



2017 ANNUAL REPORT



## Message from our CEO

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As the sole Maui County non-profit dedicated to comprehensively serving those in poverty, we see poverty each and every day in the faces of the keiki, youth, kupuna, disabled, disenfranchised, immigrants and families that we serve. The days are long and the work is arduous; the war on poverty is never ending.

MEO's core funding comes from a Community Service Block Grant. The federal funds are passed on to the state and are allocated to designated Community Action Agencies (CAAs) based on the poverty level in each county. In the State of Hawai'i there are four CAAs, Hawaii County Economic Opportunity Council on Hawai'i Island, Honolulu Community Action Program on Oahu, Kauai Economic Opportunity on Kauai and Maui Economic Opportunity, Inc. (MEO) on Maui Island, supporting all of Maui County.

A bedrock principle of Community Action is that resources of all kinds need to be integrated so they can be used in combination to solve community and individual problems. MEO leverages federal, state, county and community resources to fulfill its mission, managing numerous public and private resources annually, touching more than 56,000 lives in this fiscal year. MEO staff goes into the community and to other government sources to bring in not only leveraged funds, but also hundreds of local volunteers.

During this fiscal year we secured level funding for all core programs and additional state funding to operate a Weatherization Program, providing energy audits and reducing energy consumption for low-income households, thereby improving their living conditions. We also received six new buses, five for Maui and one for Moloka'i, ensuring clients have safe and reliable transportation.

Thanks to funding from the State of Hawai'i and the County of Maui, and with the leadership and support of former CEO Lyn McNeff, the transportation facility emergency generator was installed and is operable. The bus wash project is expected to be completed by December 2017.

This was a year of change with Lyn retiring and welcoming new members to the executive management team, COO Gay Sibonga, CHRO Lianne Yoshida and Executive Secretary Jennifer McGurn. We are fortunate to have them join the MEO Ohana; these individuals bring a wealth of knowledge and experience complementing our dynamic leadership team of CFO Debbie Lorenzo, Community Services Director Gerry Lum, Early Childhood Services Director Debbi Amaral, MEO BDC Director David Daly, Transportation Director Harry Johnson, Youth Services Director Cassi Yamashita, Molokai Branch Director Yolanda Reyes, Lanai Branch Manager Saul Kahihikolo, IT Manager Waco Muse, and Facilities Manager Mark Hammer.

With the support of a diverse and involved board and the more than 500 volunteers, 100 community partners and 225 employees MEO is well poised to fulfill its mission of strengthening the community, while helping people in need...

With Aloha,  
Debbie Cabebe, SHRM-SCP, SPHR, NCRT





## Message from our Board President

Over this past year MEO has helped over 56,000 members of our community – MEO’s programs touch the lives of our youngest to the oldest residents and everyone in between – We provide Head Start to better prepare our keiki for kindergarten, and senior clubs for our kupuna. MEO provides transportation to the elderly and disabled, and youth services for teenagers. We help with reintegration of incarcerated members of our community. We provide rental subsidies, energy assistance, translation services, and job training and placement. Our Business Development Center assists small business entrepreneurs with business plan training, credit assessment, and microloans for startup and expansion.

MEO has been serving the people of Maui for over 53 years now - I am so very proud to be a part of this magnificent organization that does so much good for our community, and so very honored to have this opportunity help lead it.



Last year MEO’s 555 volunteers performed 4,371 service hours for us, saving MEO approximately \$83,000 dollars. We couldn’t have done what we have accomplished without them – And I will add from a more technical note that some of our programs explicitly require matching contributions such as in-kind work to even be possible for us to provide them. I extend my most sincere thanks to our talented and generous volunteers.

MEO’s dedicated and hardworking staff is the heart and soul of this operation – I appreciate them so much – They live our pledge of community action including caring about the entire community and helping people every single day - I am so very proud and grateful to them.

MEO’s management team has undergone some exciting changes this past year from the elevation of long time COO Debbie Cabebe to CEO to the hiring of Gay Sibonga as our new COO and Lianne Yoshida to head HR – I hope that everyone will join me in extending congratulations and welcoming them. I would like to extend special thanks to our departing CEO Lyn McNeff for her 24 years of service prior to retirement, 7 of them as our CEO – And for continuing to help with completing our transportation facility even after she retired – She was with this project from inception to seeing it through to completion.

Our work for this community would not be possible without funding from our County, State, and the Federal government – We all extend a big mahalo to them for their generous support!

All of our patrons’, teammates’, and constituents’ contributions are invaluable to our mission, we appreciate all of you so very much, and I want to convey our most sincere gratitude to all!

With much aloha,  
Ned Davis

# About Maui Economic Opportunity Inc.

Maui Economic Opportunity, Inc. (MEO) was chartered on March 22, 1965 under provisions of the Economic Opportunity Act of 1964. MEO is the only designated antipoverty Community Action Agency (CAA) serving Maui County.

