



2019 ANNUAL REPORT

The Mission of MEO is to strengthen the community while helping people in need restore their hope, reach their potential, and enrich their lives.

Message from our CEO

Maui Economic Opportunity, Inc. (MEO) is a member of the National Community Action Network, a robust force of more than one thousand local Community Action Agencies (CAA) focused on anti-poverty initiatives and programs that stabilize people with low incomes while helping them achieve economic security, ensuring communities are healthy and offer economic opportunity and engaging people with low incomes in building opportunities in the community.

Over the years MEO developed or administered numerous programs; many were successful, and others were not. Some of the most notable programs are: MEO Senior Red Card, Senior Citizens Drug Discount Program, Chore and Home Management Services, Consumer and Nutrition Education, Emergency Energy Conservation, Senior Opportunities and Services Program, Emergency School Aid Act, Community Food and Nutrition Program, Youth Community Conservation and Improvement Program, Credit Counseling, Teens on Call, Maui Senior Citizens Planning and Coordination Council, Senior Companion Program, Senior Community Services Employment Program, Legal Services, National Farmworkers Jobs Program, Surplus Food, Senior Farmers Market Nutrition Program, The Grocery Basket, The Handi Shoppers, Youth Summer Employment, Reintegration, Microenterprise, Head Start, and Transportation.



Several of the programs are still operated by MEO, some by other organizations, and some have ended. However, it is through trial and error that MEO has learned and grown. MEO must continue to be responsive to the needs of the Community, and remain relevant to fulfill its mission of *strengthening the community while helping people in need restore their hope, reach their potential, and enrich their lives.*

MEO has also made several attempts to become less dependent on grant funding over the years with projects such as Mabel's Kitchen, Marc's Café, Sugar Mill Auto Care Center, Herb and Catfish Projects, MEO Maids, MEO Swap Meet, MEO Travel Bureau, and MEO Consulting. While all of these ventures seemed promising at the time, it became apparent that MEO's strength lies in helping people and changing lives, not in for-profit ventures. However, MEO is aware that nonprofits cannot solely rely on grant funding. Annually, MEO raises funds through their property rental fees, the Maui Hotel and Lodging Visitor Industry Charity Walk, car washes, gift wrapping, plate lunch sales, and at its annual gala. MEO is fortunate to have a variety of sponsors and supporters who help fill the funding gaps.

Looking back over the years it has been quite a ride, with so many to thank for MEO's success. Mahalo to the former and current MEO executives, board members, staff, and community partners. Together we are a force, alone we are just one.

With aloha,

Debbie Cabebe, SHRM-SCP, SPHR, NCRT

Message from our Board President

Over this past year, MEO has helped over 23,000 members of our community – From Head Start for our keiki to senior clubs for our kupuna. MEO provides transportation to elderly and disabled members of our community, and youth services to help our teenagers get started in life. We assist with reintegration of the formerly incarcerated back into the community. We provide energy assistance, rental subsidies, translation assistance, and job training and placement. Our Business Development Center helps small businesses by providing entrepreneurs with business plan training, credit assessment, and microloans for startup and expansion.

In the past year, 593 MEO volunteers performed 4,086 hours of work saving MEO approximately \$80,000 dollars - We could not have achieved what we have accomplished this year without this – And many of our programs require matching contributions such as this 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 staff is the soul of our operation – They live our pledge of community action caring about the entire community and helping people every single day - I appreciate them very much and I am incredibly proud of them.

MEO's employees and management team did a fantastic job on our second annual gala raising over \$108,000 – Many thanks to everyone who supported this wonderful event.

Our work for this community would not be possible without funding from our County, State, and the Federal partners and donors – We all extend much mahalo to all of our supporters for their generous help making our mission a success! Our agency's budget has increased by 10 % in Fiscal Year 2019 to \$18,388,328. At the Federal Level our Headstart Program was renewed for a new five-year cycle. In our transportation department, in addition to funding our existing services, we received \$570,000 of additional funding for four new buses, and at the state level, we received a \$291,000 Grant in Aid for Head Start/ Youth Transportation allowing the purchase of two additional vehicles for Maui and one for Molokai. Special thanks go out to Hawaii Electric for the donation of an electric vehicle and charging station for Molokai! And we received a \$20,000 flex grant from the Hawaii Community Foundation to help offset MEO's administrative costs. We are so very thankful to all!

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 anti-poverty 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. 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.

MEO services ensured 2,811 seniors and persons with disabilities maintained an independent living situation; 1,620 individuals demonstrated increased nutrition skills; 170 individuals obtained employment to gain skills and/or income; 150 individuals improved their financial well-being; 1,669 children and youth demonstrated improved positive approaches to learning; 260 children demonstrated emergent literacy skills; 484 youth reported the ability to identify suicide tendencies and gained skills to prevent bullying.

