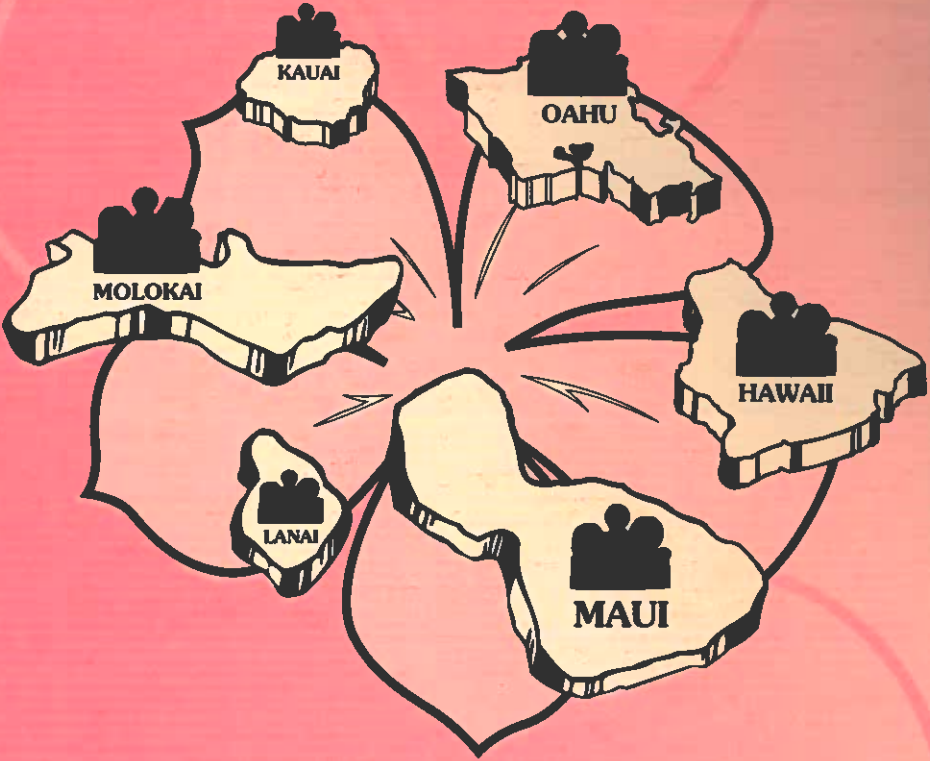
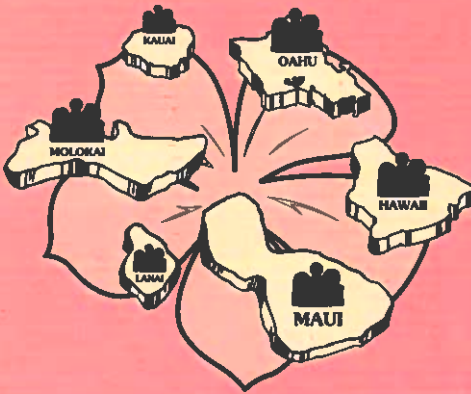


30th Anniversary

1965 - 1995

Maui Economic Opportunity, Inc.



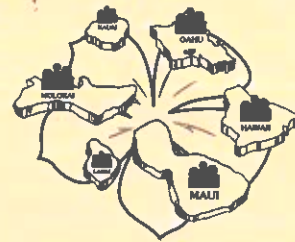
"Helping People Help Themselves"

Annual Report  
July 1994 - June 1995

MEO Inc., a private, non-profit community action agency, was chartered on March 22, 1965 by Federal mandate, under the Economic Opportunity Act of 1964, sometimes referred to as "The War on Poverty Act." The agency is currently celebrating its 30th year of providing an enormous array of services annually to over 19,000 elderly, low-income individuals and families, children, immigrants, and the general public throughout Maui County.

MEO has offices throughout Maui at Kahului, Lahaina, and Hana, Lana'i at Lana'i City, and in Kaunakakai on Moloka'i, with a staff of over 250 employees and a current budget of nearly \$9 million derived from Federal, State, County and private funds. MEO's funding level continues to grow in spite of consistent cuts from Federal and State funding sources by utilizing available resources and maximizing the efforts of a creative and committed staff.

MEO manages 28 programs which include Head Start for children 3-5 years old who meet the Federal income guidelines. Bus, van, wheelchair and gurney transportation is provided to elderly, children, persons with disabilities for medical, social, educational, health and recreational purposes. Chore Services is provided for people unable to attend



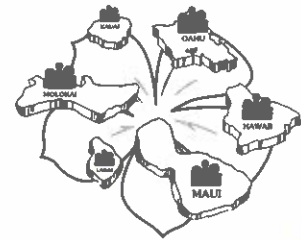
**MAUI ECONOMIC OPPORTUNITY**

to their own personal and household needs. Our Community Service Department administers three emergency Homeless Programs and six grants from the Hawai'i Community Foundation designed specifically for adults over 50, or people of Hawaiian ancestry or children with medical/health needs and/or individuals with mental health conditions. MEO also works with people who are desirous to become self-reliant and eventually self-sufficient from government assistance. Employment and training for the elderly, migrant and seasonal farm workers and those who wish to become socially and economically self-sufficient is a responsibility of MEO as well. We provide energy conservation information, surplus food distribution, legal services and professional/affordable counseling services to the needy. In the area of economic development, MEO's ventures include: auto care, a senior herb growing project, the MEO Maids (cleaning business) and a micro-enterprise project which is under development.

MEO's motto is, "Helping People Help Themselves." We encourage all those interested individuals and families to inquire about our services at one of our office locations.

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**MAUI ECONOMIC OPPORTUNITY**

P.O. Box 2122  
Kahului, Hawaii 96732  
Telephone: 808-871-9591  
Fax: 808-871-2426



John Perreira, Jr.  
Board President

June 30, 1995

Dear Friends and Supporters:

Another outstanding year has gone by, and MEO can reflect with pride on what has been accomplished.

The innovative MCC Head Start, housing the early childhood training class is operational and fulfilling a need to train teachers in early childhood education, while providing child development to 20 pre-schoolers.

MEO's Transportation program continues to expand and plans are being finalized for a move of the baseyard to the old Puunene Airport.

Other milestones included start up of the MEO Maids venture and the addition of the Maui Counseling Service to our array of programs.

None of these accomplishments would have been possible without the cooperation and continued support of Mayor Linda Crockett Lingle, the members of the Maui County Council, our State Legislators, our Congressional team, and last but not least, our dedicated volunteers and network of other helping agencies and supporters.

Gladys Baisa, Don Medeiros, Bill Bates, the entire staff of MEO Inc. and the Board of Directors are to be commended for completing yet another successful year, "Helping People Help Themselves"...

