

**MAUI  
ECONOMIC  
OPPORTUNITY, INC.**



**MEO**  
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**ANNUAL REPORT  
JULY 1992 – JUNE 1993**

## What is MEO?

Founded in 1965, under the Economic Opportunity Act of 1964, MAUI ECONOMIC OPPORTUNITY is a private non-profit Community Action Agency that provides services for the low-income, elderly, immigrants, persons with disabilities, and other disadvantaged residents in Maui County and other locations in the State of Hawaii.

Celebrating its 28th anniversary this year, MEO has offices in Kahului and Hana on the island of Maui and on the islands of Lanai and Molokai. With a total staff of 165 employees and near six million dollar budget of federal, state, county and private funds, MEO's funding level continues to grow in spite of consistent cuts in funding from traditional grants. New revenue sources are constantly under development and research.

Programs include: Head Start for disadvantaged 3 to 5 year old pre-school children; bus, van, wheelchair, and gurney

transportation for the elderly and persons with disabilities to medical facilities, social and recreational programs, educational facilities, and county dining sites; chore services for people unable to attend to their own personal and household needs; employment and job training for the elderly, migrant and seasonal farmworkers, and other hard-to-serve; energy conservation; surplus food distribution; legal services; and in the area of economic development, MEO's ventures include Sugar Mill Auto Care, a very successful herb gardening project, and Na Keiki Hauoli Pre-School.

In carrying out these programs, MEO focuses on career development of its own clients, hiring them whenever possible, or referring them to associated agencies and businesses, and once hired, encourages them to further their education and training. MEO's motto is to "Help People Help Themselves."

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## Board President's Message

Dear Friends and Supporters:

We have completed another year and can be proud of our many accomplishments.

We continue to provide leadership training, education and economic opportunity for the residents of Maui County as well as the migrant farm workers.

We have started or plan to start in the coming year new Head Start and day-care programs in Wailuku, Makawao, Lahaina, Kaunakakai and Maui Community College.

Our Molokai office building is finally complete and the staff and Head Start classes will be moving in soon. We are also presently on course to secure ground floor space in the new Kahului Civic Center.

Our goal to be the main transporter of people on Maui has been achieved. We have added new buses to our fleet and are now providing transportation for the general public between Kahului and Wailuku. During the Summer months we also provided transportation service for the youth of Maui.

Gladys Baisa, Bill Bates, Don Medeiros and the rest of the staff deserve the credit for the year's successes. The Board of Directors has continued to provide leadership and has given its full support to the staff. We also need to thank our Mayor, Councilpersons, State Legislators and Congress people for helping us continue our mission and achieve our goals.

Aloha,

Lawrence N. C. Ing  
PRESIDENT



MEO board members and staff seriously participate in Board meeting.



MEO board members celebrate the birthday of fellow member Tom Risko.

## MEO Board of Directors

As of June 30, 1993

### PUBLIC SECTOR

Maui Councilmember James "Kimo" Apana • Stephanie Aveiro, representing Mayor Linda Crockett Lingle  
Riki Hokama, representing Maui Councilman Goro Hokama • Maui Councilmember Pat Kawano  
Maui Councilmember Manuel "Junior" Moniz • Maui Councilmember Tom Morrow  
John Perreira, Vice President, representing U.S. Senator Daniel Akaka  
Bill Wong, representing State Representative Joseph M. Souki

### RESIDENT SECTOR

Richard Abing, Molokai Community Action Council • Nicolas Cabe, Central Maui Seniors  
Linda Hubin, Lanai Area Council • Beatrice Kahanu, East Maui Seniors  
Haruko Nakata, Sec.-Tres., West Maui Seniors • Augie Nobriga, Head Start Policy Council  
Ernest Otsuka, Molokai CAC • Charlotte Smith, Maui Commission on Persons With Disabilities

### PRIVATE SECTOR

Artemio Baxa, Maui Filipino Community Council • Rose Marie Duey, Alu Like  
Mary Kay Hofmann, ILWU • Lawrence Ing, President, Private Attorney  
Brian Klaschka, Salvation Army • Manuel Martins, Maui Portuguese Cultural Club  
Charles Nalepa, Maui Chamber of Commerce • Tom Risko, Maui Visitors Bureau

## MEO, Inc. Board of Directors' Annual Meeting & Installation Banquet

Welcomed by Mistress of Ceremonies, Gladys Baisa, and following a blessing by Father Gary Colton of Christ the King Church, guests attending the 28th annual MEO Board of Directors Installation Banquet enjoyed a local style buffet dinner while listening to piano music by Pat Green.

Mayor Linda Crockett Lingle was the keynote speaker for the gala event which was held June 24th at the Maui Sun Hotel's Haleakala Ballroom. Stressing the importance of the many services rendered by MEO in the community and asking the question "What would life be like without MEO?" The Mayor complimented MEO on a "well-run" agency. Her remarks were received with a standing ovation by the 130 guests present. Out of town guests included Dayton Nakanelua, State Director of Labor and Industrial Relations, and Dr. Bob Watada, Director of the State Office of Employment and Training. Highlights of the evening included the installation of officers, John Perreira, President, Bea

Kahanu, Vice-President, and Tom Risko, Secretary-Treasurer by former MEO Board President Velma Santos. Outgoing President Larry Ing received a plaque in appreciation for his outstanding service not only as an officer of the board, but for the countless hours of volunteer legal assistance he has provided to MEO and its clients. Retiring members Haruko Nakata and Richard Abing were also honored. Perfect attendance awards went to Richard Abing, Riki Hokama, Haruko Nakata, and Ernest Otsuka.

Former MEO Board Presidents, County Department Heads, MEO employees of the month, senior club presidents, and other non-profit directors were also recognized and thanked for their contributions to the MEO programs. According to Gladys Baisa, MEO Executive Director, "Tonight we celebrate our success in helping people help themselves, which is our agency's mission, and give thanks and recognition to those who have helped us do it."



Annual dinner participants fill up at the Maui Sun Buffet.



Velma Santos installs MEO Board Officers.

### Message from the Executive Director



Dear Friends,

Another exciting year has quickly passed here at MEO. The entire MEO Ohana composed of our Board, staff, clients, and the community, worked hard to accomplish the projects this annual report contains.

