

*Helping*

*People*

*Help*

*Themselves*

*1965 - 1997*

*Maui Economic*

*Opportunity, Inc.*

Annual

Report



# Board of Directors



(as of June 30, 1997)

## PUBLIC SECTOR

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

## RESIDENT SECTOR

Dean Fujii, Molokai Community Action Council  
 Glenn Fujimoto, Molokai Community Action Council  
 Beatrice Kahanu, President, East Maui Seniors  
 Jeff Kuwada, IMUA Rehab  
 Lawrence Minami, West Maui Seniors  
 Nancy Nakoa, Head Start Policy Council  
 Gerald Rabaino, Lanai Area Council

## PRIVATE SECTOR

Artemio Baxa, Maui Filipino Community Council  
 Dolores Bio, Maui Puerto Rican Association  
 Rose Marie Duey, Alu Like  
 Natalie Fernandez, Maui Chamber of Commerce  
 Kelsey Kawano, Maui Bar Association  
 Brian Klaschka, Sec./Tres., Salvation Army  
 Roger Tacdol, ILWU  
 Jim Whitehead, Maui Contractor's Association  
 Rob Wead, Central Maui Seniors

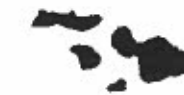
## VENTURE ADVISORY COMMITTEE

Lawrence Ing, Chairman  
 Masami Fukuoka  
 Louis Hao  
 Lei Kihm  
 Sylvestre Peros  
 Ravi Shivaraman

## HEAD START POLICY COUNCIL REPRESENTATIVES

Regina Agcaoili  
 Shelby Ah Wah  
 Pebble Beach  
 Katherine Benson  
 Ina Campbell  
 Wendy Decambra-Kahuhu  
 Dynette Dudoit  
 Kathy Fujimori  
 Tammy Joaquin  
 Wailani Kaai  
 Natalie Kama  
 Tracy Lindsey  
 Nora Makahanaloa  
 Nancy Nakoa  
 Rani Ribucan  
 Roxanne Valentine  
 Robert Wead

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## What is MEO?



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 32nd 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.

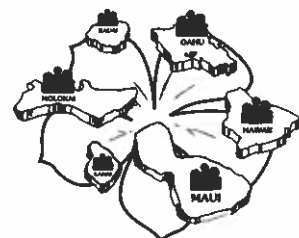
MEO has offices throughout Maui at Kahului, Lahaina, and Hana, Lana'i at Lana'i City, and in Kaunakakai on Moloka'i, with a staff of over 250 employees and a current budget of nearly \$8 million derived from Federal, State, County and private funds. MEO's funding level continues to grow in spite of consistent cuts from the

Federal and State funding sources by utilizing available resources and maximizing the efforts of a creative and committed staff.

MEO manages 32 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 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 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.



**MAUI ECONOMIC  
OPPORTUNITY**

## Letter from the President



**MAUI ECONOMIC  
OPPORTUNITY**

P.O. Box 2122  
Kahului, Hawaii 96733  
Telephone: (808) 871-9591  
Fax: (808) 871-2426



Beatrice Kahanu  
Board President

Dear Friends and Supporters,

It has been my great pleasure to serve as President of the Board of Directors of Maui Economic Opportunity, Inc. and to have worked with such dedicated and committed members.

With the challenges faced by our state and the County of Maui, most recently in the areas of budget cuts, welfare reform and privatization, MEO continues to maintain quality run programs. This is credited to the great leadership of Executive Director, Gladys Baisa, Don Medeiros, Bill Bates and a supportive staff committed to *helping people help themselves*.

The MEO-Cameron Center move is in the planning phase. The relocation of all departments will provide the clients in our community with a one-stop approach to their needs.

We are at the design phase of the MEO transportation baseyard project. This move will combine the transportation and maintenance departments to one central location to be located at the old Puunene Airport.

In a partnership with the Department of Education, a Head Start center was opened at Kamalii Elementary School in Kihei. This past year, MEO also collaborated with the County of Maui, Luana Gardens-Hale Mahaolu to move Kahului Head Start centers to Luana Gardens, Phase II.

Initial funding from the County of Maui allowed MEO to establish the Micro Enterprise Venture Program. MEO welcomed back David Lawrence as the Economic Development Director for this venture. Additionally, through her expertise and hands-on approach to training, Gladys established a consulting venture that includes board training, strategic planning, personnel and fiscal training.

The Board of Directors continue to give full support to the Director and staff, and extends a warm aloha for their cooperation. The continued support of Mayor Linda Lingle, the members of the Maui County Council, the State Legislature and the many dedicated volunteers is greatly appreciated.

Me Kealoha Pumehana,

Beatrice Kahanu  
President

# 32nd Annual Board Installation Banquet



On June 24, 1997 the Aulani Room of the Aston Wailea Resort set the stage for the 32nd Annual MEO Board Installation Banquet attended by over 120 members of the "MEO Ohana". Emcee Gladys C. Baisa, MEO Executive Director, introduced the members of the audience by mentioning the many groups involved in MEO, including staff, Board Members, former Board President, senior clubs, other helping agencies, elected officials, community volunteers, and business associates.

Following a welcome by Board President, Beatrice Kahanu, the invocation was done by MEO Staff member, Daniel Flavin.

Attendees enjoyed an American buffet dinner while entertained by Leo Nahenahe O Pohai Kealoha.

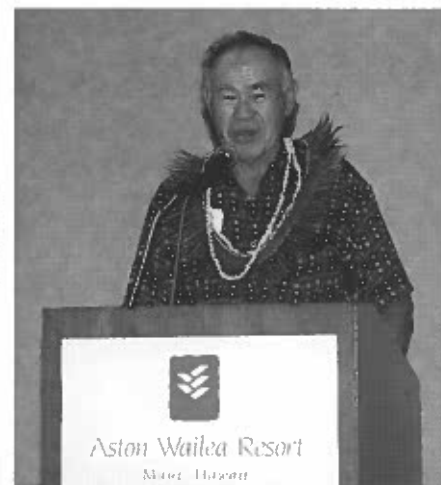
Keynote speaker, Hawaii State House of Representatives Joseph M. Souki reminisced with the audience about the birth of Operations Grassroots which focused on the need for human services in the State of Hawaii. This was the beginning of community action agencies. He commended the efforts of Gladys Baisa and other agencies that continue to maintain the legacy of helping people become self-reliant and eventually self-sufficient from government assistance. With elected officials concentrating on balancing the state budget, he said it's the responsibility of everyone to be conscious about the bottom line.

Board officers for the year starting July 1, 1997 were installed by Director of the Department of Housing & Human Concerns, Stephanie Aveiro. Installed were, President: Bill Wong, Vice President: Rose Marie Duey, Secretary-Treasurer: Natalie Fernandez. Members of the Executive Committee were also installed.

The gala evening was brought to an appropriate close with joining of hands and the signing of "Hawaii Aloha."



Stephanie Aveiro, Director of Housing & Human Concerns (far right) installs the 1997-98 Board of Directors



Newly installed Board President, Bill Wong thanks MEO board members for their continued dedication and support.

# Letter from the Executive Director



**MAUI ECONOMIC OPPORTUNITY**

P.O. Box 2122  
Kahului, Hawaii 96733  
Telephone: (808) 871-9591  
Fax: (808) 871-2426



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

June 30, 1997

Dear Friends,

We proudly present you with this annual report which highlights our activities and accomplishments during the past year. We are pleased that inspite of the very conservative and competitive funding environment that we are in, we are able to report that we have been able to continue to expand our services in response to the growing needs in our community.

MEO suffered a tragic loss when our Board member, Councilman Tom Morrow was killed in a plane crash in November 1996. Tom contributed a great deal of time and talent to our Board and will always be fondly remembered.

This year we moved Kahului Head Start into new facilities at Luana Gardens, Phase II. This move was a dream come true for the children and staff of those centers. After 13 years of work, we have finally moved all of our centers from old, termite-riddled buildings into adequate facilities. The task still ahead is to complete the baseyard move to Puunene, and to build our new MEO Family Center at Cameron Center.

The MEO 4 year plan was updated for the period October 1997-September 2002. This plan will serve as a blueprint for our actions when approved by our Board in the next few months. It reflects our plans to handle the effects of Welfare Reform on the people we assist with our precious resources.