As a Community Action Agency, MEO must ensure low-income citizens play an active role in program design and administration, or “maximum feasible participation”. The Act mandates the board structure requiring tripartite representation. The MEO Board of Directors is comprised of low-income residents, private businesses and public officials.

MEO connects children and families to greater opportunity, transforming their lives and making our community stronger with services located in the areas of greatest need. When a family or an individual faces a crisis, MEO is able to respond quickly with targeted forms of assistance appropriate to the situation; which may well include the mobilization of help from our many private sector partners, volunteers, and faith-based groups.

The goal is to promptly stabilize a family, and thus avoid the long-term consequence of costly dependency. However, MEO also has the capability




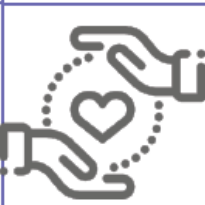


to sustain long-term involvement in a family’s progress to self-sufficiency, as well as in the development of the low-income community.

MEO provides tools to help people and change lives through five departments: MEO Business Development Center, community services, early childhood services, transportation services and youth services.

In the this fiscal year MEO served 281 children and families in its Head Start program, trained 130 individuals under its Core Four Business Planning classes and other employment and training programs, created or saved 50 jobs, provided evidence based prevention programming to 480 youth, assisted 1,512 individuals with rental and/or energy assistance and provided nearly 420,000 rides to low income individuals, the elderly, disabled and youth.

MEO has been “helping people.changing lives” for 53 years and is an articulate advocate for those whose voices are often not heard. MEO works in concert with the resident, public and private sector, providing services to over 18,800 individuals and families, touching more than 56,000 lives throughout Maui County and the State of Hawai`i.

## AGENCY PRIORITIES 2016-2017

	Expand homeless support and prevention services		Affordable/ quality childcare		Expand youth programs to include a drop-out and teen pregnancy prevention component
Economic development and job creation		Substance abuse awareness and prevention		Stakeholder education and advocacy	





*MEO's mission is to strengthen the community while helping people in need restore their hope reach their potential and enrich their lives.*





# Program Areas & Achievements



## **BUSINESS DEVELOPMENT CENTER**

The Business Development Center assists small business entrepreneurs with business plan training, credit assessment, and microloans for startup and expansion. A key component is our Core Four course, offered several times a year on Maui, Moloka'i and Lana'i. Designed for entrepreneurs, this six week course spans 36 hours of engagement, offers opportunities for networking and helps participants to develop a business plan.

Kimo Clark came to MEO in 2011 for a \$25,000 microloan to purchase a Caterpillar Backhoe to expand and strengthen his new business, Truth Excavation LLC. Kimo started Truth Excavation LLC in late 2010, and built the business from scratch. Kimo had a background in site work and excavation from a previous employer who had to close his business due to the economic downturn in 2010, leaving Kimo unemployed as a young father. Kimo knew he had what it took to build a successful excavation business in a very challenging Maui market. The first year, Kimo was able to acquire a small used dump truck and trailer using only business cash flow from the limited jobs he was able to land. The missing piece of the puzzle was to be able to purchase a backhoe, instead of renting, to be able to go after larger jobs and have increased cash flow to be able to slowly build his equipment inventory to meet his customers' needs and grow his business.



Kimo received the \$25,000 microloan from MEO Business Development Center in November of 2011 and has not looked back. Kimo was able to build on existing relationships with Maui contractors who he had done previous work for, and with business reinvestment, Kimo has grown his equipment fleet to over 15 pieces, creating six full time positions. Truth Excavation LLC had an annual gross income of over \$5 million in 2017. Kimo paid his loan off with MEO in April 2014.

Truth Excavation LLC was the winner of the 2018 Maui County Mayor's Small Business Award of Excellence for Businesses with Fewer than 10 Employees.

## **MEO YEAR BY THE NUMBERS**

- 129 people demonstrated the ability to complete and maintain a budget for over 90 days
- 517 individuals received Training and Technical Assistance
- 52 jobs were created or retained



## COMMUNITY SERVICES

MEO Community Services programs assist individuals and families achieve stability and economic security.

### Being Empowered and Safe Together (BEST) Program

This client has been incarcerated most of his adult life. He was raised on Moloka'i by his parents who were quite religious. Client was a believer but he always seemed to drift in the wrong direction. He was married at an early age, but lost his wife to sickness early on in his marriage. He fathered two children, both of whom would eventually be raised by his parents because he was constantly getting into trouble and landing in jail.

Through the years he would cycle through MCCC serving time for various offenses. His nickname during those years was "Big Country". Immediately prior to his current incarceration, he was homeless, running from police and dealing drugs. His mother passed just prior to him being incarcerated and he promised her that he would change his ways. That was 2013.