Much of our time this year was spent on construction related activities. These involved completion of the new MEO Molokai Facility, building of the Lahaina Head Start classroom, opening of the Na Keiki Hauoli Preschool in Makawao, approvals of the plans for the MCC-Head Start class, securing of space in the proposed Kahului Civic Center for our Kahului Office, plans to relocate the transportation operation to a site in Puunene, and a search for a place to relocate Kahului Head Start.

Other highlights of this year included the opening of the Head Start Center at the Ka Hale Ake Ola in Wailuku, acquisition of 9 new vehicles including our first sedans for one-to-one escort service, opening of the Lahaina Branch Office, inception of the Wailuku-Kahului Public Shuttles, Youth transportation, employment transportation for persons with disabilities, phase out of the pineapple dormitory management program, completion of a 4-year plan for MEO, and Board and staff training and participation in local, regional and national organizations.

Many challenges lie ahead for us as we try to meet the needs of our clients with limited resources. With the continued splendid support of the government sector, the private sector, and a dedicated MEO Board and staff we look forward to continuing to fulfill our mission, "Helping People Help Themselves."

With much aloha and gratitude,

*Gladys C. Baisa*  
Gladys C. Baisa  
Executive Director



Bill Bates  
Deputy Director



Don Medeiros  
Deputy Director

### Employee of the Month

The Employee of the Month Program was started in January, 1985 to recognize MEO employees for superior performance, promote increased morale in the company, and to encourage the search for excellence among the staff. Employees of the Month were chosen by committees of their peers and awarded a day off of their choice plus a \$100.00 cash award. A short article was submitted for publication in the Maui News. In 1993, an additional prize of a dinner for two, compliments of the Maui Beach Hotel, was added.

JULY 1992



Peggy Kaina  
Chore Service -  
County Wide

AUGUST 1992



Hannah Davis  
Molokai Staff

SEPTEMBER 1992



Ora Latham  
At Large

OCTOBER 1992



Victorio Agtarap  
Community Services -  
County Wide

NOVEMBER 1992



Bazie Brandt  
Maui Central Office Staff

DECEMBER 1992



Debra Lorenzo  
At Large

JANUARY 1993



Sylvia Keyhani  
At Large

FEBRUARY 1993



Fred Bicoy  
Molokai Staff

MARCH 1993



Ann Pooahi  
Maui Transportation Staff

APRIL 1993



Brenda Kaahanui  
Molokai Head Start Staff

MAY 1993



Sheri Rourke  
Maui Head Start Staff

JUNE 1993



Don Medeiros  
At Large

### Volunteers

It has been MEO's tradition to honor and recognize devoted volunteers on Valentine's Day, a special day to express love and gratitude for the countless hours that volunteers have shared in reaching out to the poor and needy.

The 8th Annual Valentine's Day Volunteer Luncheon was held on February 13, 1993, at the Maui Beach Hotel Red Dragon Room. Gladys Baisa, Executive Director began the gala event with a Welcome Message. The special guest was Mayor Linda Crockett Lingle. She stressed the

fact that all the splendid accomplishments of the past year could not have been done without the dedicated volunteers. Harold Shimoda was MEO's 4th recipient of MEO's "Volunteer Hall of Fame" award. He was cited for his loyalty, dedication and hard work in coordinating the monthly surplus food distribution.

This event was also a splendid time for the joy of renewing friendships with long-time friends whose activities often prevent them from seeing one another.

### Free Legal Clinic

This is the 6th year that Attorney Lawrence Ing has helped MEO's seniors, 60 years and older, with their legal problems. Persons who own no real property other than their home, are eligible for the assistance. This year, Attorney Ing was

able to expand his free legal clinic to the island of Lanai. Free legal services include wills, trusts, powers of attorney and property transactions. Attorney Ing is able to see an average of 6-7 clients a week.



Our Board President Larry Ing and Vice-Pres. John Perreira present Hall of Fame award to Volunteer Harold Shimoda.



MEO's volunteers end a beautiful Valentine party by singing "Hawaii Aloha."



Mayor Linda Crockett Lingle presents her Keynote address at the Valentine Luncheon.



Volunteer attorney Larry Ing helps seniors at his weekly free legal clinic.

### Surplus Food

The Temporary Emergency Food Assistance Program makes surplus agricultural commodities available to low-income people. The U.S. Department of Agriculture (USDA) is responsible for purchasing and packaging the TEFAP commodities and for transporting these items to designated delivery points through the United States. In Maui County, MEO, Inc. is the designated delivery point.

Through the hard work of a group of dedicated volunteers called MEO's Helping Hands, low income, homebound, isolated, homeless and hungry receive food commodities on a regular monthly schedule. Some of the commodities that were distributed this year are the following: canned peas, pork, vegetarian beans, green beans, peanut butter, orange juice, flour, applesauce, butter and cornmeal.

### MEO Handi-Shoppers & MEO's Helping Hands Volunteers

These two groups of volunteers continue to provide countless hours to help the low-income, disadvantaged, and homebound residents of Maui County.

The MEO Handi-Shoppers is in their 6th year of providing shopping assistance and emergency errands for the homebound residents of the Hale Mahaolu Housing project. Their list of clients is getting longer and longer as many of our clients become dependent on their services due to their progressively deteriorating health.

This group of volunteers, headed by Yukiko

Kanolani plays a very important role in the lives of the frail and vulnerable seniors at the Hale Mahaolu Housing facility. This service allows them to enjoy their days outside of an institution and enjoy the company of their friends in their own surroundings longer.

The Community Services Department relies on volunteers to man the office and to provide over-the-counter information to the seniors and low-income families and individuals who continuously drop in for this type of assistance.



Faithful surplus food volunteers handle thousands of clients pickup of government surplus food each month.



Volunteers from the Lanai area council and Latter-Day Saints help out manager Victorio Agtarap with his monthly surplus food distribution.



Maui's regular surplus food distribution team.



Food distribution on Molokai is handled by community volunteers and staff.

### Transportation

MEO's Transportation service is our most valued, visible, and necessary service provided to Maui County, due to the lack of public transportation in the County. MEO operates a fleet of 41 vehicles county-wide with a capacity of 3 to 44 passengers each. During the past year, this service provided transportation to 8,600 low income elderly, children and adults with disabilities and preschool children with over 311,561 passenger trips county wide.