MEO works in concert with the resident, public and private sector, providing services to over 23,000 individuals and families, touching more than 69,000 lives throughout Maui County and the State of Hawai`i.



Community Action



Changes people's 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 Lāna'i. Designed for entrepreneurs, this six-week course spans 36 hours of engagement, offers opportunities for networking, and helps participants develop a business plan.

GJ's Fishing Tackle & Supply

Glen Goya, an avid shore fisherman his entire life, was looking to make a career change. Glen had been a Maui Police Department officer for 20 years and wanted to start his own fishing retail store on Maui that catered to shore fisherman like himself. Glen was referred to MEO Business Development Center (BDC) by one of MEO's banking partners, to gain the insight and knowledge he needed to open his business and make his dream a reality.

Glen participated in MEO's Core Four business planning class to learn all of the different aspects associated with building a successful business. Glen completed the course armed with a solid business plan to get things going. During the course, Glen also worked with BDC staff to apply for a microloan for the startup capital needed to purchase the



required inventory to launch his business. The microloan for his business was approved and Glen was ready to open his doors.

In May 2018, Glen opened GJ'S Fishing & Tackle Supply in Kahului. The store immediately drew a very loyal following, and has not slowed down. GJ'S has blown past the sales projections that were part of the startup business plan, and continues to grow and show very strong sales in a very challenging brick and mortar retail market. In early 2019 GJ'S Fishing & Tackle was able to move to a larger location just a few doors away from where they originally opened, allowing much needed space for more product inventory.

In early 2020, it is expected that Glen will be able to pay off his startup micro loan. He is well positioned to continue to be successful in sharing his knowledge and product with the Maui shore fishing community. Glen is a true MEO BDC success!

MEO YEAR BY NUMBERS

- **656 ENTREPRENEURS RECEIVED TRAINING AND TECHNICAL ASSISTANCE**
- **53 INDIVIDUALS IMPROVED THEIR FINANCIAL WELL-BEING**
- **65 JOBS WERE CREATED OR RETAINED**



COMMUNITY SERVICES

MEO Community Services programs assist individuals and families achieve stability and economic security, strengthens the community, and engages individuals with low-income in building opportunities in the community.

- ◇ **BEST Reintegration**
 - Reentry support services, housing, employment & training and job placement
- ◇ **Enlace Hispano**
 - Acculturation; interpretation and support services
- ◇ **Low-income Home Energy Assistance Program & Energy Crisis Intervention**
 - Energy credits for low-income households
 - Crisis intervention
- ◇ **National Farmworkers Jobs Program**
 - Employment training and job placement
- ◇ **Senior Community Service Employment Program**
 - Employment and training for seniors 55 plus
- ◇ **Senior Framers Market Nutrition Program**
 - Locally grown fresh fruits and vegetables for kupuna
- ◇ **Persons in Need 60Plus**
 - Assistance with hearing aids, glasses, dental and scooters
- ◇ **Planning and Coordinating Council**
 - Support senior clubs with recruitment, membership, advocacy and activities
- ◇ **Rental Assistance**
 - Rental assistance- deposits, up to six months of rental subsidy
- ◇ **Weatherization Program**
 - Energy education, audits and equipment
- ◇ **Temporary Emergency Food Assistance Program (Moloka'i and Lāna'i only)**
 - Surplus food
- ◇ **Financial Literacy**
 - Classes and one-on-one assistance with understanding and improving credit scores, and developing and managing a budget
- ◇ **Senior Legal Services**
 - Pro bono service for simple Power of Attorney, Living Trusts and Advance Health Care Directive
- ◇ **Senior Red Card**
 - Discounts on food and merchandise at establishments throughout Maui County



MEO Year by Numbers

- *2,252 individuals reduced their energy burden*
- *1,177 seniors increased access to fresh fruit and vegetables*
- *186 individuals obtained and employment increased income and earned a living wage*
- *539 individuals secured and maintained safe and affordable housing*

Kupuna Advocates of the Year

An advocate is someone who can help you speak up so that your needs are heard, your rights are understood and your problems are resolved.



Former Mayor Alan M. Arakawa first held political office as a member of the Maui County Council. He was a councilmember until 2000. During that time he served as Chair of the Planning, Parks and Land Use committees. In November 2002, he was elected in a nonpartisan race for county mayor. He served as the fifth and seventh mayor of the County of Maui.