The addition of a full-time Grantwriter/Planner to our staff also was accomplished this year, along with the inception of MEO Consulting, which will expand our ability to offer various skills and services to other agencies for a fee.

We ended this year with the struggle over privatization and know that this debate will continue in the future. We are certain that the quality and value of our services will eventually prevail in resolving this issue in our favor.

We wish to extend our sincere thanks to all who have helped us this past year and recommit ourselves to the fulfillment of our mission, "Helping People Help Themselves."

Aloha and Mahalo,

Gladys C. Baisa  
Executive Director

# Employee of the Month



**JULY 1996-JUNE 1997**

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. Winning nominators also receive \$50.00. A short article was submitted for publication in the Maui News.



**JULY**

Desiree Canha  
Assistant Director  
Community Services



**JANUARY**

Mona Kailiponi  
Fiscal Director



**AUGUST**

Melva Goto  
Human Resources Director



**FEBRUARY**

Sherri McBee-Mandolph  
Case Manager-Nutrition



**SEPTEMBER**

Henrietta Mokiao  
Receptionist



**MARCH**

Rose Cooper  
Bus Aide



**OCTOBER**

Denise Teixeira  
Office Aide



**APRIL**

Peggy Peros  
Accountant-Venture



**NOVEMBER**

Iris Kahooanohano  
Teacher's Aide



**MAY**

Rosette Aalona-Keoho  
Teacher's Aide



**DECEMBER**

Deborah Evans  
Education Coordinator



**JUNE**

Sylvia Keyhani  
Payroll Accountant

# Senior Citizen Clubs



MEO Community Services staff attends 33 senior clubs each month. As a representative of MEO, they organize, inform and facilitate over 8,100 active members.

MEO continues to circulate a monthly newsletter "Senior Scoop" to all club members. The newsletter is filled with nutritional facts, delicious recipes, club excursions, shuttle schedules for transportation and senior activities.

Monthly meetings are held at the various community halls. The meetings serve as a gathering place for seniors to reminisce, share and learn new information about each other and the community at large.

**SENIOR "RED CARD" PROGRAM**

Hey! Seniors! If you are 60 years or older, you are eligible for your red discount card. There are over 75 businesses, supermarkets, franchises and drug

stores who are participating in the "Red Card Program." Discounts range from 10-15% on restaurants and prescriptions to waiving the 4% sales tax. This year we furnished 452 seniors 60

years or older with a senior discount card. If you don't have a red card in your wallet, then hurry into the Community Services Department and obtain your red card today.



The Planning & Coordination Council meet monthly to discuss senior activities.



Hale Mahaolu Akahi Senior Club celebrates the holidays with a traditional Christmas dinner.



The Lahaina-Honolua seniors ring in the holidays with their annual Christmas party.



Newly installed officers of the Planning & Coordination Council enjoy a garden of an installation.

## Transportation



Throughout the past year we have provided transportation services to infants, preschool children, youth, elderly, persons with disabilities, low-income individuals, and the general public. Requests for MEO's specialized door-to-door transportation services continue to grow from the citizens in the Tri-Isle County of Maui, to address their varying daily transportation needs. We are currently operating a specialized fleet of sixty-eight (68) vehicles county-wide, ranging in capacity between 3 and 45 passengers, of which 26 are wheelchair accessible and 3 gurney capable.

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

Special public transportation services include the Rural Shopping Shuttles, Wailuku/Kahului Fixed Route Public Shuttle, and Youth Transportation program. We also provide free door-to-door, personalized service, for the general public in outlying communities, which gives them the opportunity to commute to the central business districts in the county for a variety of life sustaining needs, that include medical appointments, shopping, banking and various personal activities to include visits to relatives and family graveyards.

The Wailuku/Kahului Public Shuttle is

another free service for the general public. This service has become extremely popular, generating 51,660 passenger trips during this year with an average capacity of 100% per trip. The demand has taken a turn towards an increased participation from persons with disabilities who use wheelchairs.

The youth transportation programs on Maui and Molokai continue to build momentum. A total of 2,092 unduplicated youth, ages 10 to 18 years of age have applied for and received identification cards on Maui and Molokai. Identification cards require parental approval and are required to gain access to programs such as 'Broadway Babies', canoe practices, gymnastics, and various youth oriented activities. Our monthly meetings with Youth Center directors, County of Maui Parks Department personnel and other Community Youth affiliates, have been able to identify and provide transportation services to meet the needs of youth and youth organizations within our County.



Transportation staff assists a client to the Fair for Persons with Disabilities.

A unique and vital program on Maui that provides persons with disabilities personalized transportation to and from work daily, generated 14,788 passenger trips, a 14% increase over the previous year's program. A total of sixty-eight (68) unduplicated individuals were served this year, attaining 113% of our annual goal of sixty (60).

A new transportation pilot program for persons with disabilities has extended services, to include weekend, holiday, and evening transportation to Central, South, and West areas of Maui.

A \$250,000 grant from the County of Maui to MEO was realized, as a result of a collaboration planning effort between the Mayor's Commission on Persons with Disabilities, the D.D. Council's Transportation Advocacy Committee and the County of Maui. A person must complete an application which includes a verification of their disability by a medical professional. MEO's client database will eliminate duplicated applications and focus on

## Transportation



new applicants. MEO is working closely with an advisory committee to assist with the development of this new pilot program scheduled to commence on October 1, 1997.

In conjunction with our present services, MEO is designated by the County of Maui as their mass transit provider and transportation coordinator for the County of Maui Civil Defense. MEO is actively engaged in the implementation of mock emergency situations with Civil Defense and other agencies throughout the County. Each mock situation provides us with important information to prepare our agency in the event of an actual disaster.

For the second year the 20% County matching funds did not materialize. The interruption in ongoing replacement of equipment funds continues to have a negative impact on our operation. To mitigate the negative impact MEO submitted a grant request for Federal Transit Administration (FTA) Section 5310 (formerly Section 16 (b)(2)). It has been approved for a total of \$72,000, representing 80% of the purchase of one (1) twenty-five (25) passenger accessible bus. Each year, MEO has obtained one (1) bus through this process. MEO will



Transportation staff enjoy a break together.

continue to request matching funds from the County of Maui. Additionally, MEO's Head Start Director Mrs. Lyn McNeff, applied for and won funding approval to purchase three (3) school certified mini buses for the transportation program.

We continue to work closely with GYA Architects, Inc., toward completing the design phase of the Puunene Transportation Baseyard relocation project. Preliminary blue prints for both the Administration and Maintenance buildings have been completed. The project is estimated to cost \$5,100,000.00, utilizing USDOT 80% funding, to be channeled through the State of Hawaii Department of Transportation and the County of Maui. The County of Maui will also be providing project oversight.

We query our drivers as to what is the most important part of their job. The unanimous answer continues to be, 'the safety and well being of our passengers.' Our drivers' concern for their passengers and the community that we serve, has reaped new funded transit programs and a reduction in MEO's insurance premiums. This year, nineteen



Our Molokai crew pose for a picture.

(19) drivers were awarded the "Cash of No Crash" incentive by Deputy Director Don Medeiros for their outstanding performance during the year. Qualifications for this award rested solely upon a drivers desire and skill to remain "accident free" while accumulating a minimum of 1,760 work hours during the year. Other awards that were given were "Safe Driver" belt buckles, "Safe Driver" pins, and safety award certificates.

Mr. Don Medeiros, MEO's Deputy Director, was notified by the Community Transportation Association of America (CTAA), that he had achieved the status of Certified Community Transit Manager (CCTM), having demonstrated his knowledge, in a six (6) part, three hour test and by earning the necessary educational credits. Don is the only transit manager in the State to hold this certification. Additionally, Don was elected to be the State CTAA Delegate serving until September 2000.

Our overall transportation program concluded this year with an aggregate passenger trip count of 360,106, a 2% increase in passenger trips over the previous years program.



Drivers receive their daily schedule from dispatch.