Aloha,

John Perreira, Jr.  
President

**Board of Directors**

as of June 30, 1995

**Public Sector**

Maui Councilmember James "Kimo" Apana  
Stephanie Aveiro, representing Mayor Linda Crockett Lingle  
Maui Councilmember Patrick Kawano  
Maui Councilmember Robert Monden  
Maui Councilmember Tom Morrow  
Maui Councilmember Dennis Nakamura  
John Perreira, Jr., President, representing U.S. Senator Daniel Akaka  
Bill Wong, representing Speaker of the House Joseph M. Souki

**Resident Sector**

Louise Aloy, Head Start Policy Council  
Dean Fujii, Molokai Community Action Council  
Glenn Fujimoto, Molokai Community Action Council  
Linda Hubin, Lanai Area Council  
Beatrice Kahanu, Vice President, East Maui Seniors  
Sue Kaneshina, Central Maui Seniors  
Lawrence Minami, West Maui Seniors  
Charlotte Smith, Maui Commission on Persons with Disabilities

**Private Sector**

Artemio Baxa, Maui Filipino Community Council  
Mapuana Bugarin, ILWU  
Rose Marie Duey, Alu Like  
Kelsey Kawano, Maui Bar Association  
Brian Klaschka, Sec./Treas., Salvation Army  
Manuel Martins, Maui Portuguese Cultural Club  
Terryl Vencl, Maui Hotel Association  
Jim Whitehead, Maui Contractor's Association

**Board Installation Dinner Packs 200 Plus**

MEO's 30th Anniversary celebration drew a crowd of over 200 persons as Board Members, special guests, representatives from the community and employees of MEO packed the Red Dragon Room on June 27th for MEO's Board of Directors Installation Banquet.

Inspired by the song, "Wind Beneath My Wings," Velma Santos delivered an eloquent invocation as heart warming and touching as the movie "Beaches." Each officer was presented with a fan woven from lauhalala leaves symbolizing the value of harmony, tact, inspiration, vision and wisdom. The presentation undoubtedly left each new officer with a feeling of inspiration and commitment to flying higher than an eagle!

Board Members Sue Kaneshina, Manuel Martins, John Perreira, Jr. and Charlotte Smith were recognized for their commitment. They were also honored for their perfect attendance record.

A warm mahalo was extended to Manuel Martins and Charlotte Smith, retiring Board Members.

A special mahalo goes out to the staff who came out to support this event; Bob and Lisa Soares for providing entertainment and Dean Fujii for stepping in on last minute notice to give a moving invocation.

Governor Ben Cayetano began his speech on an ominous note saying, "The economy is not getting any better."

Cayetano outlines the status of the State budget acknowledging a \$650-\$700 million shortfall. "This is the worst fiscal crisis in our State history. It's going to take me at least two years to get the economy straightened out."

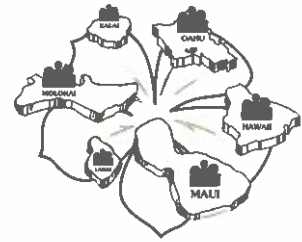
"We need to work together to help people", explained Cayetano. At a time of economic hardship, we need to pull together with progressive social programs. Hawaii has been in the forefront and the aloha spirit still prevails.



Newly installed MEO Board President  
Bea Kahanu.



Governor Cayetano delivered the keynote  
address at MEO's Annual Dinner.



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MEO's Administrative Team (left to right) Deputy Director Don Medeiros, Executive Director Gladys Baisa, Deputy Director Bill Bates and Executive Assistant Amanda Martin.

June 30, 1995

Dear Friends,

Celebrating our 30th Anniversary this year, MEO continues to grow and provide a wide variety of human services in Maui County and on the Big Island. Next year, we will also be providing services on Oahu and Kauai through partnerships with other non-profit agencies.

Some of the highlights of the past twelve months are:

During the past year MEO hired our first Human Resources Director in response to our rapidly expanding employee census.

In July 1994 the Maui Counseling Service became part of MEO and added affordable professional counseling to our array of services.

In 1995 the MEO Maids Venture was started to provide fee for service cleaning services to clients who can afford to pay to create jobs and profits to support chore services for the needy.

The Head Start Child Care Provider Training Center at MCC was completed and opened in September of 1994.

The first and extremely successful MEO Annual Spirit Week was held in August 1994.

Plans were made to relocate transportation to the old Puunene Airport, Kahului Head Start to Luana Gardens Phase II, a proposal was submitted to the County of Maui to build the MEO Family Center in Waiale, and to begin the Microenterprise Project.

Computerization in transportation, Community Services and Employment and Training was greatly increased with new systems installed and implemented.

Grantwriters were contracted to apply for funds from new and existing sources which brought in new revenues for MEO.

MEO's first two deluxe motorcoaches were received and put into operation.

Several MEO Senior Clubs celebrated their 25th anniversaries.

It was a busy and exciting year. We look forward to working with the entire community in the future and express our sincere thanks to all who have helped make our growth and success possible.

Sincerely yours,

Gladys C. Baisa, Executive Director

**Employee of the Month**

July 1994 - June 1995

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 \$150.00 cash award. A short article was submitted for publication in the Maui News.

**JULY**



Herb Galbraith  
 MIS Specialist

**AUGUST**



Debra Lorenzo  
 Senior Accountant

**SEPTEMBER**



Amanda Martin  
 Executive Assistant

**OCTOBER**



Leona Stephens  
 Head Start Teacher

**NOVEMBER**



Anela DeMello  
 Child Care Assistant

**DECEMBER**



Doralyn Kahookele  
 Road Supervisor

**JANUARY**



William Kalani  
 Dispatcher/Clerk

**FEBRUARY**



Henrietta Mokiao  
 Case Manager

**MARCH**



Claire Pinto  
 Teacher's Aide

**APRIL**



Roselani Kelekolio  
 Teacher's Aide

**MAY**



Kathleen Couch  
 Head Start Teacher

**JUNE**



Wendy Munetake  
 Human Resources Director

### Volunteers

MEO recognizes and honors all volunteers on Valentine's Day, with a valentine luncheon. The 10th annual luncheon was held on February 15, 1995 at the Maui Tropical Plantation. All of the volunteers work very hard in providing the homebound, disabled, elderly and the needy with the best care possible.

Jim Whitehead, the president of the Maui Contractor's Association, who sits on the MEO Board of Directors representing the private sector, was MEO's sixth recipient of MEO's "Volunteer Hall of Fame" award. He was recognized for his devotion and time spent in assisting MEO with the coordination and construction of the Molokai Office and the Head Start Building at MCC.



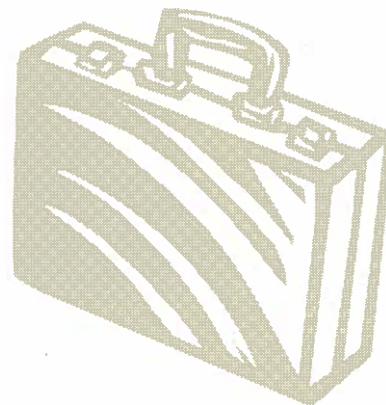
Volunteer Hall of Fame Award Winner Jim Whitehead receives his award at the Annual Volunteer Recognition Luncheon.



Deputy Director Bill Bates congratulates the MEO volunteers.

### Legal Assistance

For the eighth consecutive year, MEO's seniors 60 years and older were provided legal assistance by Attorney Lawrence Ing. Our seniors had the good fortune this year to receive assistance from substitute Attorney Jeffrey Kuwada also. MEO is extremely appreciative of these two attorneys for all their voluntary time, energy and expense provided to our seniors. Free legal services provided are: wills, trusts, power of attorney and property transactions on Friday afternoon 1-4 p.m., appointments are mandatory and scheduled through our Community Services Department.