During his many years of civil service Alan always took the time to show respect and honor our kupuna. As a councilmember and Mayor, he supported and appropriated funding for numerous senior programs and services throughout Maui County, positively impacting organizations such as the Maui Adult Day Care, Nisei Veterans, Hale Makua, Hale Mahaolu and Maui Economic Opportunity, Inc., (MEO) to name a few. He personally sat on the MEO Board of Directors to better understand MEO's programs and how to best meet the needs of Maui County kupuna.



Agnes Groff joined MEO in 1974 as a bus driver and worked until 1976. She rejoined MEO in 1978 as a Chore Service Aide and then left the company in 1979 to care for her 1 ½ year old son. She returned to MEO in 1981 and worked as a Grocery Basket Manager and was promoted to Transportation Assistant in 1985 and Manager in 1986. She was promoted to director in 1998 and Community Relations Liaison in 2002.

As the Community Relations Liaison, Agnes supported the Maui County Senior Planning and Coordinating Council, better known as the P&CC and its membership. She also was responsible for supervising the MEO P&CC staff, supporting more than 2,000 kupuna.

The community action motto, "Helping People. Changing Lives.", perfectly describes former Mayor Arakawa and Ms. Groff. There is no problem too big or too small, they always finds a way to help. Both are extremely resourceful individuals who know how to make things happen. Both exemplify the promise of community action... caring about the entire community while helping people help themselves and each other.

National Farmworker Jobs Program (NFJP)

Nicanor Saladino brought his family – including his spouse and 18-year-old son – to Maui from the Philippines in October 2015. He arrived with education and experience: a Bachelor of Science degree in Agriculture Engineering from Mariano Marcos State University, background working in sales and at a financial institution, and as a business owner of two businesses. For the latter, he and his spouse operated a small grocery store and a purified



water refilling station for years. Nicanor brought a fluency in Ilocano as his first language, also speaking Tagalog and English.

He began work at

Monsanto on November, 2015 only to be laid off after a few months. He then turned to The National Farmworker Jobs Program (NFJP). His goal at the time included finding a fulltime job with medical benefits, preferably in an office; however, he was not computer literate. He also thought of potentially becoming a certified translator.

Eventually, Nicanor started work at Kihei Auto Sales as an auto detailer. NFJP assisted Nicanor with support services for transportation, housing/rental assistance and auto renewal registration. To reach his goal of gaining computer skills, the NFJP enrolled him in several computer classes at the University of Hawaii Maui College (UHMC), from which he received certificates of completion.

Nicanor expressed interest in learning about Photovoltaic Electrical Technology and Water Purification. The NFJP helped him enroll in the Entry level Photovoltaic Design and Installation at UHMC and also enrolled him in an OSHA General Industry course.

Nicanor did not want to stop there. Wanting to increase his skills even further in his career path, NFJP helped enroll him in Certified Green Supply Chain Professional online courses at UHMC which he successfully completed.

Nicanor considered applying for MEO's Energy Educator for Weatherization Assistance Program (WAP). Although hesitant, NFJP staff encouraged him to apply. Nicanor was hired as Energy Educator for the WAP. MEO provided additional training opportunities, resulting in Nicanor receiving a certificate of completion in Case Management.

Today, Nicanor splits his time working as an Energy Educator in the MEO WAP and as a housing specialist in MEO's Rental Assistance Program.

In his words, he notes: "Amazing! I can't imagine my life without the great help MEO NFJP has provided for me, it seems like a dream come true! My life was difficult when I came to Hawai'i, and MEO NFJP opened up an opportunity for a new beginning. It equipped me with the knowledge and training for my future (career)".



EARLY CHILDHOOD SERVICES

MEO Early Childhood Services is offers two programs for children and families, and provides continuous training and technical assistance for staff as well as a tuition assistance program to individuals pursuing early childhood teaching credentials or a degree.

The Kahi Kamali'i 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 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 supports the entire family to achieve stability and promotes school readiness by enhancing the social and cognitive development of children ages 3-5 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.



This story features the success and perseverance of a single parent family. No names are provided to respect the privacy of the individuals highlighted.

A single mother applied for enrollment in the MEO Head Start program in 2019. This mother and child fled from their

home on the mainland due to domestic violence. She and her daughter went into hiding to protect their safety and well-being. This mother's courage and love for her daughter prompted her to take a risk and move to a new place to start a new life.