In August 2016, he transferred back to MCCC after serving nearly three years away from Maui. He became eligible in November 2016 for work furlough and began working at a local food distributor as a warehouse and truck helper. At the time, he was unable to obtain his Hawaii Driver's License, which was suspended due to various traffic citations. This barrier would become a hindrance to him, denying him a promotion and more pay within the company. Through MEO, he received support to obtain his State ID, his work clothing and assistance with the employment process.

In May 2017, after six months on the job, he was placed on extended furlough. He was now able to live outside of MCCC, under facility supervision. In June of that year, client worked hard to save a significant amount of money so that he could partner with the BEST program and start to pay off his traffic citations.

Client has begun to pave that path of freedom. If he stays the course, success is around the corner.



### MEO YEAR BY THE NUMBERS

- 219 low-income individual obtained skills and competencies required for employment
- 189 unemployed individuals obtained a job
- 114 individuals were employed at least 90 days and 65 obtained a living wage





## National Farmworker Job Program

Our featured client was 29 years old at the time he was enrolled in MEO's National Farmworker Jobs Program.

Throughout his time as a client with NFJP, he was feeling a bit overwhelmed as his family now consists of six. Hard to believe someone making less than \$10 per hour at less than 40 hours a week was supposed to feed and support 6 family members.

An intake was completed and our eligible farmworker and employment goals were set, barriers were recognized and steps were made to be put into a plan. Although this farmworker was currently employed, it was determined that he was underemployed with a yearly income prior to enrollment of \$22,182. He worked as a laborer in the fields with responsibilities such as crop harvesting and production, field maintenance and securing the perimeter of the farm land. NFJP's Case Managers worked diligently to help this family with much needed assistance to overcome their barriers.

From the time we enrolled the client, he encountered some minor setbacks that made meeting his priority goal of obtaining full time employment in a vehicle which requires a Commercial Driver's License (CDL) more challenging. The CDL course was supposed to be a yearlong process, but abruptly ended with the sudden death of the instructor. Even in the face of this additional obstacle, the client committed to travel to Maui, putting aside his work and family, to concentrate on fulfilling the IEP goal that was set forth in the beginning to improve his wages in hopes of raising his family with as little hardships as possible. Along the way, NFJP assisted with



motor vehicle registration, vehicle insurance, a CDL training manual and the PUC physical performed by the doctor in order to qualify for his CDL licensing.

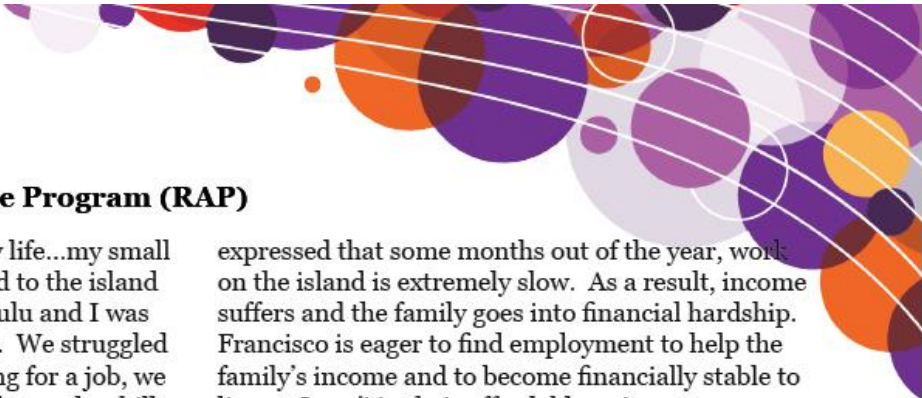
The client arrived on Maui for the four day driver's course. On the fifth day, he would be taking the road test, which he desperately needed to pass in order to receive his CDL license and return to his home and family on the Big Island. With the help of NFJP staff and the driving instructor, he not only passed his driving test and received his CDL license, but he completed the course and road test in just 2.5 days. Client was very excited and appreciative of the assistance he was given by his case managers, who were very persistent. He now returns to his home island where he will continue to be supported by his NFJP Team in searching for a CDL position that will pay him a higher wage so that he'll be able to better support his family.

This was truly a "win-win" situation for both the client and MEO's Hawaii NFJP TEAM!!!

## MEO YEAR BY THE NUMBERS

- 1,126 seniors improved their quality of life through supportive services
- 1,131 individuals obtained non-emergency subsidy from our Low Income Energy Assistance Program (LIHEAP)
- 625 obtained emergency fuel, utility payments or rental assistance





### Rental Assistance Program (RAP)

“There was a time my life...my small family had just moved to the island of Lana'i from Honolulu and I was the only one working. We struggled financially -- my wife was still looking for a job, we were behind in our rent and most of our other bills. So my wife went on-line looking for any assistance we could get. She told me about this program called MEO. I said to her, 'Let's try it out -- we really need the help -- if not we are going to lose our home.' So she did and she met Auntie D, who is the sweetest lady ever. She helped us with our rent for a few months until my wife was able to find a job. I'm so thankful for what MEO has done for me and my family.”



expressed that some months out of the year, work on the island is extremely slow. As a result, income suffers and the family goes into financial hardship. Francisco is eager to find employment to help the family's income and to become financially stable to live on Lana'i in their affordable unit.

