICES AMERICORPS

Measure: Number of partnerships with public and private entities to mobilize and leverage resources

Outcome: Partners pay 67.5% of the living allowance; 17 participants gain experience working on environmental projects that improve water quality, protect native plants and animals and teach the participant to protect and value the land and its creatures

## **GOAL 3: LOW-INCOME PEOPLE OWN A STAKE IN THEIR COMMUNITY**

### **3.1 Community Enhancement through Maximum Feasible Participation**

Program: MEO Community Services, Head Start, Kahi Kamalii, MEO BDC, Youth Services, Transportation and Administration

Measure: Number of hours donated by low-income volunteers

Outcome: 150 individuals will donate 1,000 volunteer hours

### **3.2 Community Empowerment through Maximum Feasible Participation**

Program: MEO Business Development Center

Measure: Increase in availability of capital, and minority owned businesses

Outcome: 5 start-up or expansion loans to assist minority or woman owned businesses

Program: Public Hearings

Measure: Number of low-income individuals participating and meetings attended

Outcome: 50 clients will testify at 16 meetings empowering them to advocate for themselves

Program: Enlace Hispano

Measure: Number of Hispanic individuals enrolled

Outcome: 910 Hispanic individuals receive information relating to available community resources

Program: Staff Development

Measure: Number of staff who are active members of boards, commissions and councils

Outcome: Low income staff learn advocate for low-income individuals

Program: Senior Scoop Newsletter

Measure: Number of publications circulated

Outcome: Publish and distribute 10,000 newsletters containing educational information regarding agencies' services, nutrition, health, transportation, employment training, and community affairs and advocacy efforts

Program: MEO Website

Measure: Number of visits to the site

Outcome: 16,000 website visitors receive educational information regarding MEO services, and nutrition, health, and community affairs and advocacy efforts

**GOAL 4: PARTNERSHIPS AMONG SUPPORTERS AND PROVIDERS OF SERVICES TO LOW-INCOME PEOPLE ARE ACHIEVED**

**4.1 Expanding Opportunities through Community-Wide Partnerships**

Program: Community Collaboration and Partnerships

Measure: Number of partnerships established and/or maintained with public and private entities to mobilize and leverage resources for services to low-income people

Outcome: 35 organizations will partner with MEO to promote family and community outcomes

Program: Hawaii Community Action Program Director's Association (HCAPDA)

Measure: Number of meetings held and collaborative efforts achieved

Outcome: Participate in 12 meetings to collaborate on advocacy efforts to achieve family and community outcomes

Program: Senior Planning and Coordinating Council (P&CC)

Measure: Number of meetings attended and advocacy efforts achieved

Outcome: Participate in 12 meetings to collaborate on advocacy efforts for seniors

Program: Commission on Persons with Disabilities

Measure: Number of meetings attended and advocacy efforts achieved

Outcome: Participate in 12 meetings to review facility access, promote housing, employment and activities, and educate providers and community members concerning non-discriminatory practices and laws regarding persons with disabilities

Program: Head Start Association of Hawaii

Measure: Number of meetings attended and advocacy efforts achieved

Outcome: Participate in 3 meetings to collaborate on advocacy efforts for children and families

Outcome: Attend 3 meetings to work on behalf of members and the entire business community to improve the economic climate and help businesses thrive

Program: Maui Native Hawaiian Chamber of Commerce

Measure: Number of meetings attended and advocacy efforts achieved

Outcome: Attend 6 meetings to promote and sustain Hawaiian culture and to improve the socio-economic status of Native Hawaiians in business and as individuals

Program: MEO BDC

Measure: Number of financial partners supporting micro-lending

Outcome: 6 business or organizations will provide funds to support micro-lending and economic development

## **GOAL 5: AGENCIES INCREASE THEIR CAPACITY TO ACHIEVE RESULTS**

### **5.1 Agency Development**

Program: ROMA Trainers

Measure: Number of certified trainers

Outcome: 1 certified trainer will train board members and agency staff on the ROMA goals and accountability cycle

Program: Board Development

Measure: Number of board members trained

Outcome: 21 or 100% of board members will participate in a minimum of one training activity per year

Program: Board Development

Measure: Number of hours board members spent in training

Outcome: Board members will collectively receive 40 hours of training

Program: Staff Development

Measure: Number staff members trained

Outcome: Staff members will participate in 250 trainings.

Program: Staff Development  
Measure: Number of hours staff members attended training  
Outcome: Staff members will receive 2,000 hours of training  
Program: CSBG  
Measure: Total dollars mobilized by the agency as compared with CSBG dollars  
Outcome: \$16,663,528 will be mobilized in comparison to \$490,013 CSBG dollars

**GOAL 6: FAMILY STABILITY  
LOW-INCOME PEOPLE, ESPECIALLY VULNERABLE POPULATIONS, ACHIEVE THEIR  
POTENTIAL BY STRENGTHENING FAMILY AND OTHER SUPPORTIVE SYSTEMS**