The child and single mother received shelter services from the Family Life Center. She was able to obtain bus passes through the Friends of the Children's Justice Center to support transportation needs for both mother and child. Due to a variety of challenges, the mother was not able to sustain her eligibility to secure rent and required legal assistance. Evelyne Dereas, MEO Head Start Family Case Manager, was able to connect the mother to Legal Aid to obtain services. Evelyne also obtained financial

assistance for them through the Carpenter's Union Women's Auxiliary to assist with rent for one month. This was the final month in temporary housing. It offered just enough assistance to allow the mother and her child the time needed before transitioning to another housing program.

Evelyne was able to connect the mother to a housing opportunity in Kihei. This was a turning point for this family. They were able to qualify and received a safe residence to live in. The opportunity to have stable housing removed one significant barrier from this family's life, allowing them to live in a space that they could call their home.

Although we may not be able to change the past, we are able to support a promising future for this family. By utilizing community resources available in Maui County, and by actively responding to this family's need, we have the ability to

make a significant difference in the lives of individuals to remove barriers and open opportunities.

MEO YEAR BY THE NUMBERS

- **260 children demonstrated skills for school readiness**
- **260 children improved emergent literacy skills**
- **252 parents/caregivers demonstrated increased sensitivity and responsiveness in interactions with their children**

TRANSPORTATION

Established in 1969, MEO transportation eliminates mobility barriers for low income and disadvantaged individuals, persons with disabilities, seniors, and youth. This vital service improves 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 are offered throughout Maui County, providing 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 on Maui-island, providing curb to curb service for persons with disabilities 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, and is a part of the County's Emergency Response Disaster Recovery team.

In 2002, Ellen Lundquist was diagnosed with Multiple Sclerosis (MS). Within the three to four years following this disturbing news; she went from initially using a cane to a walker, to a wheelchair and eventually to a power chair. In January 2006, Ellen decided to move from Los Angeles to Maui after her parents built an ohana unit on their property. Through research and the recommendation from others, Ellen was able to discover Maui Economic Opportunity, Inc. (MEO) and the services that were offered through its transportation section, particularly the Human Services and Ala Hou – “On the Move Again” components. This was truly a blessing as this was exactly what she was looking for, as this assisted her in strengthening her self-reliance. Twice weekly Ellen utilizes MEO transportation for medical appointments, shopping and perhaps, most importantly, seeing and connecting with her friends. Ellen understands and navigates both MEO transportation services. Ellen uses the Human Services (HS) Ala Hou Program from home to Central Maui and the MEO Paratransit Services within Central Maui and returning home with HS Ala Hou or Paratransit.



Asked, “how would you rate our transportation services? On a scale of 1 – 10 with 10 being the greatest”, Ellen has rated our transportation service as nine (9). She jokingly states that she never gives an assessment at the highest mark as there is always room for improvement. Ellen highly recommends anyone in need to utilize this awesome service, stating “The drivers are exceptional and look after me.”

Through Ellen’s use of MEO transportation services, Ellen is currently the secretary of MEO’s Paratransit Advisory Committee. This advisory body was created to serve as liaison between MEO and persons with disabilities, allowing them to offer suggestions and influence changes in service, policies and procedures.

Ellen is known as a leader in the community, looking out for the interests of persons with disabilities. In addition to her involvement in the MEO Paratransit Advisory Council, she is the Chair of the Maui Disabilities Alliance and a member of the Multiple Sclerosis Society.

MEO YEAR BY THE NUMBERS

- **7,477 individuals increased mobility and improved quality of life utilizing specialized transportation, receiving more than 357,930 rides throughout Maui County**
- **2,204 seniors and individuals with disabilities maintained an independent living situation**
- **100 low income individuals overcame barriers to maintain employment**

YOUTH SERVICES

MEO Youth Services provides evidence-based education programs and activities for youth 10 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. Youth also participate in out-of-school service learning and leadership activities and projects focused on community involvement and service and cultural awareness.

In September of 2018, the staff of MEO Youth Services attended the Annual Tobacco-Free Hawaii Coalition break-out session. The



objective was to plan the next anti-tobacco initiative capitalizing on the momentum and success of the previous campaign of eliminating smoking in cars with kids inside. During that year, MEO youth worked endlessly

to spread public awareness, gain community support, and provide personal testimony in support of the initiative which was unanimously passed by Maui County Councilmembers and then signed into law by the Mayor. By the end of this break-out session every member agreed that the biggest threat to Maui's youth is the misuse of electronic cigarettes (a.k.a. vaping). Hawai'i has one of the highest rates of middle and high schoolers currently using e-cigarettes in the nation. The coalition's initiative is to advocate for a statewide ban on the sale of flavored tobacco products. It's no coincidence that the rise in youth e-cigarette use has coincided with an explosion of sweet e-liquid flavors used to hook kids. These products are being irresponsibly marketed by an industry deliberately targeting our youth.