Veteran volunteer Attorney Larry Ing completes eight years of free legal clinic for seniors!

### Surplus Food and MEO's Volunteers

With the help of our senior volunteers, we continue to distribute surplus food commodities every third Wednesday of each month. We have two (2) distribution sites in West Maui, the

Lahaina Civic Center and Lahaina Methodist Church. Central Maui distributes surplus food at the MEO office and two sub-stations, Hale Mahaolu Elua and Hale Mahaolu Akahi. In East Maui, our distribution sites are located at St. Gabriel Church in Keanae and at the MEO office in Hana. Molokai distributes the commodities from the Molokai office and on Lanai at the Lanai office.



Lucille DeMello checks eligibility of Surplus Food recipients.



Surplus Food traffic manager Lanky Nagata.



MEO Surplus Food Day is the third Wednesday of each month. Here volunteers Harold Shimoda, Elsie Iwamasa and Mary Fevella assist.



Surplus Food volunteers bag commodities for pick up.

## Transportation

MEO's Transportation service continues to grow addressing the varying needs for transportation services in the County of Maui. We are currently operating a specialized fleet of fifty-seven (57) vehicles county-wide ranging in capacity between 3 and 45 passengers, of which 19 are lift equipped



Mayor Linda Lingle was on hand at the dedication of our new accessible bus on Molokai.

and 3 gurney capable. Throughout the past year we have provided transportation services to preschool and elementary children, intermediate and high school youth, persons with disabilities, the low income, elderly and the general public in the tri-isle County of Maui.

Services to the people of Maui County include transportation to recreational and work activities, schools (both public and private), youth activity centers, medical facilities, rehabilitation centers, shipping centers, financial institutions, government offices, social service agencies, educational institutions, and the County congregate dining, and leisure programs.

In conjunction with our present services, the State Department of Transportation designated MEO as the Project Manager for the State-wide Rideshare/Paratransit Hardware and Software Development and Procurement Program. This Federally funded program procured hardware and software for MEO and four locations in the state. Additionally, MEO is a participant in the State-wide vanpool program. As the County of Maui's transit provider, MEO is the

coordinator in the Civil Defense's Emergency Operational Center (EOC).

As the provider of transportation for the Civil Defense EOC, we have been actively engaged in the implementation of mock emergency situations with the Civil Defense in conjunction with numerous agencies throughout the County. Each mock situation provides us with important information to prepare our agency in the event of an actual disaster.

As part of our commitment to provide the best personalized client service possible we have created a database of clientele information through the use of the newly acquired Computer Systems (MultiSystems Dispatch-A-Ride/Fleet Maintenance and Comsis Rideshare Programs). From the Dispatch-A-Ride program we have been able to keep an account of our ridership services by creating a personal profile of each client. Such vital data is necessary to provide clients with needed person-

alized service.

Our Rideshare program addresses the transportation needs of individuals in a geographical area by 'matching' their venues to and from work. From a 'match', individuals commute as a group to reduce traffic and pollution, and increase energy conservation through a change in their commuting habits. Funding for this program has been appropriated by a 6 month grant from the County of Maui ending June 30, 1995.



Agnes Groff and Don Medeiros of Transportation enjoy a visit with Speaker of the House Joe Souki.

## Transportation

With this funding, our Rideshare Coordinator, David Marciel, has provided presentations to busi-

nesses, service clubs, hotels and agencies through media, personal contact, and outreach marketing activities. Although there was a low participation rate, he was able to generate 71 individual matches. MEO will continue a Rideshare 'Hotline' that will be published with our monthly transit schedule. Included in this monthly schedule is our county funded Shopping Shuttle, the Wailuku/Kahului Fixed Route Public Shuttle, and Youth Trans services. This year we have generated a total of 69,754 passenger trips, a 247% increase from the previous year, through the use of our Shopping Shuttles. This free service provides senior citizens, persons with disabilities, and the general public in outlying communities an opportunity to commute to the central business district for medical purposes as well as shopping, banking and personal business needs. Along with this Shopping Shuttle is another free service to the general public called the Wailuku/Kahului Public Shuttle. This service has become very popular, generating 38,860 passenger trips during this year with an average capacity of 97% per trip. It has particularly taken a turn toward an increased participation from persons with disabilities who use wheelchairs. With a newly added Saturday schedule and additional pick up points, ridership continues to increase even more. In the area of Youth Transportation, our program continues to build momentum. We have surpassed our annual goal by 246 percent. Working with Youth Center Directors, we have received a total of 496 youth applications during the year. Each applicant received an identification card for our service. As a result of our monthly meetings MEO is able to coordinate transportation schedules and special youth events for the year. We responded to a \$100,000 RFP by the County of Maui to expand this

unique service to the island of Molokai. We look forward to coordinating this new program for the youth on Molokai.

This year MEO has acquired a total of eight (8) buses through appropriated matching funds from the County of Maui and Federal Transit Administration (FTA), to address the growing ridership. On February 20, 1995 two new Motor Coaches were blessed by Reverend Phillip Kaina. Distinguished guests and speakers such as Senator Roz Baker, Speaker of the House Joe Souki, Councilman Dennis Nakamura, and repre-



Trainer Mattie Len Wai and staff try out the new service window in Transportation.

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Transportation staff proudly displays our new motor coach.

## Transportation

sentative for the Mayor, Mr. George Kaya attended this festive occasion in honor of all Senior Citizens. These forty-five passenger Motor Coaches with MEO color coordinated plush seats, air conditioning, and an acoustic sound system, makes them an impressive and comfortable chariot for all who ride them.

Besides the two Motor Coaches, the County also made it possible to purchase two (2) wheelchair accessible buses which have a seating capacity of either four wheelchairs or nine ambulatory clients.

From the FTA Federal Intermodal Transportation Efficiency Act of 1991 (ISTEA), we were able to purchase a wheelchair bus along with two (2) 20-passenger school buses. These will be used to transport children (Head Start, Private and Public), youth, and seniors to and from nutrition sites, schools, and other activity centers. Included in our fleet procurement was a twelve-passenger deluxe van purchased by MEO to enhance transportation services for the Hana district.

We have extended our baseyard parking area to house our vehicles. With other vehicles on the way to replace older ones, it has become neces-



Medicaid Claims Specialist Lenny and Transportation Secretary Roxanne do an outstanding job with mountains of paperwork.

Airport Master Plan/Maui Economic Opportunity (MEO) Transportation Facility Concept Plan was completed at the end of June. This report has been transmitted to the State Board of Land and Natural Resources, requesting approval to transfer 273 acres, via an Executive Order by the Governor to the County of Maui. This site will be for government and recreational uses, with satisfactory completion of an environmental assessment, a survey of the land, and a subdivision approval. Upon the transfer from the State to the County of Maui the site identifies 7.5 acres for MEO, 56 acres for County and State baseyards to include Police, Fire, DMV and other government uses. Additionally, 45 acres are identified for the County Fairgrounds with 156 acres designated as a recreational complex to accommodate go karts, motocross, sport bikes, drag racing, model aircraft, and an oval track, with approximately 9 acres for roads. We are working closely with the County to assist them in any way toward the final phases of this project.