As of today, Martha successfully found employment at the Resort on Lana'i as a full-time room attendant, and Francisco has been hired back to full-time status. The clients stated that the family has been saving money and that they are lucky and blessed to live on the island of Lana'i as a family. They truly appreciate the rental assistance that MEO provided and are very grateful to have their rental unit.

When Martha and Francisco applied for rental assistance, they had just moved to the island of Lana'i from Oahu to live as a family. Francisco is employed as a general laborer who performs work in the landscaping and construction services. He

After one year in the Rental Assistance Program, the clients are still living at the dwelling. Additionally, both Martha and Francisco accomplished their goals to find employment and start saving money.



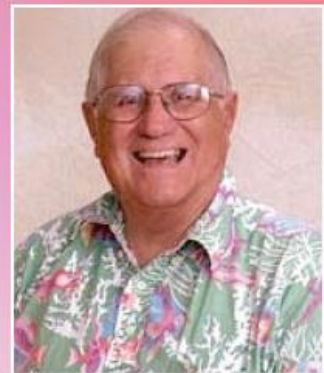
### Maui County Senior Planning & Coordinating Council & More

Community Services supports and advocates for members of the Maui County Senior Planning and Coordinating Council representing 57 senior citizen clubs with more than 1,100 members, and provides a wide array of supportive services to include volunteer legal services for low income seniors, acculturation for the Hispanic/Latino community, reintegration for offenders, rental and energy assistance, food distribution and more.

### Kupuna Advocates of the Year



*Gladys C. Balsa*



*Joe Souki*





## EARLY CHILDHOOD SERVICES

The Kahi Kamalii Infant and Toddler Center provides quality early childhood services for children 1 to 3 years of age. Three qualified caregivers are assigned to the same children each day to promote continuity of care. Services are offered year round. The County of Maui provides supportive funding to keep costs affordable for income eligible families, teen families, and for families with children receiving early intervention support through IMUA Family Services.

Head Start is a national program that supports the entire family to achieve stability and promotes school readiness by enhancing the social and cognitive development of children through provisions of education, health, nutrition, social and other services to eligible children and their families. The core program is federally funded with leveraged funding from the County of Maui to offer an after school and summer program.

MEO also supports staff career development, offering a tuition assistance program to individuals pursuing an early childhood teaching credential or degree.

The Early Childhood Services department features Taylor Smith, Grace Colcol, Alicia Balmoja (formerly Alicia Hernandez-Rodas), and Danielle Evans as our Success Story for 2017. All four employees graduated in May 2017 with their Associates Degree in Early Childhood, while balancing working full-time for our Head Start program.

Each individual gained their field experience at the UHMC Head Start where we have a partnership with the University of Hawai'i Maui College.

We have had many students come through the partnership and are now working for our program.

Teaching is a work of Heart, and these individuals were able to study hard, complete assignments and reports, and still come to work giving 100% of time, energy, and effort to working with the children and families in our program. They modeled that teachers are life-long learners and continue to learn and grow to better serve their children, families, and community!



*Taylor Smith*



*Grace Colcol*



*Alicia Balmoja*



*Danielle Evans*

### MEO YEAR BY THE NUMBERS

- 256 children participated in preschool activities to develop school readiness
- 238 parents and other adults learn and exhibit improved parenting skills
- 268 infants and children obtain age appropriate immunizations, medical and dental care
- 281 obtained care for child or other dependent





## TRANSPORTATION

MEO transportation began in 1969 in response to a community needs assessment. MEO transportation eliminates mobility barriers for low-income, disadvantaged and disabled individuals, seniors, and youth. This vital service improves their quality of life, eliminates

barriers to employment, prevents youth from participating in risk-taking behavior, and leads to economic security for individuals and families.

MEO operates the MEO Human Services Transportation and Paratransit Services. MEO Human Services provides specialized service, to include door through door service, to the most vulnerable clients and offers rides to individuals who live outside the Paratransit service area. Paratransit Service is operated complementary to the Maui Bus fixed routes, providing curb to curb service for disabled individuals living within three quarters of a mile from the fixed route.

MEO provides rides 365 days a year from 4:00 a.m. to 11:00 p.m. with a fleet of more than 100 vehicles.