Transportation services, included transportation of children to Head Start, and of persons with mental and physical disabilities to recreational and work activities. The elderly were afforded trips to shopping centers, financial institutions, government offices, social agencies, medical enters, social recreational programs, education facilities, and the County congregate dining and nutritional Program.

This year MEO purchased with State funds, two (2) five-passenger vehicles, a Ford Tempo and a Mercury Tracer, to address the growing demand for personalized escort services. MEO provides this service to the general public, with no program specific funding.

With the addition of two (2) wheelchair buses, in the past year, MEO has increased its wheelchair service by 50 percent. This program has become so

popular that it will be expanded in the future.

Six new Diplomat buses were added to the MEO transportation fleet on October 28, 1992, following a blessing by Rev. David Kaalakea on the MEO grounds in Kahului. Participating in the untying of the maile lei were Mayor Linda Crockett Lingle, and MEO Board President Lawrence Ing.

December 21, 1992 was a historic occasion for MEO. Commencing that day, MEO began providing free shuttle service linking shopping, government and medical facilities, with low income housing and residential areas within Kahului-Waiehu-Happy Valley and Wailuku. MEO Buses make two morning and two afternoon round trips per day, on a Monday through Friday schedule, with no weekend or holiday service available at this time. This service is funded by the County of Maui, to provide transportation to a segment of the population who require it, as identified by the Mayor's TRAM committee last year. Schedules are published in both English and Spanish. All state of the art buses used in this service are lift-equipped, and comply with ADA regulations.

*Special attention to safety is given to all clients on boarding and exiting the MEO buses.*



*MEO's Tri-Isle transportation staff get together for a day of specialized training.*

### Transportation

MEO's transportation service is the key to the programs of many other non-profit agencies in the county, such as Ka Lima O Maui, Maui Adult Day Care, Hale Hauoli Day Activity Center, congregate dining, Kaunoa Senior Center, Head Start, Renal Dialysis, Maui Aids Foundation, IMUA Infant Child Development Program, Hale Makua Day Health Program, American Cancer Society, Hospice Maui, Hawaiian Language Immersion Program, Seabury Hall and the Wailuku Hongwonji Japanese Language School. MEO, at the request of the TRAM committee, was instrumental in conducting two important surveys to assess the transportation needs of the citizens of Maui. MEO coordinated and consolidated the data collected working together with representatives and providers of rehabilitation services, the Developmental Disabilities Council, the State Department of Health-Division of Vocational Rehabilitation, and senior citizen groups, to produce both documents. These efforts resulted in the County council funding a pilot project of \$112,000 to provide transportation to work for persons with

disabilities commencing July 1, 1992. This project was up and running early in FY 92-93. This successful program presently transports 29-program participants daily. Mayor Linda Crockett Lingle has opted to refund this needed program by including funding for it in the County Administration budget. All of these programs could not get their clients to needed services without MEO's transportation.

This fiscal year 1992-1993 MEO received \$2,222,000 from the State, Federal, County and private sources. Our goal in Transportation Service is to become the centralized agency for the transportation of senior citizens, persons with disabilities, and low-income residents of Maui County. This will eliminate duplication of services and make transportation more time and cost efficient to the State and County. In spite of all that we are doing, we still daily turn away requests for service as we are working to capacity with the resources we have and need to continue to expand to meet the growing transportation needs of Maui County.



*Rev. David Kaalakea blesses the new MEO buses funded by the County of Maui.*



*Happy seniors enjoy their comfortable, new MEO buses and the T.L.C. of staff.*



*Molokai bus driver Hannah Davis loads her van with happy clients for a ride to lunch.*



*Lanai staffer, Victorio Agtarap, assists his passengers in boarding the MEO bus.*

### Head Start

One of MEO's charter programs, the 28 year old Head Start program has continued to grow and maintain it's high quality due to a dedicated staff and a high degree of parent and community volunteer involvement. This year the Head Start program enrolled 203 children in ten centers, four on Molokai, and six on Maui . In addition to the center-based programs, there are four home-based programs, two on Molokai and two on Maui. Three of the centers are "wrap-around" centers, which operate full-day. There are also four summer classes. Molokai also has a class for

parents who wish to earn their high school diploma.

Children three to five years of age, who meet federal guidelines are eligible for the program. Selection priority is given to children with disabilities, those from high-risk families (parents are substance abusers, child/spouse abusers, or mentally ill), or children whose parents are on the JOBS program for DHS recipients. Four year old children are given preference in the selection of children. If space is available, three year-olds are enrolled.



The Kahului B class Head Start enjoy birthday cupcakes and ice cream.



Head Start students learn about the postal system during a field trip.



Parents prepare haku leis during a workshop at the annual Head Start parent conference.



Some of the first graduates of the new Ka Hale Ake Ola Head Start Center.

### Head Start

The Head Start program has continued to grow and thrive because of its comprehensive services to not only the child, but his/her family. The social services staff assist parents by giving them direct services, holding training workshops for them, or referring them to specific agencies and services. At training workshops parents are trained to be the primary educators of their children. They are also trained to be able to make decisions about the program by participation in center clubs and the Head Start Policy Council which makes Head Start program policy.

In keeping with MEO's hiring and promotion philosophy, Head Start believes in upward mobility of staff. Parents are given preference whenever vacancies occur in nonprofessional positions and given the opportunity to attend classes and progress to degreed positions. As a result, currently 85% of the staff are former parents.

Support of this program by the federal, state, and county governments as well as the community attests to the success of this top notch early childhood program.



Could it be Halloween or do Head Start teachers really have multi-colored curly hair due to stress?



Kids and cops get to know each other with a visit by Maui's finest to Head Start.



Graduation is the proud moment for Head Start children, staff and families.



Hippety-Hop to win the race as parents and children play together with staff.

## Community Services

### CASE MANAGEMENT PROGRAM

To address many of the problems facing human services, an innovative service concept was devised, generally termed "Case Management." Case Management incorporates two broad functions—provide individualized counseling and linking clients to needed services and supports from community agencies and informal helping networks.



Case manager Kay Yamamoto listens attentively to one of her many clients.



The powerful and well organized Lahaina-Honolua seniors get together at one of many public hearings to express their opinions and needs.



