

Helping

People

Help

Themselves

1965-1999

Maui Economic

Opportunity, Inc.

Annual

Report

July

1998

to

June

1999



**MAUI ECONOMIC
OPPORTUNITY, INC.**

P.O. Box 2122
Kahului, Hawaii 96733
Telephone: (808) 249-2990
Fax: (808) 249-2991

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MEO provides tools to help people help themselves.

A ride to the doctor, to work or to school. Training to improve job skills and employability. Help to find a job. Surplus food to supplement a slim budget, and information about how to eat for health. Early childhood care and education that gives little ones and their families a head start in life. Learning life skills, earning money – and fun – for teens. A helping hand with the housework, so an elder can stay at home. Advice and devices to save electricity and money. A friendly counselor to help pull things together when the world seems to be falling apart. Little loans that make a big difference in starting a small business. Vans that can carry grandpa or grandma in their wheelchairs to day care, or to the senior center to have lunch with old friends.

Basic tools for living, for earning, for self-reliance: Provided by MEO in the belief that, rather than giving people a fish, it is better to teach them how to catch fish for themselves.

MEEO, Inc., a private, nonprofit 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 celebrating its 34th year of providing an enormous array of services annually to more than 19,000 individuals, including the 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, on Lana'i at Lana'i City, and in Kaunakakai on Moloka'i, with a staff of more than 220 employees and a current budget of \$13 million - including \$4 million in capital improvement funding - derived from Federal, State, County and private funds. MEO's funding level continues to grow despite 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 35 programs, including 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 and persons with disabilities for medical, social, educational, health and recreational purposes. Chore Services are 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 desire 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. Economic development and a microenterprise project educate and finance individual entrepreneurs. We provide energy conservation information, surplus food distribution, legal services and services to the needy.

MEO's ventures include auto care, MEO Maids (a cleaning business), MEO Consulting, administrative and financial services and nutrition services.

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



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William C.N. Wong
Board President

As we near the end of the 20th Century and start of the 21st Century, MEO can look back from its creation in 1965 with a great deal of pride, satisfaction and accomplishment in providing service and training to the needy in a timely, efficient and courteous manner.

We have come a long way and done a lot, but we have a tremendous challenge as we head to the 21st Century. Lack of or reduction in funds for programs is and always will be a problem. As in the past, MEO has risen to meet this challenge and with help and understanding from our elected officials, the Harry and Jeannette Weinberg Foundation, our dedicated Board and employees, we will meet our objectives and mission-to help people help themselves.

This report marks the end of my presidency but not the end of my involvement with MEO. It has been an exciting two years in which we have seen the growth of services provided by MEO in areas of transportation, training, youth, Head Start, microenterprises and building of the MEO Family Center. We are also providing some of these services to others on Kauai and Hawaii. We do this because we do a great job on Maui and were requested to help with our expertise to agencies on other islands. It is a tremendous tribute and recognition of our outstanding management, staff and Directors.

My congratulations and thanks to them for making MEO a successful and compassionate service organization and for making my job as your president a successful and enjoyable one.

So, let's look forward with a great deal of enthusiasm and dedication to providing needed services to our people on Maui and State of Hawaii.

Aloha,

William C.N. Wong

William C.N. Wong
President

“MEO does everything for everybody” quipped Mayor Kimo Apana, keynote speaker, at the 34th Annual MEO Board Installation Banquet, held June 23rd at the Outrigger Wailea.

Honolulu City Council Chair Jon Yoshimura, Governor's Liaison Ted Yamamura, Councilmembers Tavares, Hokama, and Enriques, County Department representatives and other dignitaries, senior club presidents, non-profit agency directors, MEO senior staffers, and friends enjoyed an impressive installation with a Hawaiian values theme, of MEO's new leaders, conducted by installing officer, and former Board President, Velma M. Santos. New officers are Rose Marie Duey-President, Jeff Kuwada-Vice President, and Brian

Klaschka-Secretary/Treasurer. Several members of the Board were also recognized for perfect attendance. Outgoing President, Bill Wong, received a plaque in appreciation for his past two years of service as leader of the organization.

Emcee Gladys Batsa, MEO Executive Director, thanked everyone for the strong support received over the past year by MEO and invited everyone to look forward to the dedication celebration for the long awaited new MEO Headquarters, scheduled for August 14th.