Ruth Domingo is a fixture on MEO Moloka'i buses. Everyone knows this wonderful lady with a huge heart as "Aunty Tiny". Aunty Tiny has been riding the MEO bus for over 40 years. No one knows (or could find) the exact date she started riding, but she says it was "a very long time ago".

Aunty catches the bus several times a week to go to doctor appointments, do her shopping, and other errands. She used to ride the bus to Kaunoa a couple of times a week too, but she says she's getting tired and slowing down these days.

Aunty Tiny will be 80 years old in December, and has six children. She keeps herself busy (even now in her advanced age) but has always been very active

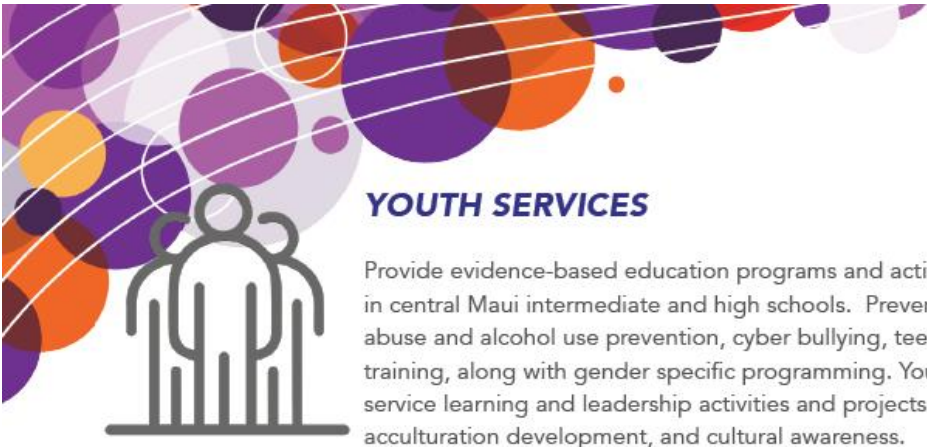


in the community. She is known for her aloha for everyone and the beautiful lei she makes and gives to everyone she cares about, including MEO drivers and staff. She made lei for everyone at the new bus blessing on Moloka'i this year, and also made a giant ti leaf lei to drape on the new buses.

Aunty Tiny tells me she loves all of the bus drivers and everyone at MEO, but she has her favorites who take extra special care of her. She always has been, and continues to be a very strong advocate for the kupuna and MEO. Aunty Tiny has never been to the mainland, and says she doesn't care to. She's happy here on her home island of Moloka'i, where she has her family and friends and things are simple.

### MEO YEAR BY THE NUMBERS

- Transported 6,698 individuals
- Provided 418,000 rides under its Human Services, Fee for Service and Paratransit operators
- 2,234 senior citizens receiving services at MEO across Maui, Lana'i and Moloka'i



## YOUTH SERVICES

Provide evidence-based education programs and activities for youth 11 to 18 years old in central Maui intermediate and high schools. Prevention activities include substance abuse and alcohol use prevention, cyber bullying, teen suicide and life and career skills training, along with gender specific programming. Youth also participate in out of school service learning and leadership activities and projects focused on community involvement, acculturation development, and cultural awareness.

For the past two years, Jaron Kemfort has been a participant of MEO Youth Services. Growing up, Jaron stated he had a difficult time connecting with other youth his age. He expressed that before attending MEO Youth Services, he was involved with the bad crowd which resulted in him assaulting another youth. He mentioned that he mostly kept to himself and didn't interact much with others. During the week, he would just go to school and come straight home. He would often be alone and wonder why he was full of anger and animosity, as well as, feeling unimportant to others.



Now as a recent graduate of King Kekaulike High school, Jaron Kemfort has truly transformed. Not only as a teenager to a young adult, but someone that has battled against the odds. "MEO saved my life," he confessed. He stated that graduating hasn't hit him yet, but knows that his future is hopeful from his experience here. Jaron has mentioned that this last summer at MEO is going to be one of the hardest transitions but he will always cherish the memories.

Within the two years that Jaron has been with MEO Youth Services, his overall demeanor has shifted to a more open-minded, self-confident, and humorous individual. He has consistently attended the after-school events and led the way by example. Jaron has encouraged other students to share their interests for future community service activities and advocated their collective voice to guide program activities. He will be attending the University of Hawaii-Maui College this fall. Jaron has also expressed that he will return to MEO Youth Services next summer to be an intern or volunteer and help encourage the next generation to follow their dreams and reach for the stars.

Since starting the program, he connected instantly with MEO Youth Services staff, Dane Ka'ae. Jaron said he was immediately accepted within the group and didn't feel judged from his past history. While in attendance, Jaron decided to do his Senior Project regarding the juvenile population in Hawaii. He was interested in this topic due to his personal juvenile history and that his neighbor was a Maui police officer. Jaron expressed that Dane took the time and initiative to help him with his project including presenting his project in front of the entire Underage Drinking Prevention group for feedback and constructive criticism.