During spring break 2019, MEO Youth Services participated in the National Kick Butts Day at the Maui County building. Youth spent the day educating several Councilmembers and the Mayor about the dangers of flavored vaping products. Towards the end of the visit, youth, along with the Mayor and a few Councilmembers, stood on High Street to hold signs in support of the flavor ban. The Tobacco-Free Hawaii Coalition provided the youth with

pink t-shirts and inflatables shaped like candies that represented the sweet flavored tobacco products they were campaigning to ban.

In July 2019, youth from MEO and the Maui Youth Council gathered together to begin planning for the upcoming Hawaii legislative session that opens in January 2020. The youth met with a common goal of working through ways to engage and advocate on the issue and devise a working plan to move forward at the state level. Maui County Councilmember Yuki Lei Sugimura also attended the meeting to provide her support and guidance. Councilmember Sugimura and State Senator Rosalyn Baker had helped to champion this initiative in both the County Council and the State Senate. Youth finished having a productive day producing campaign slogans and drafting letters of support to send to law makers.



MEO Youth Services also marched in the Maui Fair Parade. This presented an opportunity to highlight all the previous tobacco prevention initiatives that MEO youth has participated in over the years. Youth crafted signs that spotlighted the Tobacco-Free Beaches and Parks Law, the Smoke-Free Bus Stops Law, the Tobacco-Free UHMC policy, the Smoke-Free Cars with Kids Riding Law and the current Flavored Tobacco Products Ban. Youth enjoyed the chance to be included in the parade which also granted them access into the fair.

It is expected that the current form of the bill HB-2457 will be discussed and voted on in committee in early 2020.

Youth Leadership

Kylie-Lynn Takushi is an exceptional youth and exemplifies MEO's Underage Drinking Prevention (UDP) program success. She has been a constant figure in MEO's UDP program since the summer of 2013 and is now a 2019 King Kekaulike High School graduate.



Kylie decided to join the program due to her older brother, who was a program participant at the time. Since her first summer with MEO Youth Services, she fell in love with the program because it allowed her to meet new friends, visit new places around Maui, and provided her the opportunity to raise awareness on issues like tobacco/vaping, substance abuse, underage drinking, teen suicide, and cyber bullying prevention.

When Kylie entered high school, she joined MEO's M.A.U.I. Kanaktion Leadership Task Force, and since then she contributed in the 'Be a Jerk' campaign, repealing Maui's 24-Hour Liquor Sales law, and Maui's Smoke-Free Cars w/ Kids law. In 2019, Kylie represented MEO at the Prevent Suicide Hawai'i Statewide Conference on O'ahu where she received a certification as a Gatekeeper Youth Suicide Trainer. In May 2018, Kylie was elected as Vice President on M.A.U.I. Kanaktion Leadership Task Force. The Task Force provided Kylie with the opportunity to learn leadership skills, college preparation, financial literacy, civic engagement, and creating new prevention campaigns.

Kylie is an amazing mentor and role model to the rest of the youth in the program. She has helped our younger participants with homework, making sure everyone feels welcomed, and lead by example always volunteering first in every activity.

Kylie will be attending the University of Hawai'i at Hilo College of Agriculture, Forestry and Natural Resource Management (CAFNRM), this fall and has already found housing and employment. Staff is confident that Kylie's success in MEO's UDP program has prepared her to succeed not only in college, but in all aspects of her life.

MEO YEAR BY THE NUMBERS

- 1,199 youth avoided risk taking behaviors
- 1,199 youth improved their social/emotional development
- 423 youth improved physical health and well being



COMMUNITY PARTNERS & ADVOCACY



To maximize engagement and stay connected to the community and the people we serve, MEO focuses on listening to our clients' needs, educating and empowering them to be advocates for themselves and others. MEO also develops partnerships with various community and religious organizations and private businesses and secure funding from federal, state and local governments, private foundations and donors to fulfill its mission, while "helping people. changing 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 MEO continually develops relationships, gaining a better understanding

of its role in the community and identifying community needs while working toward program improvements.

MEO partners 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.