During a hearing at Helene Hall Hana's MEO seniors tell the County Council about transportation and how great a need it is for them.

Our State funded Family Development program has been a very successful program for the last 3 years, accomplishing our goal of preventing clients from becoming dependent on the welfare system by helping them develop their natural abilities to become self-sufficient.

This year the program helped 42 families/individuals to become self-sufficient, thus representing a considerable savings to the State of Hawaii.

Through MEO's network of service, clients develop their problem-solving ability to improve their well-being and obtain self-sufficiency. Case Management facilitates easy access to the many different types of services available in the community for our clients.

Some of the support services that were provided to our family development clients include: rental assistance, food and clothing assistance, child care, legal services, transportation, counseling and many other solutions to problems identified as barriers to steady employment and self-sufficiency.

### SENIOR CLUBS

MEO Community Services staff continues to organize Senior clubs in order to facilitate the delivery of services and make their golden years more productive and meaningful. We've organized 3 clubs this year which brings our total Ku Clubs to 31, with a total membership of approximately 7,000 senior citizens. Resource speakers from various agencies and businesses attend the Ku club monthly meetings to provide updated information relative to seniors.

Seniors look forward to their monthly meetings so that they can socialize with their friends to discuss issues and concerns affecting them. For many of them this is their only chance to lessen the boredom of living alone and keep abreast of current issues.

### OUTREACH INFORMATION AND REFERRAL

This is a service that assists the seniors and low-income residents in obtaining services from various human service agencies. MEO staff provide home visits to the disabled, homebound and persons with disabilities to help them with their special needs. MEO staff accompanies and assists the clients through the entire eligibility determination process, from completing necessary forms, to acting as their official personal representative for interviews and redeeming their food stamps authorization coupons. This year we made 1,702 referrals to various agencies and organizations.

## Community Services

### SENIOR "RED CARD" PROGRAM

This is one of our most popular programs in Maui County. As soon as seniors turn 60 years of age they are at the door of the Community Services Department for their red discount card.

New businesses and supermarkets, as well as drug stores, call in to inquire how they can be included in MEO's Senior Discount Program.

A total of 89 outlets on the Valley Isle, 5 on Lanai, and 8 on Molokai are presently giving discounts to elderly residents 60 years and older. Discounts range from 10-15% on restaurants and prescriptions, to waiving the 4% sales tax at many stores and businesses.

### HEALTHCARE AND EMERGENCY NEED ASSISTANCE

This is the second year that the Hawaii Community Foundation has awarded grants to MEO to provide emergency assistance to needy clients of Hawaiian ancestry under the Lillian Wilder and Irving S. Singer funds. The agency also received Alice M.G. Soper funds to assist under privileged individuals 50 years or older.

These grants provided financial assistance to 68 families or individuals that needed special medical assistance, or had any financial difficulties or problems that affected their health, safety or independence. Grants from these funds were awarded only if the client and MEO staff could not obtain assistance from other resources in the community.

Some of the guidelines of this program are:

- The individual is without resources to resolve financial need.
- No other resources are available in the community to assist the applicant nor can family or friends.
- The individual need can be met with financial assistance from the grants program or with assistance of several collaborating agencies.
- The individual can resume an independent life style if financial assistance is provided.
- The health or safety of individual is at risk if assistance is not provided.
- The financial assistance is not available for death related costs, education or entrepreneurial related expense.



MEO Molokai case manager Henrietta Mokiao gets some of that necessary paperwork done.



MEO's Lanai seniors sold bread as a fund raiser to come to Maui for the annual Senior Aloha Party.



Clients seem pleased with the super service of case manager Ora Latham.

## Employment & Training

The Senior Community Service Employment Program (SCSEP) is a federally subsidized employment project for individuals 55 years and older. The program provides meaningful part-time paid work experience in community services and encourages the transition into the unsubsidized job market in either private industry or the public sector. Although most older individuals have had extensive work experience many times the program allows older workers to gain the self-confidence necessary to seek employment or to re-enter the work force.

This program was established under legal authority of Title V of the Older Americans October of 1965. The program is managed by the U.S. Department of Labor with the State Department of Labor being the recipient of this grant. MEO as the subgrantee receives funding to provide individuals with job training on Maui, Molokai and Lanai.

To be eligible for initial enrollment each individual shall meet the criteria for age, income, and place of residence.

Enrollees are then placed in public or private non-profit community service agencies and work 19 hours a week. Host agencies that have provided training are: Kaunoa Senior Center, Makawao School Library, Ka Lima O Maui, IMUA Rehab, Maui Historical Society,

Kahului Public Library, Maui Adult Day Care Center, and the MEO Transportation Department. Training was provided on Molokai and Lanai by Kilohana and Kaunakakai Schools, Maui Community College Ag Park, Maui County Nutrition Program, and MEO branch offices.

Enrollee benefits include an annual physical examination, personal and job related counseling, earned wages and placement into unsubsidized jobs.

During this past project year 40 individuals received work experience training through the Senior Community Service Employment Program. Twelve enrollees were terminated and placed into unsubsidized employment, this resulted in the program exceeding placement goals for the year.

### JTPA, TITLE II TRAINING PROGRAM FOR OLDER INDIVIDUALS

MEO provided job training and employment activities to 21 participants enrolled on the Older Individuals Program this past program year. Funded through the Federal Job Training Partnership Act, the program provided training to individuals to prepare them for entry into the labor force and to assure the eventual placement of participants in unsubsidized jobs within the private sectors.



Counselor Bazie Brandt helps her participants with completion of intake forms.



A smiling Lucille DeMello cheerfully answers the constant phone calls in the Community Services Department.



Light of the MEO Molokai office - "Auntie Napua."



SCSEP enrollee Elsie Manoa learns new computer skills.

## Employment & Training

Individuals qualifying for the program must be at least 55 years of age and meet the economically disadvantaged income criteria.

Training activities included on-the-job training, giving participants an opportunity to earn a wage while receiving direct "hands-on" experience in a specific occupation, at an actual work site. Employers provide participants with training in a particular occupation for a specific length of time and are reimbursed up to 50% of the participant's wages for expenses associated with the training.

This year training activities included classroom training which provided participants with (ESL) English as a Second Language and a Basic Skills Workshop. Classes were provided through a partnership with the Department of Education-Adult Education where several participants were able to pursue a GED.