### MEO YEAR BY THE NUMBERS

- 653 youth improved their social/emotional development
- 653 youth avoided risk taking behaviors
- 1,182 enrolled children in before or after school programs





## AmeriCorps

AmeriCorps programs help to create jobs and provide pathways to opportunity for young people to join the workforce. AmeriCorps works to place thousands into positions where participants can learn valuable work skills, earn money for education and develop an appreciation for citizenship.



After completing his bachelor's degree in Environmental Science, Ross Kamimoto returned home to Maui to begin his new venture in life and hopefully a career relevant to his passion and degree. Ross applied for MEO's AmeriCorps Program, which focuses on environmental conservation. Ross was hoping to get into the Department of Land and Natural Resources (DLNR) as a host site through the program, but there weren't any available slots for him at the time of his application. AmeriCorps staff were able to convince Ross to serve with the Maui Invasive Species Committee (MISC). This was the best thing that could have happened for Ross. After graduating college, Ross had numerous loans and financial obligations. The AmeriCorps program allowed him a college loan forbearance that was interest free while serving in the program, which took off some of the financial burdens he was facing at the time.

Ross worked in the evening, mainly addressing the coqui frog invasion. This schedule allowed Ross to work a day job serving and bussing at a restaurant to address other personal loans he had taken to support himself through school.



Ross was a very diligent, hardworking and fun loving individual that had a lot of expertise in his field. MISC saw Ross's potential and very quickly utilized him as a lead among his peers. Serving two terms with the program also gave Ross two educational awards which he was able to use to pay off his some of his college debt. He really utilized all that the AMRC program had to offer. Upon the completion of his second term, MISC offered him

permanent employment with their agency. Happily accepting this offer, Ross quit his second job at the restaurant and he is in a much more financially stable situation and enjoying his career.

Ross attended the AmeriCorps State Conference on Oahu joining over 200 members from throughout the state. Ross had the opportunity to share his experience as an AMRC member and was part of the state film used in a national video for AMRC programs.

Today Ross continues to work with MISC and has the opportunity to mentor current AMRC members in their journey through environmental conservation efforts and beyond.

### MEO YEAR BY THE NUMBERS

- 19 enrolled members
- 16,050 service hours performed
- 1,327 invasive species removed
- 1,693 plants propagated

## Community Partners & Advocacy

To maximize engagement and stay connected to the community and the people we serve, we focus on listening to our clients' needs, educating and empowering them to be advocates for themselves and others. We also develop partnerships with various community and religious organizations and private businesses and secure funding from federal, state and local governments and private foundations and donors to fulfill our mission, while helping people change lives.

MEO Board members are a mix of leaders representing the clients that we serve, government and private businesses. Many board members also participate in other community organization boards and civic clubs.

Members of MEO's staff actively participate, many as leaders, on several local, statewide and national advisory boards. Through this participation we are continually developing relationships, gaining a better understanding of our role in the community and identifying community needs while working toward program improvements.

We partner with more than 150 organizations throughout Maui County and the State ranging from government, nonprofits, faith based groups, educational and financial institutions, private businesses, consortiums and more.

Our volunteers range in age and represent a cross section of the community we serve. We engage our volunteers in community service and advocacy efforts to address issues important to our community. Volunteers work in our Head Start centers and/or sit on the Head Start Policy Council, are active with the Senior Planning and Coordinating Council, assist with surplus food distribution on the islands of Molokai and Lana'i, work at events such as the Head Start Family Strengthening Day, Annual Kupuna Aloha Luncheon, the Senior Fair, Paratransit Advisory Council, Maui Homeless Alliance and the Maui Disability Alliance Legislative Forum to name a few.



### MEO YEAR BY THE NUMBERS

- 4,317 hours donated by volunteers on Maui, Lana'i and Moloka'i
- 555 community members mobilized by Community Action that participate in community revitalization and anti-poverty initiatives