# Head Start Program



MEO Head Start began the 1996-97 school year with a goal of providing 261 families with a quality, comprehensive childcare program. The mission of Head Start is clear: to effect growth and change by empowering young, economically challenged children and their families to better succeed in life. It is also to encourage children with special needs and their families to reach their highest potential with pride and acceptance. This mission has not changed since Head Start was launched in 1965. Today this project serves over 700,000 children and their families throughout the United States. In Maui County, the Maui Economic Opportunity, Inc. agency, as the Head Start Grantee, provides leadership, direction and training to nearly 19,000 children and families through MEO operated programs.

What is the vital ingredient that truly makes Head Start work? As you may know, much of what Head Start is today comes from the federal regulations created to define, shape, and make it accountable. All local agencies must conform to over 450 performance standards, which is established with the purpose of providing guidance in hav-



President National Head Start Association, Ron Herndon (2nd from left) joins the Hawaii State Directors at the State Cluster Training.

ing quality in each Head Start center. This is the responsibility of the administration and teaching staff of MEO Head Start, which is the foundation. If there is a single secret that deserves total recognition as the ultimate success of Head Start, it is this: The Head Start staff enters into a compassionate partnership with each Head Start parent and family to shape the future of their Head Start child. This event takes place year after year, all over the country. It is accomplished one family, one parent, and one child at a time. Our entire Head Start staff acknowledges the fact that each person is a unique individual with dreams and goals. We work together to design a road map to move parents and families on their way to achieve their goal. This partnership is successful when each person is motivated and driven to want the best. This is our wish for the children and families we service in Maui County.



U.S. House of Representative Pasty Mink, Gladys Baisa, Mayor Linda Lingle, Reverend Yamashita, and Joe Blanco untie the maile lei to Luana Gardens Head Start facility.

We were fortunate to celebrate the opening of a new Head Start center in Kihei, Maui. The center is located at Kamalii Elementary School. The first year there was extremely successful, and our partnership with the Department of Education has grown with this project. Another celebration happened when our two Kahului centers moved into the newly completed Luana Gardens complex. The facility is a partnership with Luana Gardens (Hale Mahaolu), the County of Maui, and MEO Head Start as well as other community agencies. This allows us to continue and fulfill our mission for the families and children in our community.

This year Head Starts' program enrolled children in twelve centers (Maui-10, Molokai-2) and 24 children in the Home Base program (serving 12 children on Maui and 12 children on Molokai). Of the twelve centers, six

were full day centers (7:30 a.m.-3:00 p.m.) designed to meet the needs of parents who work, attend trainings or school. Children with disabilities and from high risk homes were included in the full day program.

The program is designed to provide a safe, nurturing, and developmentally appropriate environment for children aged three to five years of age. Our enrollment consists of children whose family meet the federal income guidelines. The selection criteria is reviewed annually and approved by the Head Start Policy Council. The selection criteria is as follows:

1. Low income four year olds with certified special needs.
2. Low income four year olds who are certified high risk.
3. Low income four year olds (lowest income receives highest priority).
4. High income four year olds with certified special needs (the lowest income receives the highest priority).
5. Low income three year olds with certified special needs.
6. Low income three year olds who are certified high risk.
7. Low income three year olds (lowest income receives highest priority).
8. High income three year olds with certified special needs (lowest income receives the highest priority).



A chinese dragon visits MEO grounds with good luck wishes.



Our future drivers enjoy a tricycle ride at MCC center.

# Head Start Program



We take great pride in our program's success and acknowledge the energy that our administrative and teaching staff provide to make this happen. Head Start is not just a preschool, or a daycare...by far. This program provides quality childcare for families who qualify. The program also provides comprehensive services, including social service representatives who assist in designing goals and assessing needs, a parent involvement specialist who plans training for parents to educate and empower parents, a health specialist who is able to provide guidance regarding health, dental, and mental health issues and follow up, an education specialist who provides support and encourage staff to provide quality, a disability specialist to insure that all children with special needs have a safe place to grow with acceptance, and a nutrition specialist who sees that all food items are nutritionally sound for the children according to the USDA guidelines. Additionally to these services, we provide transportation services through MEO for children who live in the designated route areas on Maui and Molokai.



Dress-up is a fun activity.



Children and teachers laugh with parachute play.

## Head Start Program



Once a month, a training day is set aside to take time for our staff and parents to receive in-service training. Parents are encouraged to be active participants in their child's classroom by volunteering. In the classroom parents can observe how to discipline children positively, how young children learn through play and hands-on experience, and how challenging and rewarding parenting can be. Young children learn so much at this early age. Our main focus is to give children tools on how to function in a large group setting and to teach them that each individual is different, unique,

special and valued! Parents are also valued and respected as the primary educator of their children. Each center establishes a parent club who votes on issues and decisions for their own center. One parent from each center is elected to be on the Head Start Policy Council, which is a body of individuals who make decisions on policies for MEO Head Start. They also take the information gained at this meeting back to the center they each represent, and share what is new in regards to policies and decisions. In all, parents have a vital role in their child's life and in Head Start!

Through volunteering with children, and gaining experience in the classroom, our MEO Head Start parents become perfect candidates for possible job opportunities. Many of our staff are current and former parents. Training and education are encouraged for all of our Head Start teaching staff to insure quality and support to make our program the best it can be. We are extremely fortunate to have dedicated employees, committed to our vision and mission of quality for the families we service. Together, we can accomplish our goal of seeing our families strive for their best and succeed!



*A picnic in the park is a social event with friends.*



*Having fun in the sun is a great experience.*



*Kahului Head Start staff and preschoolers move to their new facility at Luana Gardens Phase II.*



*MEO Head Start encourages creative time.*

## Volunteers



MEO utilizes many volunteers in the community who take time out of their busy schedules to assist MEO whenever possible. On February 14, 1997, MEO held a volunteer luncheon at the Maui Beach Hotel, Red Dragon Room. All of the volunteers who dedicated their time for MEO throughout the year, were recognized and honored for their hard work in providing the homebound, disabled, elderly and the needy with the best care possible. In addition, the crew at MCCC were also thanked for their support and carpentry work. If it wasn't for their dedication and time, our building would not be standing on stable grounds.

The prestigious "Volunteer Hall of Fame" award went to Frank Lee Junior. He was honored for his dedication and devotion to MEO's Transportation Department. "He put his 46 years of mechanical experience to work once again, in MEO's Transportation Fleet and Maintenance Division, assisting wherever and whenever needed, saving MEO many thousands of dollars in repair costs, Resolution 1996-97"



*Outstanding MEO Volunteer, Yukiko Kanoholani receives her plaque from Bill Bates and Ora Latham.*

### LEGAL ASSISTANCE

For the 10th consecutive year, residents of Maui County who are 60 years or older were provided "free" legal assistance by Attorney Lawrence Ing and his partner, Attorney Jeffrey Kuwada. MEO and the seniors on Maui are very grateful to have kind, honest and supportive attorneys to lend a helping hand whenever necessary. Their expertise and warm hearts have helped 115 seniors this year.

Both attorneys devoted 4 hours a week to provide our seniors with the following services: living wills, living trusts, legal advice and property transactions. The services are held on Friday afternoons between 1:00-4:00 p.m. Please call: 877-0626 (Community Service) for an appointment.



*Attorney Larry Ing provides legal services to seniors.*

### SURPLUS FOOD AND MEO'S VOLUNTEERS

This past year thousands of low-income residents received surplus food. Once a month a team of surplus volunteers would gather in the MEO parking lot at 6:00 a.m. to pack and distribute surplus food to all eligible residents. If it wasn't for our dedicated team of senior volunteers, MEO would not be able to serve the entire county.

Surplus commodities are distributed every third Wednesday of each month. The hours of distribution begins at 7:00 a.m. and continues into the afternoon until all commodities are distributed.

We have two 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. On Molokai, the commodities are distributed at the National Guard Armory and



*A group of dedicated volunteers distribute the monthly surplus food.*

## Community Services



### CASE MANAGEMENT

The Department of Community Services consists of 1 part-time and 4 full-time case managers on Maui, 1 full-time case manager on Molokai, and a part-time case manager on Lanai. The case managers implement and manage over 13 programs. All programs are designed to assist low-income residents of Maui County with basic skills and knowledge to become economically self-sufficient.