MEO volunteers range in age from teens to seniors and represent a cross section of the community it serves. MEO engages volunteers in community service and advocacy efforts to address issues important to the Maui community. Volunteers work in 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 Moloka'i and Lāna'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

- ***593 individuals performed 4,086 volunteers hours on the islands of Maui, Lāna'i and Moloka'i***
- ***2,875 individuals increased knowledge, skills and abilities to enable them to improve conditions in their community and enhance their ability to engage***



LEADERSHIP TEAM

MEO BOARD OF DIRECTORS

Resident Sector

Melissa Ocampo
Head Start Policy Council Representative

Danny Lau
Kahului Seniors

Carol Inaba
West Maui Seniors

Adele Rugg, Secretary
Kula AARP Seniors

Dawn Bicoy
Molokai Filipino Community Council

Nancy Tamashiro
Lanai Area Council

Mahealani Goo
Hale Mahaolu

Private Sector

Randy Piltz
Maui Native Hawaiian Chamber of Commerce

Brandon Higashi
Central Pacific Bank

Sandy Ryan
Maui Economic Development Board

Gemma Medina
HAEYC

Peter Horovitz
Maui County Bar Association

Joe Aquino
ILWU

Carol Reimann
A&B Properties

Mercer “Chubby” Vicens
Emeritus

Government Sector

Clifford B. Alakai, Treasurer
Representing State House – Troy Hashimoto

Scott Okada
Representing State House – Angus
McKelvey

Michael Nobriga
Representing State House – Kyle Yamashita

Ned Davis, President
Representing State Senator- Roz Baker

Bard Peterson, Vice President
Representing State House- Justin Woodson

Tasha Kama
Representing the Maui County Council

Darlene Endrina
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
Cassi Yamashita, Community Services Director
Debbi Amaral, Early Childhood Services Director

David Daly, MEO BDC Director
Harry Johnson, Transportation Director
Gerry Lum, Transportation Administrator
Dane Ka’ae, Youth Services Director
Yolanda Reyes, Moloka’i Branch Director
Jonnie Oliveira, Hāna Branch Manager
Chantell Schilling, Lāna’i Branch Manager

Volunteer of the Year

Ned Davis

The Early Childhood Services department would like to recognize and honor Ned Davis as the 2019 Volunteer of the Year. Ned has participated as the Board representative on the MEO Head



Start Policy Council since 2014, attending his first meeting on October 29, 2014. Ned has exceptional attendance as a voting member and can always be counted on to meet quorum which is extremely valuable when funding grants and other actions requiring approval. It is highly evident that Ned takes his role as a Policy Council member seriously and fully understands how his participation impacts the overall success of the program and agency. Ned enjoys the experience of watching first hand as program parents inquire about policies, procedures, financial reports, and share about their child's growth and development. He has the widest smiles when children are present at the meeting, bringing a cognizant purpose to the intent of why we contribute our time and resources to support programs such as Head Start.

Ned is also the President of MEO Board of Directors and is founder and CEO of Maui Innovation Group Inc. His board affiliation started in 2013 and he is a member of the Finance Committee in addition to being

assigned to Policy Council in 2014. Ned was the Board's Vice President in 2016 -17 and then the President since 2017 to present. In addition, Ned is the former chair and current board member of MEDB (Maui Economic Development Board).

In August 2019 the MEO Head Start program experienced an incident that placed a spotlight on the importance of safety for all enrolled children. Ned was front and center as the Board President, participating in all scheduled meetings with the Office of Head Start Region 9 leaders via conference calls and in person. As a true professional and a compassionate father himself, Ned worked collaboratively with CEO, Debbie Cabebe, to make critical decisions on behalf of the agency and program. Ned is a pillar of integrity with unwavering dedication to the mission of MEO. Throughout the ordeal, Ned remained optimistic, encouraging and steadfast in his commitment as the Board President and Policy Council representative.

Ned is acknowledged for the volume of hours he has contributed to the MEO Board and Committees, and to the MEO Head Start Policy Council. He has an extensive and very impressive resume including his education, experience, awards, and honors. From a personal and professional standpoint, we are most inspired by Ned's humble influence to make this world a better place to live, and to create a vibrant Community Action Agency for MEO and Maui County. He has earned the honor of being recognized as the MEO 2019 Volunteer of the Year.

Benefactor of the Year

Maui Fire & Police Departments



Due to a rash of wildfires in July of 2019, the Maui Fire and Safety Department and the Maui Police Department spent several days protecting life and property across Maui Island. One of the larger fires resulted in the evacuation of the MEO Transportation facility in Pu'unēnē for several hours. The fire moved quickly and was right at the entrance to the property in a very short period of time. This gave MEO Transportation very little time to evacuate staff and vehicles, both personal and company owned. Several personal and company vehicles had to be left behind as staff relocated to the MEO Wailuku offices until the next morning when we were given authorization to return to the Puunene site.

During the course of the rest of that week, the fire and police departments remained vigilant as there were numerous flare-ups.