**6.1 Independent Living**

Program: Transportation  
Measure: Number of individuals utilizing service to maintain independent living  
Outcome: 5,025 seniors, persons with disabilities, and low-income individuals and youth, receive essential transportation services to support independent living  
Program: Legal Services Program  
Measure: Number of seniors receiving assistance  
Outcome: 45 seniors receive free legal assistance to support independent living  
Program: Low-Income Home Energy Assistance Program (LIHEAP)  
Measure: Number of seniors and disabled adults receiving assistance  
Outcome: 350 seniors and disabled adults receive credits, thereby enabling them to live independently  
Program: Temporary Emergency Food Assistance Program (TEFAP)  
Measure: Number seniors and disabled individuals receiving assistance  
Outcome: 350 individuals receive assistance, thereby enabling them to live independently

**6.2 Emergency Assistance**

Program: County Rental Assistance, State Housing Placement Programs, Coordinated Statewide Homeless Initiative (CSHI) Program  
Measure: Number of individuals securing assistance  
Outcome: 150 individuals will not be homeless  
Program: Low-Income Home Energy Assistance Program (LIHEAP)  
Measure: Number individuals receiving emergency assistance

Outcome: 15 low-income households receive emergency assistance to prevent utility shut-down

Program: Enlace Hispano

Measure: Number of individuals receiving emergency immigration assistance

Outcome: 125 immigrants receive assistance to prevent immigration violations

Program: BEST

Measure: Number of clients assisted with emergency clothing

Outcome: 30 clients will receive clothing to allow them to work to support themselves

### **6.3 Child and Family Development**

Program: County of Maui Youth Services

Measure: Number of and families participating in family strengthening activities

Outcome: 375 youth participate in service learning projects, prevention, life and career skills training, and family strengthening activities.

Program: Youth Services Underage Drinking Prevention (County of Maui)

Measure: Number of youth participating and delaying the start of alcohol use

Outcome: 100 youth will receive education regarding the ill effects of the consumption of alcohol and increase the age of first use.

Program: Head Start

Measure: Number of children meeting health, development and school readiness goals

Outcome: 250 or 90% of the children enrolled will meet or exceed health, development and school readiness goals

Program: Head Start

Measure: Number of families participating

Outcome: 209 or 75% of the 278 Head Start families will participate in one or more family strengthening event or activity

### **6.4 Family Supports (Seniors, Disabled, and Caregivers)**

Program: Head Start After School

Measure: Number of families served to assist individuals who are unable to work with maintaining a stable and supportive environment

Outcome: 108 families will maintain a stable and supportive environment

Program: Head Start Summer

Measure: Number of families served to assist individuals who are unable to work with maintaining a stable and supportive environment

Outcome: 8 families will maintain a stable and supportive environment

Program: County Rental Assistance Program

Measure: Number of individuals maintaining safe and affordable housing

Outcome: 13 individuals will maintain safe and affordable housing

Program: State Housing Placement Program (HPP)

Measure: Number of families maintaining safe and affordable housing

Outcome: 4 households will maintain safe and affordable housing

Program: Coordinated Statewide Homeless Initiative (CSHI) Program

Measure: Number of families maintaining safe and affordable housing

Outcome: 4 households will maintain safe and affordable housing

Program: Low-Income Home Energy Assistance Program (LIHEAP)

Measure: Number of seniors and disabled adults receiving assistance

Outcome: 300 seniors and disabled adults receive credits to maintain a stable home environment and avoid health related issues

Program: Temporary Emergency Food Assistance Program (TEFAP)

Measure: Number seniors and disabled individuals receiving assistance

Outcome: 250 individuals receive assistance to supplement nutritional needs and promote stability

**6.5 Service Counts**

Food Boxes-	0
Units of Food-	2,500
Units of Clothing-	75
Rides Provided-	7,000
Information and Referral Calls-	1,500



## HOW NEEDS WERE PRIORITIZED

Needs were prioritized using the following criteria:

- The depth of the issue in the community
- The impact of the issue in the community
- Current resources already available outside of the agency to address the issue
- MEO's current involvement in the issue
- MEO's ability to impact the issue or the potential to impact the issue in the future
- The need falls within MEO's mission

Needs meeting the criteria were identified as a priority, indicating that MEO resources (time, talent and treasure) could be allocated accordingly.

## AGENCY PRIORITIES

- 1. Expand homeless support and prevention services;**
  - Continue to collaborate with the Maui Homeless Alliance and other community stakeholders to maximize existing funding and prevent duplication of services.
  - Continue to advocate for affordable housing initiatives and projects.
- 2. Expand youth programs to include a drop-out and teen pregnancy prevention component;**
  - Work with funders and stakeholders to enhance current youth prevention programs to include a dropout prevention component.
  - Work with funders and stakeholders to enhance current youth prevention programs to include a pregnancy prevention component.
- 3. Provide affordable/quality childcare;**
  - Offer early childhood education opportunities for low income children who do not have access to an affordable/quality learning environment.
- 4. Substance abuse awareness and prevention;**
  - Continue to incorporate substance abuse and awareness education, assistance, and activities in all programs working with at-risk populations.
  - Continue to partner with coalitions and partners to address community-wide drug use.
- 5. Stakeholder education and advocacy;**
  - Continue to work stakeholders to address the high cost of living and low wages affecting poverty throughout Maui County.

In closing, Agency Priorities are continually assessed throughout the year as community/resident trends and needs become evident. Program effectiveness continues to be addressed as lessons are learned and modifications are made for improvement.