The case managers take a holistic approach in aiding the family. Every member of the family is encouraged to participate in the assessment process. This year, 148 families were enrolled into the Family Development Program. Of the 148 families, 101 individuals sought full-employment. In addition, 87 families overcame destructive habits and learned innovative ways to solve problems in the home and community. As a result, 85 families reduced their dependency on public assistance and 85 families became economically self-sufficient.

Overall, we enrolled and assisted over 600 families and individuals who were in need of one or more of the following: (1) housing, (2) utility bills, (3) emergency (education/medical), (4) food, (5) employment/training, (6) child care, (7) transportation, and (8) counseling.

### OUTREACH INFORMATION AND REFERRAL

This year the case managers outreached to 750 families and individuals throughout Maui County. The majority of their outreaching services were to service the elderly and disabled. We also referred over 300 residents to neighboring social service agencies and organizations for additional assistance.

### HOMELESS PROGRAMS

The Community Service Department has two homeless grants to help the at-risk and homeless clients on Maui, Molokai and Lanai, in maintaining long term housing.

The County of Maui has granted MEO \$100,000 to assist homeless residents with either of the following: (1) security deposit and/or first month's rent, (2) back rent, or (3) utility disconnection assistance.

Hawaii Housing Authority, a state funded program, allotted MEO a total grant of \$22,000 to assist residents who are homeless or in the process of becoming homeless.

We assisted 521 people with housing and/or utility assistance this past year.

### CHORE SERVICES

The Chore Service Program consists of seven chore service aides, 4 on Maui, 2 on Molokai and 1 on Lanai. 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 254 clients.



Gladys meets with Community Services to review activities.

### HEALTHCARE AND EMERGENCY NEEDS ASSISTANCE

This is our 6th successful year that we have received funds from the Hawaii Community Foundation. There are a total of 6 private grantors, all of whom provide emergency assistance to the less fortunate. The Teresa Hughes Foundation aides children under eighteen years old who are born out of wedlock, orphaned, abused and/or neglected. The grant also assists residents 50 years and older with emergency assistance. The Gwenfread Allen Foundation helps residents with mental disabilities and residents who are 62 years and older with emergency assistance.

The Kitaro Watanabe Foundation exclusively assists children 17 years old and under with medical and/or educational needs. The Lilian Wilder and Irving Singer Foundations assists residents of Hawaiian Ancestry with their emergency needs. For more information on any of the programs listed, please contact the Community Services Department for the program eligibility guidelines.



Chore service worker, Paulina Santiago is hard at work.



The Community Services staff is ready to serve you.



Case Manager, Carlina Cabbat interviews a client.



SCSEP Participants attend a training class.

## Community Food and Nutrition Program



The Community Food and Nutrition Program (CFNP) began in October 1995 and continues its dynamic growth. The program was started with one full-time dietitian and a part-time nutrition case manager. Now, the program employs two full-time dietitians and one full-time nutrition case manager. The population targeted by CFNP is low-income and/or those with compromised nutritional status. All services are free to those who meet specific income criteria or provided on a sliding-scale basis.

A variety of services are provided by CFNP. One of the dietitians specializes in nutrition education for the community, talking to groups such as Senior

Clubs, Head Start parents, Maui AIDS Foundation and the Community Clinic of Maui. Education is also provided on an individual basis for those with nutrition-related conditions such as diabetes, hypertension, heart disease and over/underweight issue. The nutrition case manager provides education and emergency food to people who find themselves in a temporary crisis. Food assistance is provided on a short-term basis until the individuals are able to stabilize their situation and provide for themselves and their families. Third quarter figures for the second year show that over 3,017 people have been provided food assistance, which is a remarkable increase since the program began!

In looking for ways to make the program less reliant on public sources of income, a nutrition consulting practice has been initiated. The other full-time dietitian provides contract services to organizations in need such as the state hospital system, the Community Clinic of Maui and the WIC program (Woman, Infants and Children). Additional income from the contract work allows the CFNP to continue its expansion and provide more services to people in the community.

The Community Food and Nutrition Program has had many successes. One of the Head Start activities was the "Picky, Picky, Eaters" plan. In this program children read stories about a child who is a "picky" eater, such as *No Peas for Nellie* and then they discussed their personal dislikes of particular food items. Next, a platter of various fruits and vegetables were introduced and children were encouraged to try one item they have never eaten before. Support and reward was given to each child willing to try a new food through positive verbal affirmation and an "I TRIED" badge. In this fun and supportive setting, many children have been willing to eat new foods and therefore increase the variety of nutrients in their diet.

One example of a success story with individualized nutrition education was with a man who was referred to us for high cholesterol and diabetes control last year. The dietitian assisted the man to reduce the amount of fat in his diet and instructed him to eat at more regular intervals. Recently the man returned



Stacy and Sarah hold on to plastic foods they use for educational purposes.

## Community Food and Nutrition Program (continued)



for a follow-up visit and reported a 10% weight loss, lower cholesterol levels, good diabetes control, and, best of all, feeling much better and able to enjoy life more!

What does the CFNP have planned for the future? More growth which will allow us to continue to meet the needs of the people. Plans include designing group classes for diabetes and heart disease education as well as weight management. More contract work will be pursued which will allow employment of an additional nutrition case manager to provide emergency food and education. The overall goal of the CFNP is best reflected by the MEO agency motto of "Helping People to Help Themselves".

Our hope is that the community will become more able to manage their health issues because of the education provided by the Community Food and Nutrition Program.



Nutrition Case Manager, Sher McBee introduce Head Start children to various vegetables.

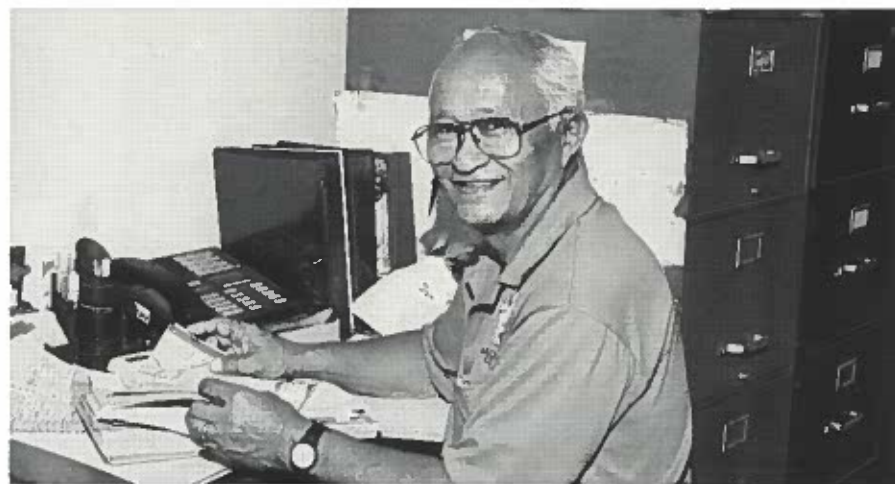


The nutrition staff provide food to our clients.



## LOW INCOME HOME ENERGY ASSISTANCE PROGRAM

For fourteen years, MEO has provided assistance to eligible low income households (150% of the federal poverty guideline) throughout Maui County, who are in an Energy Crisis Intervention (ECI) situation, which is having their electricity or gas disconnected if payment of their bills are not met. Also provided is Energy Credit (EC), an aspect of the program, whereby households requiring temporary assistance to their utility bill receive an undesignated credit amount later on in the year. Due to continued federal financial restraints, 2nd year in succession, the LIHEAP program is limited to a one month window opening. During the month of June, staff receive and assess participant eligibility. During this period, our staff qualified 861 clients on Maui, Molokai, and Lanai to receive ECI and EC assistance. Management is extremely appreciative of our dedicated staff who provide assistance to so many disadvantaged in such a short duration.



Fred maps out his routine for efficiency.

## WEATHERIZATION ASSISTANCE PROGRAM (WAP)

This year, the Energy Department encountered a number of changes to the program. Congress' continuing resolutions forced the previous contract year to be extended by three months and shorten this year's contract period to nine months. However, the funding crisis had very little effect on MEO, as far as meeting our annual goals. We exceeded the annual goal for education surveys by assisting 38 households. We did accomplish 100% of our annual goal by installing the required 47 energy saving devices and they are: 7 solar water heater systems on Molokai (replacing the normal heat pumps), 25 water heater blankets and 15 timers on Maui. MEO collaborated with Maui Electric Company by participating in their energy rebate program that maintained excellent material and labor specifications and incorporated stringent monitoring procedures that met approval by both parties regarding the solar water heater installations.