Placement goals were achieved according to plan by placing five participants into unsubsidized employment.

### EMPLOYMENT TRAINING AND JOB PLACEMENT SERVICES FOR LOW-INCOME PERSONS

Program services are available to assist low income

individuals with employment training and job placement. This program will coordinate services within MEO and other social service agencies to eliminate any barriers that may prevent the individual from meeting the goal of economic self-sufficiency.

Recruitment of potentially eligible applicants will be conducted primarily through the networking efforts of MEO. This program will coordinate its services with the MEO Case Management Program in assisting those participants who are deemed ready for employment.

Individuals needing assistance will be provided with the following services: Outreach, intake, assessment, employment related supportive counseling, and continuous follow-up. Training activities as pre-employment and occupational skills training will be offered or direct placement into unsubsidized employment. Support services may be provided to participants to ensure a successful completion in the program. These services may include transportation, child care, uniforms, special equipment, and other necessities.

To qualify for the program, at least 70% of the individuals shall meet DHHS Federal Poverty Guidelines. MEO provided 125 individuals with program services this past year.



Deputy Bill Bates teaches weed whacking techniques to OIP participant.



Executive Director Gladys Baisa presents SCSEP enrollee a going away gift of a MEO watch as he starts a new job after his training at MEO.



OIP clients attend English as a Second Language course on Molokai.



Employment and training participant Herb Galbraith's successful training landed him a job as Management Information Specialist for MEO.

## Energy

### WEATHERIZATION ASSISTANCE PROGRAM (WAP)

This Federally financed program, channeled through the State of Hawaii's Office of Community Services, assists low income households, with incomes at and below 150% of the poverty guidelines, by providing energy education surveys and installation of energy saving devices. For purposes of determining eligibility for the WAP project, income refers to wages and salaries before deductions, self-employment receipts and income less operating expenses and fringe benefits such as social security, worker's compensation, strike benefits, veteran's benefits, training stipends, pensions, insurance, and annuities. Specifically excluded from income are assets from bank withdrawals, sales of property and one-time insurance payments and lump sum compensations for injury, food stamps, resources from grants, scholarships, fellowships, and income required for an approved program of self-support, and black lung disability payments.



Fred Baisa on-the-job, securing a water heater blanket for a client.



Eileen Yoshinaka and Ike Watson congratulate MEO's Fred Baisa on his regional award for excellence in his work.

Qualified clients throughout Maui County receive educational surveys which include an assessment of electrical or gas appliances and equipment and ways to conserve energy. WAP clients also receive energy saving devices including heat pumps, timers, and water heater jackets which are installed at no cost to the client. The majority of our clients can anticipate energy savings of 5% upwards to 40% depending upon their usage and seasonal demands.

MEO's energy staff comprised of Fred Baisa, Evelyn Wilson and Molokai's Doreen Galam succeeded in having another banner year by achieving 100% of their annual installation goal of 50 heat pumps, 45 timers and 100 jackets. MEO has such an outstanding program that Fred Baisa received recognition (the only one in Hawaii) at the U.S. Department of Energy Regional Conference held at San Diego, California in appreciation of his service and dedication to the low income residents of Maui County.

### LOW INCOME HOME ENERGY ASSISTANCE PROGRAM

The Department of Human Services Office of Honolulu has sub-contracted the application process of their federal LIHEAP (Low Income Home Energy Assistance Program) to MEO for the last 10 years. MEO staff assisted applicants in completing applications, verifying income and assists in submitting whatever required documents to the DHS Office in Honolulu for clients eligibility determination. MEO staff also provided home visit services to assist the homebound, disabled and handicapped applicants. This year we processed 975 LIHEAP applications.



Doreen Galam, MEO Molokai's energy person, installs a heater blanket.

## Chore Service

The main goal of this program is to sustain and maintain disabled and frail elderly in an independent living environment as long as possible. It also allows them to continue to enjoy and entertain their families and friends in their own home.

This year we exceeded our goal of preventing premature institutionalization of disabled and frail and vulnerable elderly by 77%, and served 327 clients. Because of limited funding from the State and Federal Government and the high demand for this type of service, our waiting list is getting longer and longer.



Teofila Arroccena tidies the apartment of her client.



Molokai Chore Service Aide Kanee Wright scrubs the bathroom clean.



Kitchen policing is a major part of MEO Chore Service Aide Norma Fernandez's daily work.



Maui's Chore Service staff takes off for a hard days work.

### JTPA 402 Migrant & Seasonal Farmworker Program

This program experienced another banner year as the continued influx of Hispanic Migrant and Seasonal Farmworkers brought us many more eligible participants than planned for. A total of 252 participants were enrolled in the program. Plan was to have 150 participants. A total of 134 participants were placed in unsubsidized employment! Even more outstanding was the \$7.93 per hour average wage at placement during a time of high unemployment in Hawaii and the Nation. These statistics are truly satisfying to those of us at MEO who strive so hard "Help People Help Themselves." Our intensive case management approach with our participants which includes successful counseling promotes the

importance of education, English competency, and acculturation.

The goals of the program are to provide low-income farmworkers with opportunities for quality job-training, work experience, vocational education, and emergency assistance to break the cycle of seasonal and migrant farmwork and place the client in long-term, unsubsidized employment which will result in self sufficiency.

To qualify, program applicants must have 50% of earned income in farmwork, a minimum of 25 days in farmwork, earned at least \$400 in farmwork within the previous 24 months prior to enrollment, and fall within the federal "lower living standard income level" guidelines.



MSFWP participants at the INS office in Honolulu accompanied by MEO staff.



Haliimaile dorm ESL students study after a hard day in the fields.



MEO's 402 staff talk to Kauai Economic Opp. staff to determine the needs of farmworkers after Hurricane Iniki.



MSFWP clients enjoy an excursion to heavenly Hana complete with cookout.

### JTPA 402 Migrant & Seasonal Farmworker Program

Dependents of qualified participants are also eligible for services. The program is available to farmworkers throughout the State of Hawaii.

MEO's commitment to education results in our partnership with the State Department of Education's Adult Education Program. Through this relationship, MEO's 402 program has been able to exceed our planned enrollment in classroom training by 176%. The majority of the 252 program participants we served this past year experienced at least limited English proficiency, and were enrolled in English as a Second Language classes provided by the Adult Education Program.