Our general transportation program concluded this year with an overwhelming aggregate passenger trip count of 390,448; a 23% increase over the previous year's program. It is evident that the demand for transportation services will continue to grow into the next fiscal year amidst future economic restrictions. We shall continue to address each request within our capabilities. However, it will be necessary for our department to reduce services to unfunded programs.

With another fiscal year completed and another to look forward to, our Transportation Department awaits the new challenges and growing transportation needs of Maui County.



Our hardworking drivers take a break between runs!

sary to modify our present parking arrangements to make room for newer vehicles.

To accommodate the expansion of programs, MEO together with the County of Maui accessed \$118,000 in FTA ISTEA funds for plans to relocate the MEO transportation base yard. The County Planning Department hired the consulting firm of Helber Hastert & Fee for the project of compiling a Master Plan of State owned land at the old Puunene airport. The final report of the Puunene

## Head Start Program



This year MEO said Aloha to Carnation Nanod retiring after 30 years and welcomes new director Lyn McNeff.

The Head Start Program celebrated thirty years nationally and at MEO. The Head Start Director, Carnation Nanod, also celebrated thirty years with MEO and Head Start. She was honored at the Parent Conference in April with letters of appreciation for her dedication from President Bill Clinton, Senators Daniel Inouye and Daniel Akaka, Representatives Patsy Mink and Neil Ambercrombie, Governor Ben Cayetano, Mayor Linda Lingle and the Maui County Council.

MEO - Head Start expanded to the Maui Community College by having a classroom built on their campus. This project was a joint effort of Maui County, MCC and MEO. Mr. Jim Whitehead, MEO Board Member and President of Maui Contractor's Assoc., organized contractors to volunteer their time to help build the classroom. The classroom is for children of parents attending MCC and that qualify under the federal guidelines. It is a training center for early childhood classes.

With the addition of the classroom at MCC, this year the program enrolled 248 children in twelve centers (Maui - 8 and Molokai - 4) and 20 children in the home base program. The literacy program funded by the Office of Hawaiian Affairs (OHA) ended in December 1994.

Out of the twelve centers, six were full day centers (8am - 4pm) for working parents, parents in training and parents attending GED classes or college. Children with disabilities and children from high risk homes were included in the full day program.

The program enrolls children who are three to five years old and meet the federal income guidelines. Selection priorities 1) children with disabilities who meet the income guidelines 2) children from high risk families 3) four year old children who meet the income guidelines 4) children with disabilities who do not meet the income guidelines 5) three year old children who meet the income guidelines.

The success and popularity of the Head Start Program is due to the comprehensive services offered to the children and their families. A great emphasis is placed on parent involvement. The program not only focuses on the children's needs, but also on the families' needs. Through individual family needs assessment, parents are given direct services or referred to agencies who are able to meet their needs.

Once a month workshops are held in all component areas to have parents become knowledgeable and gain parenting skills. Also, parents are encouraged to volunteer in the classroom so they will learn how to become the



The new MCC Head Start classroom is finally dedicated.



Head Start children enjoy their well-equipped educational center.

### Head Start Program

primary educator of their children. In addition, one parent from each center is selected and trained to become an active member of the Policy Council. The Council makes all policies and decisions for the program.

The Head Start Program believes a child is able to learn when all their needs are met. To meet their needs, comprehensive services (health, mental health, dental, education, disability, nutrition, parent involvement, social services and transportation) are offered. A healthy Head Start child will succeed and be ready to learn when they enter Kindergarten. MEO believes in upward mobility so 80% of the Head Start teaching staff are former parents. These employees are sent to college and are given preference when teaching positions are available. As a result, Head Start has a dedicated staff, many of them with many years of service with the program (95% of the component staff have 100% attendance yearly). This has resulted in the program being recognized as a quality early childhood program.



Educational Excursions are a favorite part of Head Start.



Cubby holes are a place of their own.



Molokai Head Start staff gathers for peer exchange.



Little ghosts and goblins celebrate Halloween.



Head Start crafters display their projects at the Annual Parent Conference.



"The wheels on the bus go 'round and 'round" at the Head Start Parent Conference.



Head Start staff do "The world is like a rainbow" skit at the Parent Conference.

### Case Management

The Department of Community Services consists of 3 1/2 case managers on Maui, 2 case managers on Molokai, and a 1/2 time position on Lanai, who aide in long term development of families/individuals in becoming independent and self-reliant.

The case managers work very closely with the family as a unit, as they develop a service plan for their clients to follow, in order to help them through daily obstacles.

The staff's primary objective is to strengthen families to become and remain a cohesive unit that enables them to pursue the daily tasks that will lead towards a healthy and potential environment.

This year seven hundred and twenty one (721) clients were provided assessment activities to identify their needs and barriers preventing self-sufficiency. Under our Family Development, case managers furnished 354 clients with service plans. Out of 354 clients, 44 became self-reliant and 87 became independent of public support.

We provided support services to 492 families and individuals. Funds were administered from the State, County, Federal, and private foundations.

Services that were provided helped families/individuals financially overcome economic barriers, that they could not accomplish on their own.



MEO's premier case management staff: Desiree Canha, Carmalei Leano, Loreta Pacubas, Ora Latham, Kay Yamamoto, and Lucille DeMello.



Mayor Linda Lingle congratulates charter members of the MEO Waikapu Seniors Club.

### Community Services

MEO Community Services Staff take time out of their busy schedule each month to organize, inform and facilitate various Senior Clubs on Maui, Molokai and Lanai. This year we have a total of 32 Senior Clubs with a total of 8,000 active members.

MEO continues to circulate a monthly news letter "Senior Scoop" to all club members. The news letter provides information on nutrition, club insights and shuttle schedules for transportation and senior activities.

Monthly meetings held at the various community halls are a social effort enabling seniors to step out of isolation and interact with their fellow seniors. The meetings provide a subtle atmosphere for seniors to discuss and share concerns and endeavors affecting their lives.



MEO Planning and Coordination Council Officers are reinstalled for another year of service.

### Outreach Information and Referral

The Dept. of Community Services directs their outreach services to low-income residents and seniors in the community, who are willing to work toward self-reliance and independence.

The MEO staff provide home visits to the elderly and disabled. In addition, they assist clients through the entire eligibility determination process, from obtaining the necessary documents to acting as their personal counselor and mentor. This year we provided outreach service to 652



Charter members of the MEO Seniors club celebrate their 25th anniversary.

families and individuals. We also referred 1,800 residents to neighboring social service agencies and organizations for additional assistance.

### Senior "Red Card" Program

As seniors turn 60 years old, they can look forward to obtaining a Senior Red Discount Card. Various businesses, supermarkets, franchises and drug stores participate in providing discounts to Hawaii seniors. Currently, we have 60 outlets on Maui, 5 on Molokai and 4 on Lanai. Discounts range from 10-15% on restaurants and prescriptions to waiving the 4% sales tax on many stores and businesses. This year we provided red cards to 252 seniors 60 years or older.

### Healthcare And Emergency Need Assistance

This is our 4th successful year that we have been receiving funds from the Hawaii Community Foundation. The foundation is comprised of 6 private grantor's all of whom provide emergency assistance to the less fortunate.