Through the education aspect of the program, our clients are given a home inspection which allows our staff to inform and encourage the use of energy conservation which could ultimately be reflected in lower energy consumption and utility expenses. After the education survey is completed, client eligibility, those households who meet 150% of the federal poverty guideline, is assessed and qualified. Upon approval, participants have an opportunity to reduce their energy bill by having either solar water heater systems, heater jackets or timer devices installed.



Energy Educator, Fred Basia checks the control panels on a heater.



The 402 Migrant and Seasonal Farmworker Program is the largest state-wide employment and training component of Maui Economic Opportunity, Inc.. We continue to have a branch office in Kona, Hawaii and also a satellite office in Naleihu, noted for being the most southern community in the United States. To achieve program representation throughout the state, we collaborated with Kauai Economic Opportunity and on Oahu, with Hawaii Human Development.

Our case managers concentrate on providing extensive in-depth assessments, classroom training, work experience and on-the-job training opportunities to individuals who have experienced farm work in the last 2 years. To further qualify, program participants must have at least 50% of earned income in farm work, a minimum of 25 days in farm work and earned at least \$400 within the previous 2 years prior to enrollment, and fall within the federal lower living standard income level guidelines. Our primary focus is to place our participants into farm related work or re-train them for other career opportunities.

Again, the unemployment rate among our farm workers increased due to



Several MEO 402 participants become citizens.

sugar plantation closures at Dole Fruit's Waialua Plantation on Oahu and Mc Bryde Sugar on Kauai. For the second consecutive year, the island of Maui endured drought conditions that produced low yields in sugar, pineapple, and diversified agriculture. All these conditions provided challenges to the program and MEO.

MEO met our annual participant goal by providing services to 130 new participants. We were able to accomplish our goal through successful networking efforts with other agencies and departments within MEO.

We had a total of 106 participants that were terminated from the program. Of the 106 terminations, 85 participants were placed into unsubsidized employment and became self-sufficient, 69 were enrolled in classroom training, 22 were placed in OJT training, and 5 were placed in work experience training.

We place a high emphasis on classroom training, especially vocational, for our participants. Among the 55 ESL participants, 15 participants entered into vocational training. On Maui, 3 participants completed a



An excursion to Haleakala is quite chilly for our participants.

Commercial Driver's License (CDL) training course, 1 participant obtained a Nurses Aid Certificate and 3 obtained their GED diploma. On Oahu, 2 participants became certified General Maintenance Workers and 4 participants were in the process of obtaining an Automotive Mechanical & Equipment Repair License. Two participants enrolled and completed the Nurses Aid Training courses on the Big Island.

Acculturation activities are a very important part of the program so that our farmworkers may adjust socially to our local environment. Many of our participants enjoyed the annual Cinco De Mayo Parade held in Lahaina, Maui and participated in the 74th Maui County Parade representing the Hispanic population in Hawaii.



Former 402 participants Mr. & Mrs. Castellanos celebrate a Quinceanera (Introduction to Society) for their 15 year old daughter.

## Employment and Training Programs



Another year of challenges, changes and continual improvement of services for our participants took place. In October, the Employment & Training department was merged and housed in the Community Services Department. The consolidation fosters the one-stop concept of providing many services to our clients at one convenient location.

From previous years, the employment and training program continues to emphasize individual assessments and our pre-employment and self development instructional classes referred to as "It's All About Me." The ME is emphasized and the focal point of our training because we believe that the key to a person's success is knowing their interest and capabilities. As employment and training case managers we assist and resolve their challenges at home and in the work place.

Many of our participants come to us with little or no self esteem and throughout the 2 week class period, the instructor works towards restoring their belief in themselves and preparing them for job interviews and possible employment. Participants learn to construct a resumé, how to conduct themselves at an employer interview, refine and develop employable skills along with problem solving, decision making techniques and career shadowing. Career shadowing was a new feature incorporated into the training curriculum so that each participant had the opportunity to observe on the job a daily routine in their particular career interest. Career shadowing efforts were coordinated with the Aston Wailea Resorts.

The program instructor and case managers coordinated our services and par-

ticipants with those of the State's Workforce Development Division, Department of Education Adult Ed., Department of Human Services JOBS, University of Hawaii Community College's Employment & Training Center, Maui Research and Technology Center, Ross Stores, Maui Land and Pineapple Co., Maui Marriott Hotel, Ritz Carlton, Hyatt Regency, Eagle Hardware, Hawaiian Commercial and Sugar Company, and Planet Hollywood to name a few.

This past year, we conducted 18 pre-employment training (PET) sessions. Maui staff held 14 while Moloka'i performed 4 sessions, which provided 200 individuals the opportunity to prepare themselves for future employment. Of the 200 individuals that enrolled into the PET classes, 121 completed the course of which, 32 were placed into unsubsidized employment.



Nalani Foreman & Nef Reyes present a client with a certificate of completion for the PET Training class.



E&T participants tour the Aston Wailea's back-of-the-house operations.

## Employment and Training Programs (continued)



### JTPA, TITLE II-A OLDER INDIVIDUALS PROGRAM

For economic reasons, this was the last year that MEO participated in the JTPA Older Individuals Program. In July 1997, the program will be transferred to the State's Workforce Development Division located in Wailuku.

The Older Individuals Program (OIP), provides job training, counseling, and related employment services to economically disadvantaged individuals age 55 years and older. Individuals who are eligible but do not meet the income requirements may participate under the 10% limitation requirement.

Training in this program depends on the individual's needs and is designed to meet each participant's employment goals. Currently, we have participants enrolled in English as a Second Language/Basic Skills Classes and Computer Classes that are designed towards providing them with marketable skills to enhance their employment opportunities. Some of our participants were placed in unsubsidized employment having gained job positions such as bus driver, farm and canner workers.

Besides training and job placements, other program services include supportive services, job development, counseling, eligibility verification, intake, assessment, outreach and follow-up inquiries determining that our mutual

outcomes and objectives were met.

### SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM

The Senior Community Service Employment Program's (SCSEP) greatest concern is to provide low-income individuals, age 55 years and older, with employment training assistance and job placement with private enterprises and the public sector.

During the program year, our case managers held numerous informational luncheons held at the Kaunoa Senior Center. Participants had the opportunity to learn and discuss a variety of issues pertaining to health, estate tax, wills, trust and personal finance. SCSEP participants, host agencies, and potential employers were in attendance. Participants continued their training by participating in a two week pre-employment training class that is designed to empower individuals to utilize their positive traits to become more self-reliant, confident and skilled towards obtaining and retaining employment. Case managers provided other training sessions held at MEO's Hale Ho'ololi conference room which featured speakers that spoke about volunteering as a Foster Grandparent and changes to the current welfare system.

To make this program successful, our case manager must network with prospective employers to be knowledgeable of what employment opportunities are available and match the interest of our participants. This year, the SCSEP program exceeded our annual enrollment goal by enrolling 37



SCSEP participants gather at MEO luncheon with host agencies and staff.



After two years of looking for funding for MEO Microenterprise, Gladys was able to hire an Economic Development Director in July with \$70,000 from The Mayor's Economic Development Office and the County Council. The County required MEO to provide \$25,000 of Loan Funds as part of this initial funding.

What is Microenterprise? The concept of lending money to the economically disadvantaged for small or "micro" business development was begun in Bangladesh in 1976 by an American-educated economist named Muhammed Yunnes. He began lending small amounts to peer groups of village women who traditionally had never had access to loans or business training. This grass roots beginning has become recognized as the most successful anti-poverty effort in the world. What is now called the Grameen Bank has 2.1 million borrowers and turns 40 million dollars per month in loans to economically disadvantaged individuals.