Acculturation activities are paramount to a par-

icipant's successful transition in to the Hawaiian lifestyle. A variety of activities took place throughout the year. Among them were trips to the Fourth of July Makawao Parade and Rodeo, attending an authentic Hawaiian Luau, and whale watch boat trips to beautiful Molokini. Numerous fiestas and dances allow participants to socialize, share their culture, and make new friends. An anniversary celebration in March marked the third anniversary of the arrival of the Hispanics on Maui. Several weddings of our Hispanic participants to local residents, and baptismal parties verified the permanency of the Latino migration to Hawaii.



Basic Education & Acculturation class participants learn by doing on a class that led all of them to hotel jobs.



Diane Mull of the Association of Farmworker Programs in Washington, DC teaches MEO fiscal director Mona Kailiponi about 402 rules and regulations.



402 participants competed for trophies in a Thanksgiving soccer tournament sponsored by MEO.



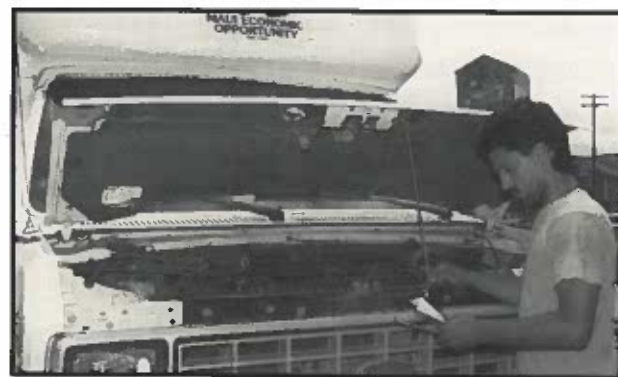
The Guatemalan team who won the soccer tournament.

## Economic Development

### SUGAR MILL AUTO CARE CENTER

Sugar Mill Auto Care Center (SMACC) was started by MEO as an economic development project eight years ago. It was initially a Chevron branded full service station in Puunene. In 1991 its role changed by eliminating fuel sales and relocating to its current location at 140 Hobron Street, near the Kahului Harbor. Today SMACC primarily services the large MEO Transportation Fleet. In this current role SMACC provides both priority service to the MEO fleet and cost containment that is in keeping with industry standards for fleet maintenance and vehicle breakdown. However, repair services continue to be available to the general public. Senior clients still receive a substantial discount on parts and labor. Certified Ace mechanic, Chad Lee manages the facility and is responsible for its overall operation. MEO mechanics are able to repair air-conditioning systems, both diesel and gas engines, electrical systems, all brake systems, drive train and fuel systems. The facility is a County of Maui certi-

fied safety inspection station. While SMACC did not continue as an independent economic development project it does provide revenues to MEO by reducing maintenance costs of our vehicles and income from private work performed.



MEO's star mechanic Chad Lee checks a work order on repairing a MEO bus.

### NA KEIKI HAUOLI PRESCHOOL

A new economic development project for MEO, with the dual goal of filling a desperate need for child care and providing MEO with some discretionary income, the MEO Na Keiki Hauoli Preschool opened its doors to upcountry children in August 1992. Approved by the State Licensing authority, there are slots available for 19 paying children. Staffed by a fully certified teacher and teacher aide, the preschool operates from 7:00 am to 5:00 pm, Monday through Friday. The curriculum is designed after the Head Start program. Children ages 3-4 are enrolled in the program. The program is located on the grounds of the Eddie Tam Memorial Center in Makawao and shares a building with Makawao Head Start.

Although it was necessary for us to advertise for students initially, to let parents know of the program's availability, we now have a waiting list of eligible children.

This past year, parents contributed much of

their time and talents to making the program a success. We hope to be able to replicate this venture throughout Maui County as sites can be identified and acquired, as there is a need for quality preschools everywhere in Maui County.



Na Keiki kids and parents do the hula at Parent Fun Day.

## Economic Development

### SENIOR HERB GARDENING PROJECT

The exceptional economic development project of MEO, continues to be our Senior Herb Gardening Project. A cottage industry in its 8th year, the Herb Project continues to be profitable for the Senior Citizens that grow herbs in their back yards, and MEO, Inc. This year's project gross revenues exceeded \$105,000, fulfilling the projects goals which are to provide additional income to seniors and discretionary income to MEO.

The driving force behind this unique senior citizen project lies in the volunteer area coordinators. This small group of determined senior citizens composed of Mr. Ichiro Takahashi, Mr. Nicolas Cabe, Mr. Tsugio Yamaguchi, Mr. Pedro Macadangang, is constantly looking for new directions and solutions for added productivity and profits, as many of the growers in the project are living on a fixed income. This innovative group of seniors holds an incredible record of mainland shipments to the East Coast and Midwest every week for the last five years.

This year, cutbacks in the shipments of other herbs such as marjoram, oregano, thyme and sage

were necessary due to the recession that caused a change in consumers buying habits on the mainland. Consumers are now buying only essential herbs such as basil for their daily use. We continue to supply basil to the East coast and stave off competition due to the high quality of the product grown by the senior citizens. We are able to market all that we grow.

Each program year has seen some new innovative idea added to the project. The last six months our herbs have been air shipped in a new type of bag. This bag enables us to prolong the shelf life of the herbs up to four weeks, and has the potential to spin off as an independent economic development project which MEO is researching.

Our marketing to prospective growers includes the following information: If you are a senior citizen tired of mowing your lawn, we will show you how to turn your grass into cash by growing herbs in its place. Phone 871-9591 for information on joining the MEO Senior Herb Gardening Project.



Herb Advisory Committee Nick Cabe, Dan Flavin, Ichiro Takahashi and Tsugio Yamaguchi hold their regular weekly meeting.



Herb grower Ichiro Takahashi, shows off his prime product, ready for shipping.