Kenzo Takumi receives a special award for his outstanding service to the MEO Kahului Seniors Club.

nate. The Lilian Wilder and Irving Singer grants aide people of Hawaii Ancestry. The Alice Soper grant assists under privileged individuals 50 years and older. The Kitaro Watanabe grant assists children under 18 years who are in need of either educational and/or medical assistance. This year the Hawaii Community Foundation has awarded MEO with an additional grant. It's the Theresa Hughes grant which services adults over 50 and children who are either born out of wedlock, an orphan or abused/neglected.

The 6 grants combined, provided financial assistance to 70 families/individuals who endured great financial difficulty. Grants 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 lacks the necessary resources to resolve financial need.
- \* No other resources are accessible in the community.
- \* The individual's problem can be solved with financial assistance.
- \* Health and safety of individual is at risk if assistance is not provided.
- \* Financial assistance is not available for death



Haliimaile Senior Club President Pasita Rulloda tries Governor Cayetano's executive chair with Executive Assistant Charles Toguchi.

related costs or entrepreneurial related expense.

### Homeless Program

MEO has three (3) homeless grants to help the at-risk or homeless clients in maintaining long term housing.

This year the County of Maui has given MEO a total grant of \$180,000. We assisted 2,074 individuals and families with either of the following (1) security deposit and/or first month's rent, (2) back rent, or (3) utility disconnection.

Hawaii Housing Authority, a state funded program has allotted MEO a total grant of \$96,940 to assist the homeless and at-risk of

becoming homeless. We assisted 54 individuals/families with either their rent, food and/or clothing needs. We recently received a grant of \$13,000 from the OCS Emergency Community Services Homeless Program, to assist individuals/families with rental, food and clothing needs.

### Chore Services

The Chore Service Program originated 23 years ago. The cleaning service enables the disabled and frail elderly to maintain an independent lifestyle. This year we have successfully provided essential housekeeping, laundry and light yard work to 300 clients.



Chore Service gals head out for a full day of activities.



Wailuku/Kahului Aloha Club celebrates its 25th Anniversary.

### Maui Counseling Service

The Maui Counseling Service (MCS) joined the MEO family of programs in July of 1994. In June of 1994, MCS's umbrella agency decided to terminate their working relationship with Maui Counseling Service which forced the agency to look for a home and fortunately one was found at MEO.

With Hawaii being ranked 50th in providing mental health services in the United States, Maui Counseling Service, for ten years, has been providing very valuable counseling for many who could not otherwise afford it. The counseling service has eight "Masters level" highly experienced and trained professional counselors on contract with us. They provide help for all kinds of personal problems for children, individuals, couples, families and seniors. Also, the counselors are trained to provide assistance for a variety of issues from depression, substance abuse to marital stress.

The demand for services keeps MCS growing each year. In the 1994/95 program year, we performed 377 hours of counseling to our clients. We had 231 inquiries and provided assistance to 69 new individuals and families who improved their lives because of the program. The Maui Counseling Service, through our competent



Maui Counseling Service counselor coordinator Nalani Archibeque provides coordination of fellow counselors.

staff, has achieved an excellent reputation in the community.

MCS has been establishing a growing relationship with other MEO programs. MCS has a contract with Head Start to provide services to teachers, parents and children for this year and next. Our plan include counselors going to Molokai for teacher and parent training which may open up the possibilities of providing more services to Molokai residents. Another growing relationship has been with the Community Service Department. Their staff were trained on the MCS's services which resulted in increased client referrals. We are proud to be a part of MEO's efforts to enable our clients to be productive and eventually become self-sufficient.

We at MCS have also had the opportunity to talk to MEO's Senior Clubs as well as other Maui non-profit agencies such as Adult Probation and Alternatives to Violence. MCS received a \$20,000 grant from the County of Maui to continue this program through the next year. This is a \$4,000 increase over the prior year. We consider receiving an increase as an indicator of strong support for our program since this has been a very austere year for the County and State.



Maui Counseling Services project director Myia Wannemiller confers with one of the counselors.

## Employment and Training Programs

MEO continues to operate labor training programs to encourage those facing serious barriers to employment. While focusing on the mission of "HELPING PEOPLE HELP THEMSELVES", the elderly, migrant and seasonal farm workers, and the economically disadvantaged are meeting the goals of self reliance.

We provide a full range of training and support services. MEO programs include outreach, recruitment, intake, assessment, counseling, career planning, development of pre-employment training and occupational skills.

The already economically disadvantaged of Maui County have been further challenged by a stagnant economy. Programs are designed to empower the economically challenged to look past the welfare system to a life of self reliance and upward mobility for themselves and their families.

Personalized training and services assist individuals seeking to break out of low paying jobs and government assistance.

### JTPA, Title II-A Older Individuals Program

The goal of the Older Individual Program (OIP) is to provide comprehensive quality service to ensure that participants will make a smooth transition into the work force and become a satisfied, productive member of our society.

The purpose of this project is to provide job training, counseling, and related employment services to economically challenged individuals age 55 years and older. Individuals who are not economically disadvantaged and who meet eligibility requirements may participate under the 10% limitation.

Training depends upon the individual's needs and will be designed to meet each participant's goals.

Participants are enrolled in program activities and services to provide them with marketable skills to enhance employment opportunities.

Program services included eligibility verification, outreach, intake, assessment, counseling, job development, supportive services and job placement.

Classroom, occupational training, on-the-job-training and work experience are some of the types of training provided to accommodate the needs of the participants.



Our faithful MEO groundskeeper Segundo Nuguid maintains our grounds.



Filipino immigrant seniors enjoy acculturation trip to Lahaina.



"A Kodak Moment" - Our senior participants before the shrine at the Lahaina Jodo Mission.



MIS specialist Herb Galbraith helps client with verification.

## Senior Community Service Employment Program

MEO continues to provide training and employment to low income older persons. The Senior Community Service Employment Program (SCSEP) successfully exceeded placement goals for this program year.

Training assistance in entering and re-entering the workforce is the initial goal of the program for older persons of at least 55 years of age followed by placement in both private, government and non-profit sectors.

Participants are given an opportunity to experience work in public or private non-profit agencies performing services such as clerical assistant, receptionist, landscaper, library assistant, etc. Entrollees work approximately 16 hours a week earning \$5.25 per hour.



The dynamite Employment & Training staff



Our case manager Maru completes those necessary forms with one of her clients



E&T Assistant Kidd Andrade teaches a pre-employment skills class.



SCSEP host agencies get together with MEO for a networking luncheon.

### Employment Training and Job Placement Services for Low Income Persons

By networking within MEO and with other social service agencies we are able to assist participants to become self sufficient. Participants have been empowered to move into non-traditional jobs for women, professional careers and jobs following incarceration.

The major program components will involve marketing and recruitment, client intake, eligibility determination, assessment of vocational skills and resources, supportive services, counseling, career planning, development of pre-employment, occupational skills training, and direct placement into jobs.

To qualify for the program, at least 70% of the individuals shall meet the DHHS Federal Poverty Guidelines.