# Leadership Team

## MEO BOARD OF DIRECTORS

### Resident Sector

Melissa Ocampo  
*Head Start Policy Council Representative*

Alice Ragasa  
*Kahului Seniors*

Arleen Gerbig  
*West Maui Seniors*

Adele Rugg, Secretary  
*South Maui Seniors*

Debbie Naeole  
*Molokai Filipino Community Council*

Nora Kawasaki  
*Lanai Area Council*

Valerie Masanda  
*Hale Mahaolu*

### Private Sector

Randy Piltz  
*Maui Native Hawaiian Chamber of Commerce*

Brandon Higashi  
*Central Pacific Bank*

Sandy Ryan  
*Maui Economic Development Board*

Kehau Alexander  
*Hawaii Association for the Education of Young Children*

Peter Horovitz  
*Maui County Bar Association*

Nicole DeRego  
*ILWU*

M. Chubby Vicens  
*A&B Properties*

### Government Sector

Clifford B. Alakai, Treasurer  
*Representing State House – Joseph Souki*

Scott Okada  
*Representing State House – Angus McKelvey*

Michael Nobriga  
*Representing State House – Kyle Yamashita*

Ned Davis, President  
*Representing Senator Roz Baker*

Justin Woodson  
*State of Hawaii House of Representatives*

Kathleen Louis  
*Representing the Maui County Council*

Michael Molina  
*Representing the Office of the Mayor*

## MEO LEADERSHIP TEAM

Debbie Cabebe, CEO  
Gay Sibonga, COO  
Debbie Lorenzo, CFO  
Lianne Yoshida, CHRO  
Jennifer McGurn, Executive Secretary  
Mark Hammer Facilities Manager  
Gerry Lun, Community Services Director

Debbi Amaral, Early Childhood Services Director  
David Daly, MEO BDC Director  
Harry Johnson, Transportation Director  
Cassi Yamashita, Youth Services Director  
Yolanda Reyes, Molokai Branch Director  
Jonnie Oliveira, Hana Branch Manager  
Saul Kahihikolo, Branch Manager



# Helping People.

MEO is committed to support the National Community Action Partnership motto of Helping People. Changing Lives. This tagline reflects our commitment to how we support our clients and our relationship with, our staff, our Ohana. Many prominent community leaders began their careers at MEO, going on to serve the community at large.

We believe in promoting from within the organization and offer benefits and special programs structured to support Ohana members as they perform the very difficult work of community action.

We offer tuition reimbursement to encourage professional growth and development and internal and external employment enrichment training opportunities, and we encourage membership in professional organizations.

We support awards and recognition programs and activities such as Employee of the Month, Service Awards, Driver of the Year, Cash for No Crash Safety Awards, Annual Party, Administrative Professionals Luncheon, Family Fun Day and more.

We acknowledge that our Ohana members are our most important asset and we appreciate their dedication and support.





# Changing Lives





# Volunteer of the Year

## Troy Osorno

The Early Childhood Services department proudly nominates Troy Osorno as the MEO Volunteer of the Year for 2017. Troy is warmly known in the Head Start program as “Uncle Troy” or “Troy the Bone Man”.

Troy is a past parent of MEO Head Start. His daughter, Leanne, attended UHMC Head Start years ago. Troy was a single parent raising his daughter while attending college to become a Radiologist. He achieved this goal and currently works as an X-ray technician. During his daughters enrollment, he was an active classroom volunteer and enjoyed interacting with children.

Troy contacted our program in early 2017 with an interest to provide a presentation as a way of giving back to Head Start and the community. He coordinates visits at Head Start centers on Maui on mornings before work and on days when he needs to flex his work schedule. His volunteering with MEO Head Start started in April 2017 at several centers and continued in the 2017-18 school year for more locations.

His radiology presentation is done in an interactive and interesting method using a skeleton he named “Skelereena” (complete with a wig and blue scrubs). He uses real x-rays and talks about MRI, CT and ultrasound while providing a preview of various props that children can safely manipulate. The children are fully attentive to Troy and engages throughout the presentation. His presentation is done in an age appropriate, child friendly way, providing children with information that can be reassuring if they ever experience the need for x-ray or other radiology treatment.

Going full circle, Alexandria Domingo was Troy’s daughter’s teacher at UHMC; and Debbi Amaral was Troy’s preschool teacher at Kahului Baptist Preschool. Troy’s mother, Terrie Osorno, is also a past MEO Head Start employee. He is a true success story of MEO Head Start and is currently paying it forward through his educational presentations to children.





# Benefactor of the Year

## Despins General Construction

MEO started working with Despins General Construction when they bid to construct a bus wash at the transportation site over 2 1/2 years ago. Constructing a bus wash is not something most contractors know how to do. In fact, Despins was the only bidder.

The owner of the company, Ben Despins, worked with MEO to meet the needs of a bus wash as well as have it come in at the budget that MEO had funded for. There were no plans to go by and there were various unknowns about what the County and State would require.

MEO and Despins signed the contract in March 2016. From there, an architect drew up the plans. The plans were submitted to the County for permits. The County required various changes to the plans. It was the State Health Department that required changes two times in order to get the permit. They required an evaporation pool that was 100 X 50 feet and a six-foot fence. This was not planned by either MEO or Despins.

The permits were issued in March 2017. John Despins, Ben's son, took over the project due to his father's health.

The project needed to move along as the funding from the state and the county was going to expire on November 30, 2017.

Despins installed the roofing on the bus wash, even though it stated it was MEO's responsibility on the plans. When MEO was unable to get bids from painting companies because they were too busy to complete in a timely manner, Despins called the companies he worked with and a reasonable bid was received and the bus wash was painted in a timely manner so that the equipment could be installed.