If it were not for the swift action of the Maui Police Department and Maui Fire and Safety Department, staff may have been injured, lives may have been lost, and a large amount of property may have been damaged or destroyed. Such a loss would have not only impacted MEO, but neighboring businesses, the Armory, and nonprofits such as the Sugar Museum and the

Maui Humane Society, impacting the entire community.

If MEO had experienced a total loss of the Transportation office, equipment and furniture, including the generator, property lighting, and bus wash, 30 MEO vehicles and 20 employee vehicles, the total loss would have been more than \$6.9 million dollars. And, or course, there is no price on the value of the lives saved.

While MEO has insurance, the time it would have taken to recover from a total loss would have had a lasting impact on the community, limiting MEO's ability to serve its clients who depend on MEO transportation.

MEO is truly grateful to the Maui Police Department and Maui Fire and Safety Department for their selfless and tireless work and honor them as MEO's 2019 Benefactor of the Year.



Helping People.

MEO is committed to support the National Community Action Partnership motto of “**Helping People. Changing Lives.**” This tagline reflects MEO’s 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.

MEO believes 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.

MEO supports 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 Family Party, Administrative Professionals Luncheon, and more.

MEO acknowledges that our ‘ohana members are our most important asset and we appreciate their dedication and support.



Changing Lives.



Fiscal Summary

Maui Economic Opportunity, Inc. Annual Report Fiscal Summary October 1, 2018 - September 30, 2019

Revenue by Source

| | | |
|---|-------------------|---------|
| County of Maui grants | 12,548,309 | 73.78% |
| Federal grants | 3,460,839 | 20.35% |
| State of Hawaii grants | 13,942 | 0.08% |
| In-kind contributions | 343,175 | 2.02% |
| Private foundation grants and other contributions | 93,264 | 0.55% |
| Program Income | 128,825 | 0.76% |
| Rent Revenue | 71,638 | 0.42% |
| Fundraising | 112,165 | 0.66% |
| Other income | 234,640 | 1.38% |
| Total | <u>17,006,797</u> | 100.00% |

Expenditure by Service

| | | |
|------------------------------------|-------------------|---------|
| Transportation | 9,927,600 | 58.12% |
| Early Childhood Services | 2,847,254 | 16.67% |
| Other Federal Programs | 475,523 | 2.78% |
| Employment and Training | 427,801 | 2.50% |
| Crisis and Emergency Assistance | 344,297 | 2.02% |
| Youth Programs | 311,883 | 1.83% |
| Microloan and Business Development | 282,657 | 1.65% |
| Other County Programs | 212,630 | 1.24% |
| Reintegration | 117,667 | 0.69% |
| Special Projects | 94,557 | 0.55% |
| Enlace Hispano Program | 86,165 | 0.50% |
| Weatherization Assistance Program | 69,655 | 0.41% |
| Management and General | 1,854,888 | 10.86% |
| Fundraising | 29,388 | 0.17% |
| Total | <u>17,081,965</u> | 100.00% |

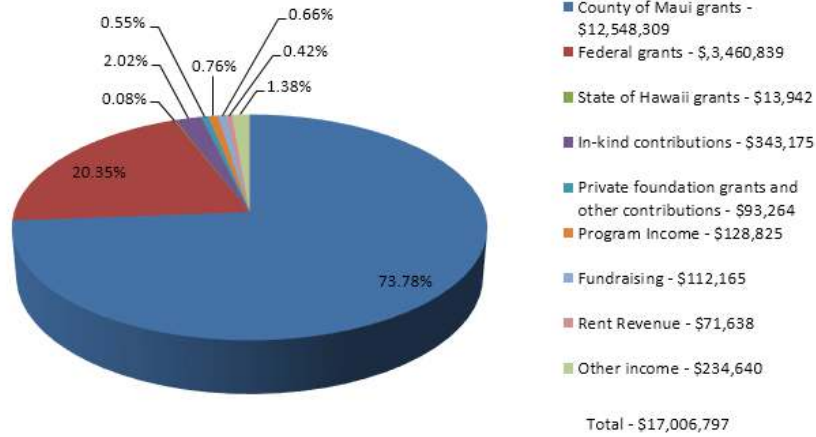
Expenditure by Function

| | | |
|--------------------------------------|-------------------|---------|
| Program Services - \$15,197,689 | 15,197,689 | 88.97% |
| Fundraising - \$29,388 | 29,388 | 0.17% |
| Management and General - \$1,832,596 | 1,854,888 | 10.86% |
| Total | <u>17,081,965</u> | 100.00% |