In the United States, Microenterprise is only ten years old. There are now over four hundred organizations in this country who are practicing some form of Microenterprise development strategy. Despite the different approaches, all center around the concept of providing access to capital for start up or ongoing small businesses. Most of these have only one self employed individual, none have more than five employees. Most of these Microloans are under \$5,000, although some go as high as \$25,000. All represent an alter-

native to traditional employment in the form of job creation and economic development. All represent an opportunity to a segment of the population who have traditionally never been bankable by the usual sources of funds.

The MEO Board of Directors had made a commitment to the project in 1994 based on training provided by Frank Ballesteros and John Arnold of Project PPEP in Tucson, Arizona. This training and a subsequent market survey conducted among our economically disadvantaged client base provided the Board with a basis for this commitment.



David Lawrence, Economic Development Director wears a lei from a microenterprise loan client.

David Lawrence joined the organization in July after seven years in private business. Some of you may remember him as the Deputy Director of MEO from 1983 to 1988. David holds a Masters Degree in Business Administration from the University of Hawaii's Executive Program.

David started out with several weeks of reading and analyzing materials collected by Gladys over the previous two years in order to form a strategy for implementing the project of Microenterprise Development,



Business Training, Technical assistance, and a Micro Loan Fund. One week was spent in Tucson, Arizona working with Project PPEP. David studied their loan program and was sent to Nogales, Arizona to work with two customers in developing loan packages for Microenterprises near the Mexican border. He then had to present these two loans to their Loan Review Committee for approval.

During the same period a \$500,000 Grant Proposal was written by David for funding from the Job Opportunities for Low Income Individuals through the U.S. Department of Human Services.

In September and October, David and Amanda Martin attended two, one-week sessions of training in Honolulu with Ms. Connie Evens of the Womens Self Employment Project WSEP in

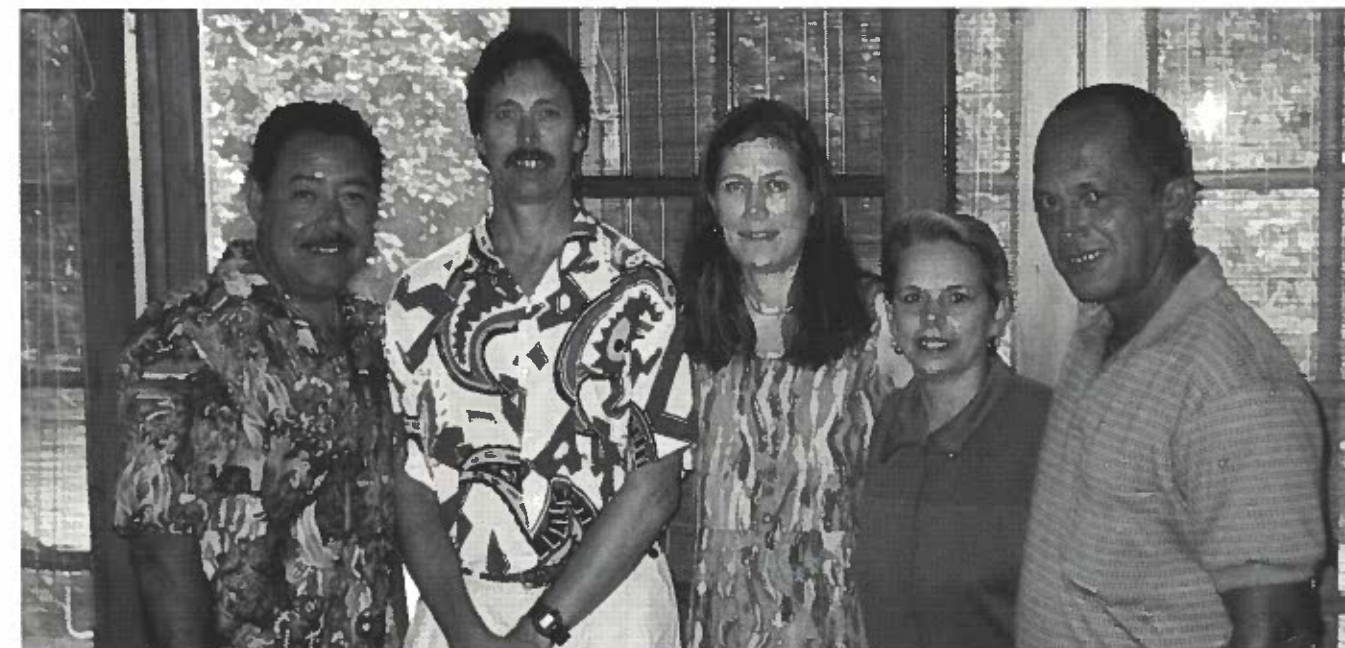
Chicago. Connie is a Presidential Award Winner nationally for her work with inner city African American Women and their business development. This training was invaluable and was provided through support from the City and County of Honolulu. Many months of work was eliminated by the information provided in this workshop.

As word of this new project spread around the community the telephone started ringing and our first loan was made October of 1996 to Palaka Lava Lava, a business start up clothing manufacturer. A small informational brochure was developed by Mr. Ian Hodges who worked as a consultant through the first year of the project. Without further promotion or advertising the office was swamped with inquiries and appointments began to average three to six per day. By the end of December 1996 five loans were

closed for a total of \$6,666. These loans helped start and support a Family Farm Operation, a Tattoo Shop, a Frame Shop, and the Lava Lava Business.

While the main effort was to begin the lending and microenterprise development process, the development of long range support for operational funding and loan funds was critical to the future of the project. In November a proposal for \$130,000 was submitted to the State of Hawaii Community Based Economic Development Office. MEO was awarded \$15,000 for Training and \$50,000 in loan funds from this proposal.

Also in November, a \$175,000 proposal was submitted to The County of Maui, Community Development Block Grant Office for Microenterprise Operation and Loan Funds. MEO was



The Lawrence's host a brunch for Frank Ballesteros from Arizona (far left).



awarded \$183,000 including \$75,000 in Loan funds and \$108,000 in Operation Funds. This funding was for the next fiscal year beginning July 1, 1997.

Throughout the first four months of 1997 the County Council was presented with reports of the first loans including testimony by several borrowers. As a result the Council included \$70,000 in continued funding for Microenterprise for December 5, 1997 which is the budget year for the Maui County Office of Economic Development Grant.

In January, David wrote the Employment and Training for Low Income Individuals Contract Proposal incorporating Microenterprise into what had historically been an employment and training approach. This proposal requested \$579,000 and was funded at \$200,000 by the State of Hawaii Office of Community Services

During the period February to June, 1997, three more \$700,000 proposals were written to Federal offices including another JOLI Grant, a Department of Human Services Discretionary Grant, and a Community Development Financial Institution Grant. Each Grant focused on the idea of ongoing funding for Microenterprise, Loan Funds, and a Statewide Project modeled on the Maui Project.

In May, the Hawaii Community Action Agency Directors Association met in Hilo at the office of Hawaii County Economic Opportunity Council. David

presented the Statewide strategy to the four CAP Directors, Gladys Baisa from MEO; George Yokoyama from HCEOC; Ruby Hargrave from HCAP; and Maybel Yukiuchi from KEO. Also attending the presentation were Dr. Bob Hoffman from the State Office of Community Services, and Mr. Don Sykes from the Federal Department of Human Services. The CAP Directors agreed to pursue a Statewide project which would be located at each CAP with MEO spearheading the development of the project.

Also in May, a proposal was written to Bank of Hawaii for funding under the Community Reinvestment Act rules that apply to all Banks under the regulation of the Federal Reserve Board. As a result of that letter and subsequent meetings, the Bank of Hawaii proposed \$250,000 in funding in the form of a three percent loan. This funding could be used either in the County or Statewide for loan funds in Microenterprise. As of June 1997, the Bank of Hawaii Agreement was moving through legal review by MEO's Attorney, Ing, Horikawa, and Kuwada, and then to full Board approval in the Fall of 1997.

During the first year of the project, articles appeared in the Pacific Business News, the Haleakala Times, and the Maui News covering the MEO Microenterprise Project. These stories in the press jumped started an already busy customer load and by the end of June we had met with over three hundred individuals and closed nineteen loans for a total of \$50,840. Four of these loans were paid off in full by the end of June, and there were

no defaults as of that time.