Despins needed to cut through the parking lot in order to get electricity to the bus wash. He made sure that this did not interfere with the transportation operations.



The plans called for asphalt that was just wide enough for the buses to pull in and out of the bus wash. Despins ordered gravel and filled in the edges, at his expense to assure that the buses could safely maneuver the bus wash.

Though very trying to both MEO and Despins Construction, the first bus pulled through the bus wash on November 30th. The equipment was calibrated for each bus size and the staff were trained on the use of the equipment.

In December when there was a flood, John was on site assessing to see how he could prevent the runoff from the road and County property to impact the evaporation pool.

When requesting a certificate of completion, Despins Construction was told the area needed to be stabilized by planting grass.

Through the whole project Despins Construction has given in-kind and expertise to assure the MEO owned a bus wash that met transportation's needs, saving the company more than \$100,000.00.

Congratulations to Despins General Construction, MEO's 2017 Benefactor of the Year.

# Fiscal Summary

October 1, 2016 - September 30, 2017

## Summary:

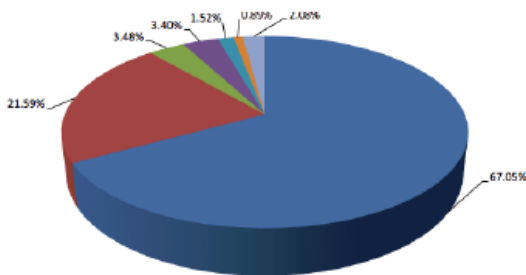
### Revenue by Source

County of Maui grants	11,518,829	67.39%
Federal grants	3,569,086	20.88%
State of Hawaii grants	845,837	4.95%
In-kind contributions	442,360	2.59%
Private foundation grants and other contributions	280,972	1.64%
Program Income	144,281	0.84%
Other income	290,879	1.70%
	<u>17,092,244</u>	100.00%

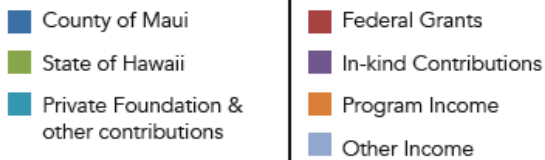
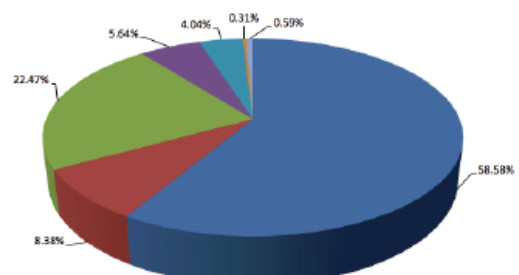
### Expenditure by Service

Improve Quality of Life	10,031,201	59.01%
Self Sufficiency	1,021,662	6.01%
Education	3,411,996	20.07%
Employment and Training	862,174	5.07%
CIP	1,534,049	9.02%
Family Strengthening	32,483	0.19%
Other	106,933	0.63%
Total	<u>17,000,498</u>	100.00%

### Revenue by Source



### Expenditure by Service







# Grants

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## **County of Maui:**

Transportation – Human Services  
Transportation – ADA Paratransit  
Transportation – Vehicle Replacement  
Head Start Afterschool and Summer Programs  
Kahi Kamali'i Infant Toddler Center  
Youth Services  
Being Empowered and Safe Together Reintegration (BEST)  
Underage Drinking Prevention Services  
Rental Assistance Program (RAP)  
Enlace Hispano  
Planning and Coordinating Council Senior Coordinator  
Senior Fair  
Project Graduation  
Business Development Center Microenterprise Program

## **State of Hawai'i:**

CIP Generator for Transportation Facility  
CIP Bus Wash and Vacuum Station  
GIA Ke Kahua Site Farm Maintenance  
OCS Employment Core Low Income

## **Federal (Including State/County Pass Thru)**

Head Start – Federal  
Community Services Block Grant  
Low Income Energy Assistance Program (LIHEAP)  
USDA Child Nutrition Program  
National Farmworker Jobs Program  
Senior Community Services Employment Program (SCSEP)  
Corporation for National Community Services – AmeriCorps  
Community Development Block Program  
SAMHSA – Communities Talk Town Hall Meeting

## **Private Foundations:**

Aloha United Way – Coordinated Statewide Homeless Initiative  
Hawai'i Children's Trust Fund – Ohana Strengthening Program  
Weinberg Foundation – BEST Reintegration  
Agape Lanai Microloan Fund

## **Other:**

Head Start Federal – In-kind  
AmeriCorps Host Agency Cash Match and In-kind  
Senior Community Services Employment Program (SCSEP) In-kind  
Maui Homeless Alliance  
Hui Haumana – UHMC  
MEO Transportation



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Wailuku, HI 96793