## Weatherization Assistance Program (WAP)

The Energy Department provides services to low income individuals and families throughout Maui County for the purposes of energy education and installation of energy saving devices. Through education, our staff encourages the use of energy conserving technology and appliances in the home and ways to properly maintain them with the increased awareness for the need to conserve. After the education survey is completed, client eligibility, those households who meet 150% of the State poverty guideline, are assessed and qualified. Upon approval, participants have a choice determined by energy efficiency to receive a heatpump, clock timer and/or insulated heater jacket. Estimated savings for clients receiving timers or jackets are 12%, and an average 20% for heatpumps.

This current year our reliable staff completed 100% of our annual goal which consisted of 48 jackets, 33 timers and 29 heatpumps. On Maui, we installed 15 heatpumps, 20 jackets and 14 timers. On Molokai, we installed 14 heatpumps, 19



Energy Educator Fred Baisa checks on a solar heater.

jackets and 10 timers, while on Lanai, 9 clients receive timers and jackets.

The WAP program is the first grant to receive a significant reduction in funding caused by the depletion of the Exxon fund which along with DOE made up our source of funding. The amount of Exxon funds will not be replenished by the federal government, therefore next year MEO will have to make due with a 50% reduction and one part time staff to meet WAP objectives and goals.

## Low Income Home Energy Assistance Program (LIHEAP)

For twelve years, MEO has provided assistance to eligible low income households who are in an Energy Crisis Intervention (ECI) situation. This pertains to the disconnection of electric or gas service if payment of their bill is not met. As of 1985, the program expanded by including Energy Credit (EC) whereby households requiring temporary assistance to afford the cost of their utility bill. Upon acceptance, both crisis and credit participants will receive assistance by having their bills paid or account credited by the State Coordinator of the LIHEAP program directly to the utility company. Due to financial restraints, the LIHEAP program provided assistance for one month instead of the customary two month period. During this shortened period, our case managers assisted 819 clients of which 100 received ECI and 719 EC support. Again, management is extremely proud and appreciative of our staff's hard work under such stressful conditions.



Molokai Energy Educator Doreen Galam assists client with WAP application.



A professionally wrapped heater blanket is the hallmark of Fred Baisa's work.

## Language Arts Multi-Cultural Program

MEO has completed our seventh and final year of administering the LAMP program at Kilohana Elementary School located on the east end of Molokai. In early July, just a few weeks after the completion of the school year, MEO was informed by the State's Office of Community Services that the funding for the program was rescinded. We are extremely pleased and proud with the LAMP's accomplishments that have been achieved over the years. Especially this year, during the school's scholastic awards assembly, we observed so many awardee's were past LAMP students.

It is a wonderful feeling knowing that through the LAMP program, we were able to develop these young students appreciation of academics, provide cultural and social awareness instead of despair and hopelessness with school.

The intent and purpose of this supplemental education program is to provide and improve LAMP students language, listening, speaking, reading and writing skills. This is done through specific strategies and techniques designed to meet the individual needs of the student. These strategies are:

Provide tutorial assistance in the 3rd and 4th grade DOE classroom during the morning hours. In the afternoon, provide supplementary activities that utilize the students experiences so as to motivate and expand their interest to talk, read, and write about the world we experience.

Increase the awareness, appreciation and respect for all cultures and customs.

Increase the parents involvement in their child's education. Teach parents that a child's attitude toward school and learning can change when they take an active role.

Improve the students social skills with their peers and members of other ethnic groups by providing activities that will involve students, parents, classroom teachers, and individuals of various ethnic backgrounds. Also, provide students with a minimum of four multi-cultural activities per quarter.

Another important aspect of LAMP is to improve the

students self esteem through daily individual instruction and assistance. And, participate in activities with built in success factors.

LAMP objectives are:

**WRITING:** To have 80% of the students attain 4.5 on the SAT Writing Assessment or gain one point in writing skills as measured by the SAT writing assessment on a seven point scale; one being low. At 96% achievement,

this year's students exceeded the writing objective of 80% **READING COMPREHENSION:** 70% of the students will gain a minimum of one Normal Curve Equivalent (NCE) point per year as measured by the Stanford Achievement Test. Reading Comprehension Subtest.

At 39% the reading comprehension objective was not met and reflects a drop in comparison to last years results. The low scores may be the result of the students still having to adjust to a year round school program.

**LISTENING/SPEAKING:** 70% of the students will attain 4.5 on the Keaukaha Oral Language Test (KOLT), or gain one point in listening/speaking. 80% of the students will make a minimum improvement of at least one point in their attitude towards themselves and peers.

At 86% achievement level, the

students met the listening/speaking objective.

**MULTI-CULTURAL/ATTITUDINAL:** 80% of the student will achieve 80% on the teacher's survey to make an increase of 10% between the pre and post scores.

Unfortunately, the final results of 72% were slightly less than required for the category.

We were able to meet the enrollment and regular attendance requirement of 26 for the year. Our staff provided a total of 1,682 parent/teacher contacts to 47 parents regarding homework, attendance and behavior, 718 were in person, 108 by telephone and 856 follow up calls.

Students who attended class regularly were treated to an excursion to Maui visiting the Whale Museum and McDonald's kitchen observing their operations.



Snack time is a favorite time at LAMP!



LAMP students enjoy an after school excursion in the river.

### JTPA 402 Migrant and Seasonal Farmworker Program

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 participants 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.

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

This employment and training program brought positive changes this year. We are working in partnership with Hawaii Human Development on the islands of Hawaii, Oahu, and Kauai Economic Opportunity on the island of Kauai. MEO continues to service the islands of Maui, Molokai, and Lanai. These partnerships allow us to cover the State of Hawaii more cost effectively and efficiently.

A total of 233 participants were enrolled in the



Judge McNish explains the courts and family law to program clients.



ESL students from Upcountry chat with their bus driver before class.



Hawaii's staple taro is examined by eager Latin American participants.



Permanent roots are planted in the Hawaiian community as participants marry local residents.

program. Our plan was 160 participants. A total of 81 participants were placed in unsubsidized employment.

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 which was 145%. The majority of the 145 participants we served this past year experienced limited English proficiency, and were enrolled in English as a Second Language classes. The remaining of our participants were enrolled in pre-employment training classes and GED classes. Acculturation activities are a key component of our program and are paramount to a participant's successful transition into the Hawaiian lifestyle. A variety of activities took place throughout the year. Among them were trips to the Maui Arts and Cultural Center, Fourth of July Annual Makawao Rodeo and Parade, traditional Hawaiian luau, and historical sites in Lahaina, a circle island tour on the Big Island for the Kona participants. Numerous dances, fiestas and soccer tournaments allow participants to socialize, share their culture, and make new friends.



Sampling Hawaiian delicacies was a favorite part of this acculturation excursion to Hana.



402 participants listen attentively during ESL classes.



Longterm success is documented when five years after enrollment in the 402 Program, former client Cesar Flores introduced his local born daughter to MEO.

## MEO Maids

In keeping with MEO's goal of developing income opportunities for MEO, and with the assistance of MEO's volunteer Venture Committee, MEO Maids became a reality in April 1995.

Using MEO's government funded chore services program as a model, MEO developed a small business to serve paying clients who did not qualify for free services.