An Operations Manual was begun by Ian Hodges with input from the MEO Venture Committee. This resulted in the establishment of an internal review process, a document package, Credit Bureau reporting, and a Loan Review Committee. GMS Miroloan Computer Software was installed when the project began in 1996 allowing the Fiscal Director to manage the loan portfolio as well as providing report data for the administration. These systems are working well.

David attended the Micro Credit Summit in Washington, DC in January and the annual meeting of the Association of Enterprise Opportunity in April. Both meetings provided invaluable perspective toward our strategy here at home, and expanded perspective in terms of possible sources of financial support.

In terms of MEO's original commitment to the County of Maui, we exceeded our original goal of fourteen loans by the end of June 1997. Beyond that, MEO never could have guessed at the number of interested individuals who would respond to the news that "Access to Capital" might be finally a reality for their micro idea. While these individuals lack business skills, and may have personal or credit problems, they definitely represent a very strong segment of the population where job creation and self employment will have a substantial effect on economic development in the County of Maui.



MEO MAIDS

MEO Maids celebrates its 2nd Anniversary providing general house and condominium cleaning services which includes windows and blind cleaning.

Mop up your worries and sweep in sanity by calling MEO Maids. Let us put your mind at ease. Life is too short to let house cleaning get in the way of you spending time with family and friends, or how about a gift certificate for someone special.

You can depend on MEO Maids for professional services, experienced workers, flexible hours and good value for your money. We are fully insured and bonded. Call MEO Maids at 872-5697.



MEO Maids take pride in the services they provide.

SENIOR HERB GARDENING

This past year marked the turning point for our senior herb gardening project. Although the production of herbs increased it was not enough to meet the higher wholesale market demands. With much regret, MEO was faced with the phasing out of the senior herb gardening project after 13 years.

Dan Flavin, Director of Agriculture worked diligently trying to find a home for the senior herb project. And, as he puts "it was a wedding made in paradise" when he contacted Steven

Deeks who agreed to have the seniors growers assist him with herb supplies for the wholesale market.

We have made many friends along the way and have enjoyed the number of years shared with a dedicated group of senior back-yard herb growers.



Farming is a family affair.

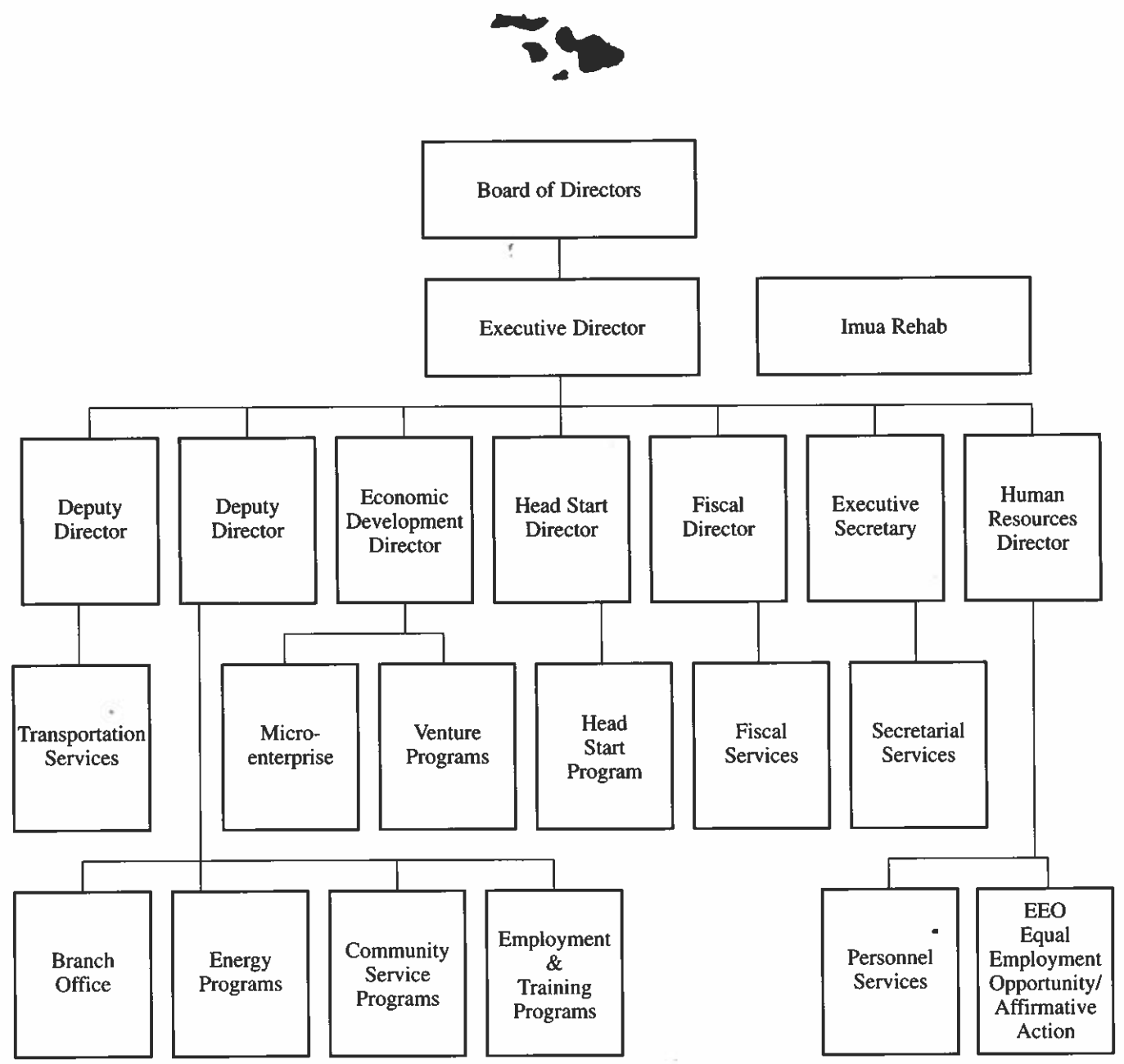


A field of basil is tended by a senior herb grower.



Dan Flavin, Director of Agriculture is dressed for the field.

# MEO Organizational Chart



**Key**

**TRANSPORTATION SERVICES:** Transit operations on Maui, Molokai, and Lanai, and Sugar Mill Auto Care.

**BRANCH OFFICES:** Hana, Molokai, Lanai, and Lahaina, Area Councils on Molokai and Lanai.

**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, Community Food and Nutrition Program, Employment & Training Programs, The Migrant & Seasonal Farm Worker Program, JPTA Older Individuals Program and Senior Community Service Employment Program.

**HEADSTART PROGRAM:** Headstart classes on Maui and Molokai.

**ECONOMIC DEVELOPMENT PROGRAMS:** Senior Herb Gardening, MEO Maids, Microenterprises and related activities.

**HUMAN RESOURCES:** Personnel Services & Equal Opportunity/Affirmative Action, & Agency Insurance.

**IMUA REHAB:** Management contract with MEO for Administration & Fiscal Services.

# Perfect Attendance 1996

M.E.O. is honored to recognize the following employees for their perfect attendance and no accidents in 1996.

- |   |  |   |                                    |
|---|--|---|------------------------------------|
| <b>1 YEAR</b><br>Fred Baisa<br>Robin Kaiser<br>Melissa Lindsley<br>Teresa Orsono<br>Peggy Peros | <b>3 YEARS</b><br>Victorio Agtarap<br>William Kalani<br>Lyn McNeff<br>Loreta Pacubas<br>Debra Spencer    | <b>5 YEARS</b><br>Carolyn Freitas               | <b>11 YEARS</b><br>Dan Flavin      |
| <b>2 YEARS</b><br>Louisiana Chang<br>Pacifico Estrada<br>Mattie Len Wai<br>Leona Stephens       | <b>4 YEARS</b><br>Palma Cabos<br>Julie Ann Kuoha<br>Debbie Lorenzo<br>Julia Sato<br>Laurie Smith-Kaukini | <b>6 YEARS</b><br>Roberta Higgins<br>Lydia Joao | <b>20 YEARS</b><br>Annette Spenser |
|   | <b>7 YEARS</b><br>Mona Kailiponi   | <b>10 YEARS</b><br>Gladys Baisa<br>Susan Souza  |                                    |

# Cash for No Crash

- |   |   |   |
|---|---|---|
| Alma Castellanos<br>Lucy Chang<br>Albert Dumaran<br>Pacifico Estrada<br>Norma Fernandez<br>Carolyn Freitas<br>Julie Ann Kuoha | Florynda Martin<br>Donna Marie Medeiros<br>Stella Medeiros<br>Kevin Moats<br>Janice Montalvo<br>Leolinda Naihe<br>Leona Salomon | Laurie Smith-Kaukini<br>Debra Spencer<br>Crystal Vares<br>Gwen Vinuya<br>Colette Weston |
|---|---|---|

Your dedication and hard work are greatly appreciated.