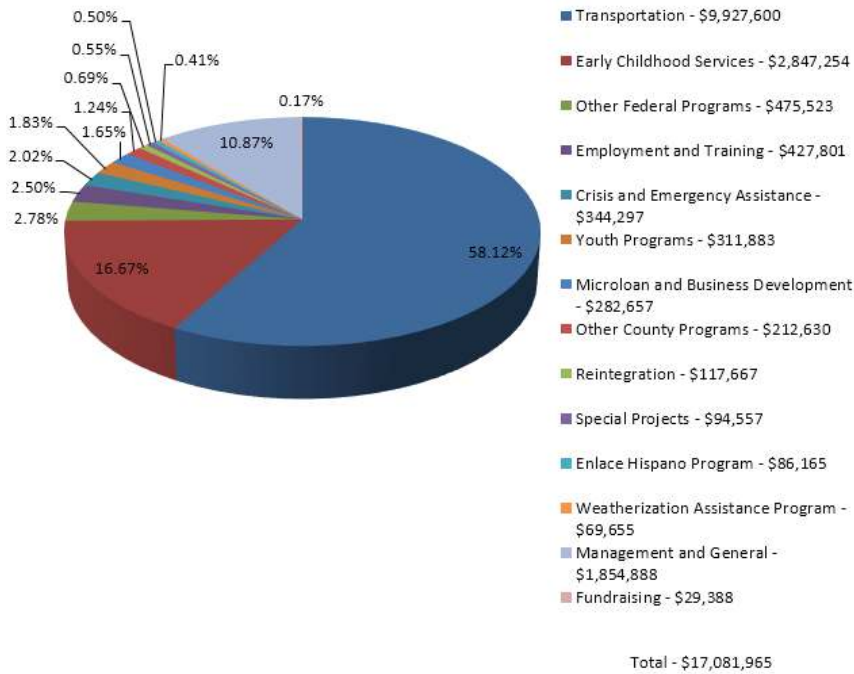
Summary:

| | |
|----------------------------------|---------------------|
| Revenue | 17,006,797 |
| Expenditures | <u>(17,081,965)</u> |
| Increase(Decrease) in Net Assets | (75,168) |
| Net Assets, October 1, 2018 | <u>29,291,092</u> |
| Net Assets, September 30, 2019 | <u>29,215,924</u> |

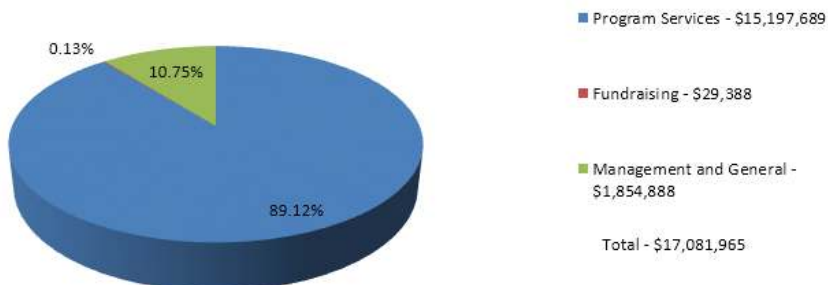
Revenue by Source



Expenditure by Service



Expenditure by Function



Grants

County of Maui:

Transportation – Human Services
Transportation – ADA Paratransit
Transportation – Vehicle Replacement
Head Start Afterschool and Summer Programs
Kāhi 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
Maui Independent Living Center Program
Senior Fair
Project Graduation
Business Development Center Microenterprise Program

State of Hawai'i:

CIP Transit Maintenance Shop
Impact Grant for Community Based Profiles

Federal (Including State/County Pass Thru)

Head Start – Federal
Community Services Block Grant
Low Income Energy Assistance Program (LI-HEAP)
Weatherization Assistance Program (WAP)
USDA Child Nutrition Program
Senior Farmer's Market Nutrition Program

National Farmworker Jobs Program
Senior Community Services Employment Program (SCSEP)
Corporation for National Community Services – AmeriCorps
Community Talk Town Hall Meetings (SAM-HSA)

Private Foundations:

Hawaiian Electric Industries Charitable Foundation
Aloha United Way – Coordinated Statewide Homeless Initiative
Castle Foundation – Kāhi Kamali'i Infant Toddler Center Training
Hawai'i Community Foundation Flex Grant
J&L Sheppard Charitable Trust
Quality Care for Hawaiian Keiki
Agape Lāna'i Microloan Fund
Atherton Family Foundation

Other:

Head Start Federal – In-kind
AmeriCorps Host Agency Cash Match and In-kind
Senior Community Services Employment Program (SCSEP) In-kind
Maui Senior Planning & Coordinating Council
Hawaii Community Action Programs Directors Association
Maui Homeless Alliance
MEO Transportation