## Language Arts Multi-Cultural Program (LAMP)

Since June 19, 1988, MEO has been involved with a supplemental education program called LAMP located at Kilohana Elementary School on the east end of Molokai. The intent of this program is to provide educational, social, and cultural support services to primarily school-referred but also, now, parent-referred third and fourth grade academic and social under-achievers. The program is designed to improve the students' academic and social skills to a level appropriate with their respective ages and grades through utilization of comprehensive curriculum and teaching strategies. These strategies are specifically adjusted to, and responsive to, the needs of these students with the involvement of their parents and the community to turn them into self-motivated learners and to improve their self-esteem. The selection of the LAMP students is done by the Kilohana principal, faculty, parents, and MEO's LAMP staff.

The program curriculum has two in-school components. In the first component, the LAMP staff provides tutoring to individuals or small groups each morning under the direct supervision of the DOE teachers. In the second component, the MEO LAMP staff provides an after-school program from 2 to 4:30 p.m. This includes bus transportation. Staff implements the LAMP

curriculum special projects, excursions, and utilizes parent involvement.

A requirement of the program is to enroll and maintain, with regular attendance, a minimum of 26 students. The students are given SAT comprehension, and oral and written tests in the first and last months of the school year, to determine their progress. This year has been difficult to administer with changes in faculty (both DOE and LAMP), which undoubtedly had an effect on student test results. In all three categories comprehension, written and oral; we attained slightly less than our required goal. However, written scores were improved from the previous year.

We are very appreciative of parent involvement which resulted in their initiation and implementation of Hawaiian Craft activities. Students were instructed in the fine art of making puppets from natural plant materials. Excursions outside of the school's environment allowed the students to travel to Maui and visit the animal park located on the west end of Molokai. An example of community involvement was Molokai Ranch's in-kind gift of food, refreshments, and a tour guide. The program is fortunate to have such dedicated and capable faculty in teacher, Larry Clark and teacher assistant, Olivia Riel.

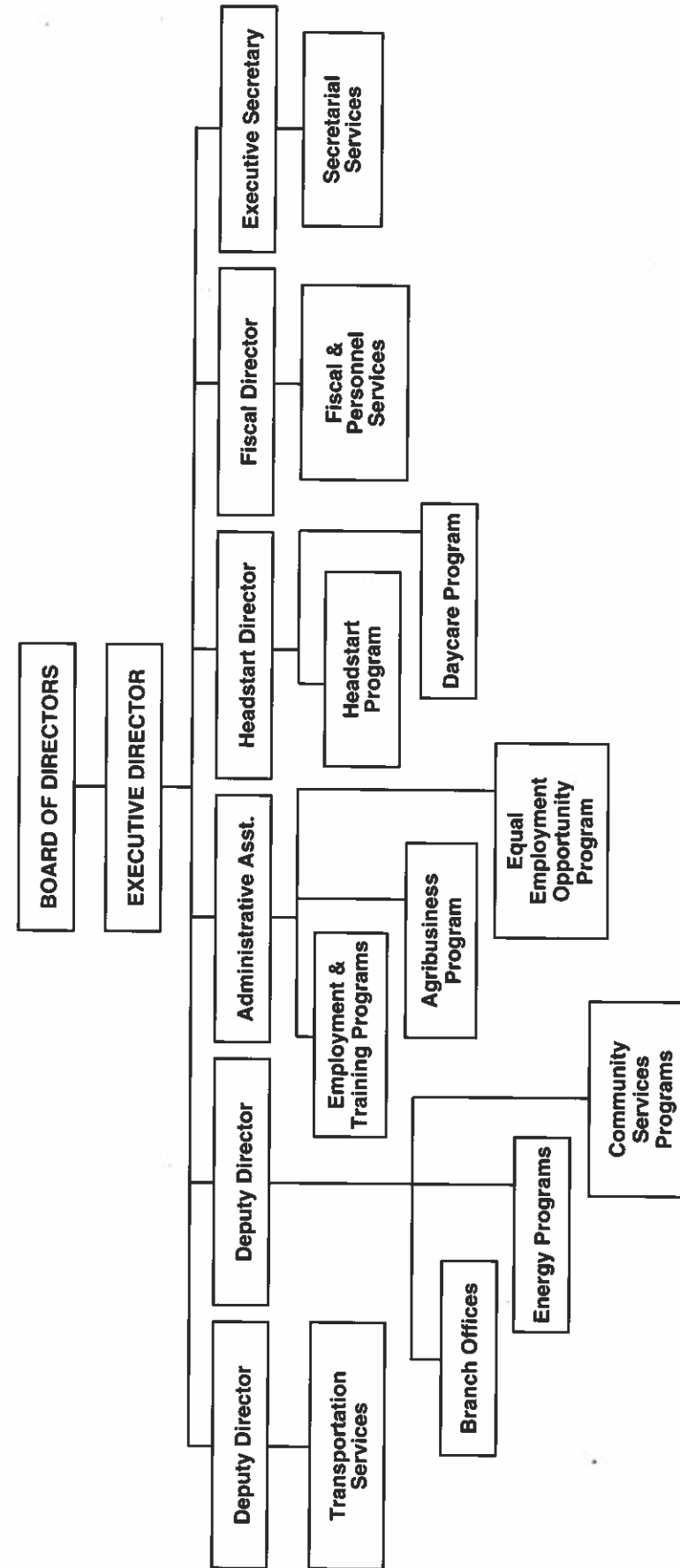


The best liked class in LAMP is cooking and baking and eating the results.



The LAMP class goes on a field trip with MEO Driver Hannah Davis and Teacher Aide Olivia Riel.

### MEO ORGANIZATIONAL CHART



**KEY**

- Transportation Services: Transit operations on Maui, Molokai and Lanai; Sugar Mill Auto Care.
- Branch Offices: Hana, Molokai, Lanai, and Lahaina, Area Councils on Molokai and Lanai, and the Language Arts Multi-Cultural Program on Molokai.
- Energy Programs: Weatherization Assistance Program, Low Income Home Energy Assistance Program.
- Community Services Programs: Senior Clubs, Red Card Program, Legal Services, Surplus Food, Homeless Programs, Family Development/Case Management, Chore Services, Outreach & Referral.
- Employment & Training Programs: The Migrant & Seasonal Farm Worker Program, OCS Employment & Training Program, JTPA Older Individuals Program and Senior Community Service Employment Program.
- Equal Employment Opportunity Program: Affirmation action plan development & implementation.
- Headstart Program: Headstart classes on Maui and Molokai.
- Daycare Program: Na Keiki Hauoli Preschool in Makawao.
- Agribusiness Program: Herb Gardening and related activities.