## Senior Staff



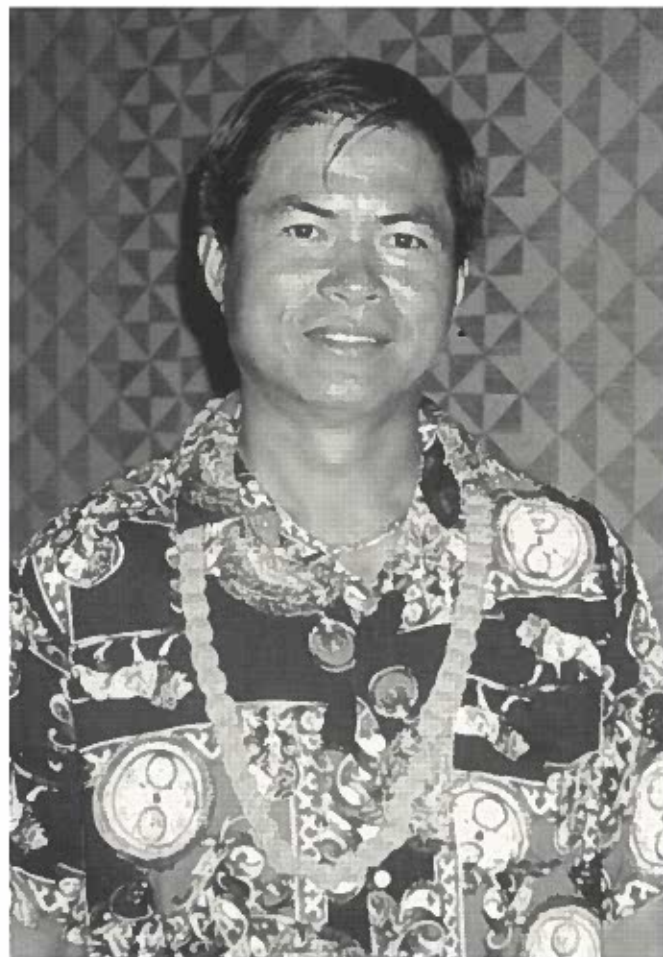
Mona Kailiponi, Fiscal Director (center) and her staff.



Mae Koyanagi, Receptionist and Annette Spenser, Executive Secretary.



Molokai Branch Manager, Irene Kaahanui.



Victorio Agtarap, Lanai Branch Manager

## MEO Funding Summary 1996-1997



	Total Budget
<b>GRANTS</b>	
<b>1. State OCS Grants</b>	
MEO Building Renovation and Relocation Grant .....	\$ 339,000
CSBG - Federal .....	331,090
Transportation .....	326,240
Family Development & Case Management .....	212,000
Weatherization Assistance Program .....	65,860
Head Start .....	59,520
Employment & Training .....	56,000
Community Food & Nutrition Program .....	8,649
<b>2. Other State Grants</b>	
Chore Service - Title II .....	111,658
State Homeless Emergency Program .....	26,268
LIHEAP .....	6,259
TEFAP .....	7,360
<b>3. County of Maui Grants:</b>	
Transportation .....	1,698,425
Head Start After School Care .....	182,500
Maui County Summer Pre-School Program .....	80,000
Assistance to Needy Individuals Grant .....	80,000
Microenterprise Program .....	70,000
County Chore Service - MCCOA .....	61,500
Maui Mobile Dental Clinic .....	60,000
County Community Food & Nutrition Program .....	50,000
Transportation - MCCOA .....	41,280
Maui Counseling Service .....	8,658
<b>4. Federal Grants</b>	
Transportation-ISTEA-FTA-Relocation Capital Improvement Grant .....	1,240,000
Head Start Grant .....	1,097,907
Head Start In-Kind .....	258,516
Migrant & Seasonal Farmworker Program .....	245,471
Senior Community Service Employment Program .....	139,198
SCSEP - In-Kind .....	14,387
Transportation-Section 18 (FTA) .....	123,315
Transportation-ISTEA-Section 18 (FTA) .....	355,000
Job Training Partnership - OIP .....	15,848
FEMA - Emergency Food & Assistance .....	3,674
<b>5. Other Transportation Programs</b> .....	601,161
<b>6. Private Funding Source:</b>	
Hawaii Community Foundation .....	43,000
Christian Lassen Aloha Foundation .....	12,000
<b>VENTURE PROJECT:</b>	
<b>7. Income Producing Ventures:</b>	
Herb Garden Venture .....	144,000
IMUA Rehab Administrative Contract .....	48,000
MEO Maid .....	48,000
Community Clinic of Maui Contract .....	20,800
Kula Hospital Contract .....	10,000
Maui Counseling Service Revenue .....	3,475
<b>MEO OTHER PROJECT:</b>	
<b>8. MEO Microenterprise Program</b> .....	40,000
Miscellaneous Fund Raising Activities .....	42,690
<b>TOTAL FUNDING</b> .....	<b>\$8,388,709</b>

## 3rd Annual Spirit Week Highlights



Michelle tries to dance her way into Bill's pink palace at the Spirit Week festivities.



Councilman Kimo Apana joins our judges for a showdown.



Staff hang out at the "saloon".



Amanda and Kamaile team up for Twins Day as Salt and Pepper.



Desiree and Loreta are Raggedy Ann & Andy.



Transportation staff was in charge of Friday's Western Theme deco.

## Christmas Memories



Christmas Party Emcee Kimo Apana chats with Susie and her husband.



Councilman Alan Arakawa enjoys the celebration with the Groff's.



The Christmas committee is recognized for an outstanding job.



Mattie and David get on stage and dance to a country macarena.



Kimo tries to talk to our Hawaiian reindeers.



Dress-up Rudolph the red nose reindeer was a hit.

# Activities



MEO employees volunteer for the Senior Fair Chow Fun Sale.



Guess who's behind this Halloween mask!



Transportation employees get into the celebration of Halloween.



Administration staff participate in the annual American Lung Association Office Olympics.



The Valentine Volunteer luncheon is an annual event.



Dispatchers are out to scare you in their hall of darkness.

# Activities



Sensei Lily Tam donates her proceeds to MEO.



MEO participants in the Annual Kupuna Dinner sponsored by the Maui Hotel Association.



Don Oakerson gives a heartwarming speech on the value of volunteers.



NACAA Director John Buckstead is joined by Hawaii CAP Directors.



Don Medeiros and Larry Minami at the Lahaina-Honolua senior Christmas party.



Pasty Mink poses with staff at the Head Start blessing.

# MEO



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

<b>KAHULUI</b> .....	877-0626
Community Services, Employment and Training .....	877-0626
Head Start .....	871-8835
Nutrition .....	873-7726
Transportation .....	877-7651
Fax .....	871-2171

## BRANCH OFFICES

<b>Hana</b> .....	248-8282
Office Hours: 7:45 a.m.-2:30 p.m. Monday-Friday	
<b>Lahaina</b> .....	667-9252
Office Hours: 7:45 a.m.-12:30 p.m. Monday 7:45 a.m.-3:30 p.m. Wednesday & Thursday	
<b>Lanai (Lanai City)</b> .....	565-6665
Office Hours: 7:45 a.m.-4:30 p.m. Monday-Friday .....	Fax 565-6722
<b>Molokai (Kaunakakai)</b> .....	553-3216
Office Hours: 7:45 a.m.-4:30 p.m. Monday-Friday .....	Fax 553-3776
<b>Molokai Head Start</b> .....	553-9805