MEO Maids provides cleaning services for a fee to clients who can afford to pay market prices. This business venture created three full-time positions so far, and hopes to generate profits to support MEO's underfunded chore service program.

As of June 30, 1995, the MEO Maids had cleaned approximately 35 homes and 20 condo units and the business is growing.



MEO Maids provide professional cleaning services to the community.

## Senior Herb Gardening

During the past year, the Senior Herb Project underwent enormous changes from the previous year's operation. First, there was the establishment of a voluntary Venture Committee to advise the Herb and other MEO ventures. The first decision of the committee was to hire a marketing expert to explore the increase lagging sales of herbs.

The skilled expert began working closely with the Senior Herb Director to study, analyze, and plan for the future. Since the loss of our biggest herb wholesale buyer the year before, another large wholesaler needed to be located. This was done in a timely fashion. The new wholesaler needed more herbs. To solve this greater demand, we began working with three Maui farmers as well as our senior growers. This now enables us to not only increase the production of basil, but increase the production of other culinary herbs. The preparation and packaging of the increased herbs, 1000 pounds per week in peak season, led to hiring herb prep workers on a part-time basis. The increase in the volume of basil, rosemary, thyme, sage, oregano, and marjoram in our busy months, led to a problem of refrigeration. How could we work with such a volume of herbs if we weren't able to chill them? This was resolved by a donation of a used chill box by Ala Lani Church.

The future will mean even greater production as more wholesalers are sought and more product is produced. There is no question that a larger market can be accessed.

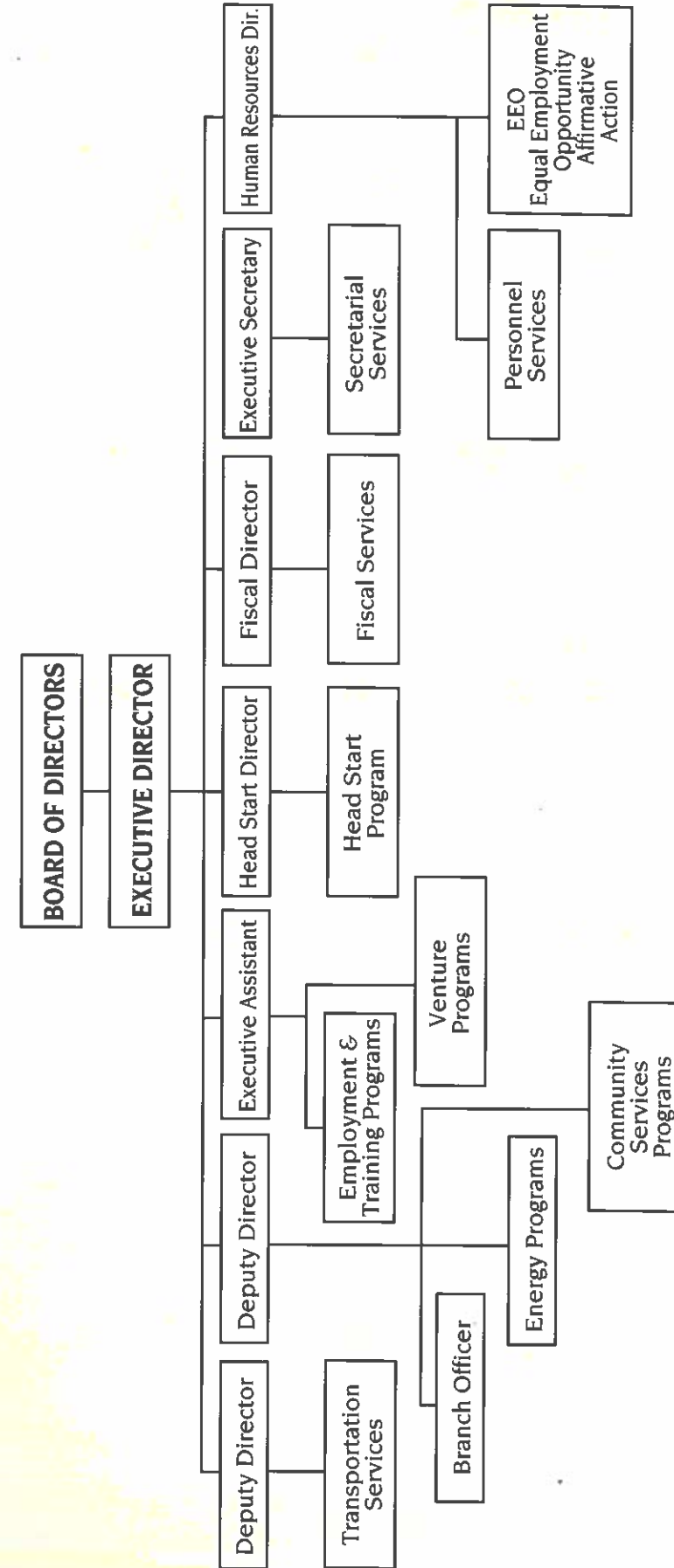


Agribusiness Director Dan Flavin ready's a box of herbs for shipment.



Herb packers tie and pack basil.

## MEO ORGANIZATIONAL CHART



### KEY

- Transportation Services:** Transit operation 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, Maui Counseling Service.
- Employment & Training Programs:** The Migrant & Seasonal Farm Worker Program, OCS Employment & Training Program, ITPA Older Individuals Program and Senior Community Service Employment Program.
- Headstart Program:** Headstart classes on Maui and Molokai.
- Venture Programs:** Senior Herb Gardening and MEO Maids.
- Human Resources:** Personnel Services & Equal Opportunity/Affirmative Action

**MEO Senior Staff**  
July 1, 1994 - June 30, 1995

- Gladys C. Baisa** - Executive Director
- Bill Bates** - Deputy Director
- Donald Medeiros** - Deputy Director
- Amanda Martin** - Executive Assistant
- Mona Kailiponi** - Fiscal Director
- Wendy Munetake** - Human Resources Director (Melva Goto)
- Loreta Pacubas** - Community Services Director
- Carnation Nanod** - Head Start Director (Lyn McNeff)
- Irene Kaahanui** - Molokai Branch Director
- Nalani Foreman** - Employment & Training Director
- Agnes Groff** - Transportation Manager
- Annette Spenser** - Executive Secretary



MEO's Fiscal Director Mona Kailiponi and two of her fiscal staff.



Executive Secretary Annette Spenser.



Irene Kaahanui - Molokai Branch Manager



Lanai Branch Officer - Victorio Agtarap

**Perfect Attendance 1994**

MEO Employees were recognized at the annual MEO Perfect Attendance Dinner for having used no sick leave during calendar year 1994. Listed below are the employees

recognized at the event and the number of years they have achieved perfect attendance.



MEO employees who achieved perfect attendance for the entire year enjoyed a buffet dinner at the Sandalwood Restaurant in Waikapu.

**Main Office**

1. Daniel Flavin - 9 yrs.
2. Mona Kailiponi - 5 yrs.
3. Debra Lorenzo - 3 yrs.
4. Marcy Maguddayao - 2 yrs.
5. Annette Spenser - 18 yrs.
6. Evelyn Wilson - 1 yr.