## MEO Senior Staff

Gladys C. Baisa  
*Executive Director*

William Bates  
*Deputy Director*

Annette Spenser  
*Executive Secretary*

Carnation Nanod  
*Head Start Director*

Bazie Brandt  
*Employment & Training Director*

Rudy Esquer  
*Labor Project Director*

Kathy Middleton  
*Education Coordinator*

Donald Medeiros  
*Deputy Director*

Mona Kailiponi  
*Fiscal Director*

Loreta Pacubas  
*Community Services Director*  
*Migrant & Seasonal Farmworker Program Coordinator*

Fred Bicoy  
*Molokai Branch Director*

Agnes Groff  
*Transportation Manager*

Irene Kaahanui  
*Molokai Office Manager*

Dan Flavin  
*Agribusiness Director*



MEO's fiscal whizes— (center front) Mona Kailiponi, (back, left to right) Juliana Perreira, Sylvia Keyhani, Laneda Baker, Debbie Lorenzo and Marcy Maguddayao.



MEO's secretarial team in the main office, from left Annette Spenser and Natalie Akuna.

## Perfect Attendance

MEO Employees were recognized at the annual MEO Perfect Attendance dinner for having used no sick leave during calendar year 1992. Listed below are the employees recognized at the event and the number of years they have achieved perfect attendance.

Teofila Arroccena	1 year
Gladys Baisa	7 years
William Bates	5 years
Daniel Flavin	7 years
William Gearon	2 years
Agnes Groff	6 years
Roberta Higgins	2 years
Mona Kailiponi	3 years
Peggy Kaina	1 year
Elizabeth Kauai	1 year
Ora Latham	11 years
Debra K.Y. Lorenzo	1 year
Donald Medeiros	1 year
Pasita Pladera	4 years
Sheri Rourke	6 years
Susan Souza	6 years
Paulina Santiago	1 year
Annette Spenser	16 years
Lydia Joao	2 years
Rebecca Kamakeeaina	5 years
Lovena Makekau	1 year
Carnation Nanod	9 years



We're smiling because we're stuffed! MEO's perfect attendees enjoyed a scrumptious buffet at the Maui Prince Hotel.

## MEO Funding Summary 1992-1993

GRANTS	TOTAL BUDGET
1. STATE OCS GRANTS	
TRANSPORTATION	412,911
FAMILY DEVELOPMENT AND CASE MANAGEMENT	316,891
WEATHERIZATION ASSISTANCE PROGRAM	290,968
CSBG - FEDERAL	274,719
EMPLOYMENT AND TRAINING	59,722
HEAD START	37,777
HOMELESS - MCKINNEY ACT	12,620
COMMUNITY FOOD & NUTRITION PROGRAM	7,500
2. OTHER STATE GRANTS	
CHORE SERVICE - TITLE II	141,613
ALOHA HOMELESS GRANT	73,764
LANGUAGE ARTS MULTI-CULTURE PROGRAM	42,606
OHA - HS PARENTS LITERACY PROGRAM	21,548
LIHEAP	8,575
TEFAP	8,392
3. COUNTY OF MAUI GRANTS	
TRANSPORTATION	1,203,692
HEAD START MCC AND LAHAINA BUILDING FUND	160,000
HEAD START	73,000
COUNTY CHORE SERVICE - MCCOA	70,567
TRANSPORTATION - MCCOA	49,350
MAUI COUNTY SUMMER PRE-SCHOOL PROGRAM	40,000
MOLOKAI OFFICE BUILDING FURNISHING GRANT	7,000
4. FEDERAL GRANTS	
HEAD START GRANT	765,316
HEAD START IN-KIND	191,329
MIGRANT & SEASONAL FARMWORKER PROGRAM	300,848
SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM	168,639
SCSEP IN-KIND	46,580
TRANSPORTATION - SECTION 18 (FTA)	139,670
JOB TRAINING PARTNERSHIP - OIP	15,818
5. OTHER TRANSPORTATION PROGRAMS	371,334
6. PRIVATE FUNDING SOURCE	
CHRISTIAN LASSEN ALOHA FUND	58,450
IMMIGRANT SERVICES	49,254
HAWAIIAN COMMUNITY FOUNDATION	16,000
ROCKY MOUNTAIN HIGH DORMS	14,854
WAILUKU AGRI DORM	3,100
CAMPBELL FOUNDATION	1,000
7. INCOME PRODUCING VENTURES	
HERB GARDENING VENTURE	105,347
NA KEIKI HAUOLI DAY CARE CENTER	52,175
MISCELLANEOUS FUNDRAISING ACTIVITIES	79,322
<b>TOTAL FUNDING</b>	<b>\$ 5,692,251</b>

## HIGHLIGHTS - Molokai Building Dedication



*This is when it all began!*



*The construction begins!*



*We held a groundbreaking in early October 1992.*



*Rep. Roz Baker was at groundbreaking to wish us well.*



*VIPs and friends were elated with the actual start of construction.*



*It was hot that day, but our joy was evident.*

### CHRISTMAS HIGHLIGHTS



*And the Karaoke Queen is...!*



*Transportation staff takes it away!*



*Feliz Navidad los Latinos de MEO.*



*MEO does the Electric Slide!*



*Merwyn Jones swears in the MCAC officers at the Molokai Christmas Party.*



*Santa Jorge says Ho! Ho! Ho! to our executive director.*

### CHRISTMAS HIGHLIGHTS



*Senator Akaka croons a Christmas carol with MC Greg Helm.*



*Wonder who they're listening to?*



*Looks like Santa made it to Molokai for their Christmas Party.*



*The A-Team gets ready to give an award.*



*We work hard and play hard when we can.*



*Are we having fun yet?*

### HIGHLIGHTS



MEO's Senior Planning & Coordination Council visited the Mayor to say "Mahalo for your kokua."



The MEO Senior Club Presidents on stage at the Marriott Hotel.



Don't we look grand at the NACAA Conference in Orlando?



MEO retiree, Stella Miyamoto, long-time Head Start teacher, as we said Aloha. ♪



Pat Saiki congratulates Gladys Baisa on receiving the 1992 Small Business Minority Advocate Award for Maui.



Head Start staff get in the spirit of Halloween.