**Community Service & Chore Service**

1. Ora Latham - 12 yrs.
2. Loreta Pacubas - 3 yrs.

**Maui Head Start**

1. Palma Cabos - 2 yrs.
2. Christine Dumling - 1 yr.
3. Roberta Higgins - 4 yrs.
4. Lyn McNeff - 1 yr.
5. Pasita Pladera - 6 yrs.
6. Sheri Rourke - 8 yrs.
7. Leona Stephens - 2 yrs.

**Molokai Head Start**

1. Lydia Joao - 4 yrs.
2. Rebecca Kamakeeaina - 7 yrs.
3. Carnation Nanod - 11 yrs.
4. Lana Richards - 2 yrs.
5. Julia Sato - 2 yrs.

**Molokai Transportation**

1. Hannah Davis - 7 yrs.
2. Charles Kamai - 1 yr.
3. Julie Ann Kuoha - 2 yrs.
4. Debra Spenser - 1 yr.

**Maui Transportation**

1. Leonora Carpio - 2 yrs.
2. Louisiana Chang - 2 yrs.
3. Carolyn Freitas - 3 yrs.
4. Agnes Groff - 8 yrs.
5. William Kalani - 1 yr.
6. Elizabeth Kauai - 3 yrs.
7. Donald Medeiros - 3 yrs.
8. Laurie Smith-Kaukini - 2 yrs.
9. Susan Souza - 8 yrs.

**Lanai**

1. Victorio Agtarap - 1 yr.

GRANTS	TOTAL BUDGET
<b>1. State OCS Grants</b>	
Transportation	\$506,505
Family Development & Case Management	307,360
Weatherization Assistance Program	99,563
CSBG-Federal	332,359
Employment & Training	57,420
Head Start	36,680
Homeless-McKinney Act	12,620
<b>2. Other State Grants:</b>	
Chore Service - Title II	112,953
State Homeless Emergency Program	96,940
Language Arts Multi-Cultural Program	48,885
OHA-Head Start Parents Literacy Program	17,237
LIHEAP	7,666
TEFAP	1,810
DHS-JOBS	54,720
<b>3. County of Maui Grants:</b>	
Transportation	1,475,797
Maui Counseling Service	16,000
Head Start After School Care	182,500
County Chore Service-MCCOA	84,383
Transportation-MCCOA	49,103
Maui County Summer Pre-School Program	80,000
Assistance to Needy Individuals Grant	180,000
Resource Development Grant	20,000
<b>4. Federal Grants:</b>	
Head Start Grant	986,805
Head Start In-Kind	246,701
Migrant & Seasonal Farmworker Program	319,557
Senior Community Service Employment Program	149,157
SCSEP-In-Kind	17,336
Transportation-Section 18 (FTA)	169,323
Transportation-ISTEA-Section 18 (FTA)	1,956,000
Job Training Partnership-OIP	11,489
FEMA-Emergency Food & Assistance	2,847
<b>5. Other Transportation Programs</b>	613,035
<b>6. Private Funding Source:</b>	
Christian Lassen Aloha Foundation	20,190
Hawaii Community Foundation	39,000
<b>Venture Project:</b>	
<b>7. Income Producing Ventures:</b>	
Herb Gardening Venture	90,000
Maui Counseling Service Revenue	16,000
<b>Miscellaneous Fund Raising Activities</b>	52,800
<b>TOTAL FUNDING</b>	<b>\$8,470,741</b>



Ethnic costume contest gave a good understanding of the many cultures that make up the MEO family.



Transportation car driver Charlene was a hit in her ethnic dress.



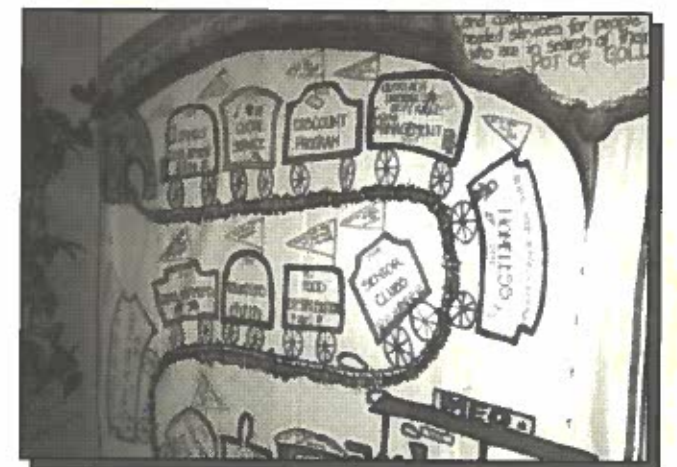
An authentic Guatemalan outfit was modeled by our driver Alma Castellano.



Molokai poster contest showed Lamp's creativity.



50's Rock-n-Rollers showed off their bobby socks and blue jeans.



Community Services Department train transports clients along their tracks of services



Senior bus driver Eva Kauai and Lucas Reyes cut the birthday cake at one of our traditional celebrations.



MEO and Hale Mahaolu staff sell Chow Fun to benefit the Maui United Way!



Frank Bellesteros and John Arnold from PPEP in Arizona share their micro enterprise know-how with project director Amanda Martin.



Gladys and Nalani visit with Senator Dan Akaka in his Washington D.C. office.



MEO staff proudly display their Pacific Institute Certificates of Completion.



Pot lucks win hands down as MEO's favorite activity.



All aboard for a staff excursion to Grand Waikapu.



Entertainment goes with the ride as bus drivers dress up for Halloween.



Our Nalani Kaia was chosen young careerist for 1994 by the Waikapu BPW.



The monthly Senior P&C meeting is a time for both gathering and giving information to our seniors.



Board members socialize as they wait for MEO Board meeting to begin.



Our capital tour was highlighted by a visit with Senator Avery Chumbley.

Christmas Memories



Our hardworking Christmas committee is recognized and thanked.



Former MEO Executive Director and House Speaker Joe Souki presents Gladys with a token of appreciation on behalf of the staff.



MEO staff listens attentively as we pull the lucky number for the Las Vegas trip.



Christmas joy shines in the faces of our MEO Molokai ohana.



Chore Services retiree Kanee Wright says Aloha after many years with MEO.



Hula maidens (aka bus drivers) display their hidden talent.

**MEO, INC.**

P.O. Box 2122  
Kahului, Maui, Hawaii 96732  
(808) 871-9591  
FAX: (808) 871-2426

Office Hours:  
7:45 a.m. to 4:30 p.m.  
Monday through Friday

**KAHULUI**

Community Services  
Head Start  
Transportation

877-0626  
871-8835  
877-7651  
Fax 871-2171

**BRANCH OFFICES**

Hana  
Office Hours: 7:45 a.m.-2:30 p.m. Monday-Friday

248-8282

Lahaina  
Office Hours: 7:45 a.m.-12:30 p.m. Monday  
7:45 a.m.-3:30 p.m. Wednesday & Thursday

667-9252

Lanai (Lanai City)  
Office Hours: 7:45 a.m.-4:30 p.m. Monday-Friday

565-6665  
Fax 565-6722

Molokai (Kaunakakai)  
Office Hours: 7:45 a.m.-4:30 p.m. Monday-Friday

553-3216  
Fax 553-3776

Molokai Head Start

553-9805