Mayor Kimo Apana, 1999 Board Installation Dinner



Velma Santos, 1999 Board Installation Dinner

July 1, 1998 - June 30, 1999

BY-LAWS COMMITTEE

Artemio Baxa, Chairman GS
Lynne Woods PS
Mary Monden RS

FINANCE COMMITTEE

Brian Klaschka, Chairman GS
Jim Whitehead, GS
Tony Ramil PS
Glenn Fujimoto RS
Rhonda Lincoln RS
Jimmy Rust PS

MEMBERSHIP COMMITTEE

Rose Marie Duey, Chairman GS
Mary Monden, RS
Alvin Nacua PS

GRIEVANCE & SUGGESTIONS COMMITTEE

Rose Marie Duey, Chairman GS
Jeff Kuwada PS
Joseph Franco RS

PERSONNEL COMMITTEE

Jeff Kuwada, Chairman PS
Rose Marie Duey GS
Haruko Nakata RS
Gus Fuentes PS
Stephanie Aveiro GS
Kathy Fujimori RS

PROGRAM & EVALUATION COMMITTEE

Beatrice Kahanu, Chairman GS
Alan Arakawa GS
Mary Monden RS
Mark Forman RS
Lynn Woods PS
Dolores Bio PS

EXECUTIVE COMMITTEE

Bill Wong, Chairman GS
Jim Whitehead GS
Jeff Kuwada PS
Kathy Fujimori RS
Glenn Fujimoto RS
Beatrice Kahanu GS
Rose Marie Duey GS
Dolores Bio PS

NOMINATIONS COMMITTEE

Rose Marie Duey, Chairman GS
Rob Wead RS
Dolores Bio PS

COMMITTEE TO EVALUATE THE EXECUTIVE DIRECTOR

Bill Wong, Chairman GS
Mary Monden RS
Jeff Kuwada PS

MEO BOARD REP. TO THE HEAD START POLICY COUNCIL

Rob Wead RS

BUILDING COMMITTEE

Jim Whitehead, Chairman GS
Lawrence Ing PS
Brian Klaschka GS
Jimmy Rust PS

ALTERNATES

Betty DeLima for Mary Monden
Sue Malek for Rob Wead
Lawrence Ing for Jeff Kuwada
Shelby Ah Wah for Kathy Fujimori

VENTURE ADVISORY COMMITTEE

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

HEAD START POLICY COUNCIL REPRESENTATIVES

Cathy Abulon
Matthew Adlopho
Richard Armijo
Melonee Armitage
Margaret Bruck
Demery Carroll
Kathy Fujimori
Terrilyn Gamit
Leah Keohulua
Gina Leval
Gail McNish
Shiloh Ohta
Diane Owens
Darrell Ranis
Gina Rodrigues
Patty Tholen
Esmeralda Venegas
Rob Wead
Shanelle Yap

GS - Government Sector Representative
RS - Resident Sector Representative
PS - Private Sector Representative



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Gladys Baisa
 Executive Director

Dear Friends:

The past year has been incredibly busy and exciting as we finally secured the full funding of 3.8 million for the new MEO Family Center from the State and the Weinberg Foundation, and hired Arisumi Contractors to begin construction on January 4, 1999. Completion of the project is scheduled for August 4, 1999. Planning for this huge undertaking began in 1985 and everyone involved is ecstatic with the fulfillment of a dream at hand. A permanent home for MEO after 35 years is the result of the efforts of many individuals who have tirelessly worked to achieve this goal.

With a new County Administration, several new County Council members, and a deficit County Budget, the funding of MEO's programs this year was challenging. A fiscally austere State budget also meant cuts in traditional programs and scarce funding for new ones. However, with good planning, good networking, and active pursuit of grant funding from every viable source identified, MEO's budget continued to grow overall. We want to express our sincere thanks to our Funders, Board of Directors, Staff, clients, and the entire community for all of the kokua. We look forward to many more years of service to those we "Help to Help Themselves."

Aloha and mahalo,

Gladys C. Baisa
 Executive Director

July 1998 - June 1999

The Employee of the Month Program was started in January 1985 to recognize MEO employees for superior performance, promote increased morale and 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 cash award. Winning nominators also received \$50. Each winner was featured in a short article submitted to The Maui News.



JULY (1998)
 Naomi Hedani
 Senior Chore Service Aide



JANUARY (1999)
 Charlene Roman
 P.A. T. Driver



AUGUST
 Lyn McNeff
 Head Start Director



FEBRUARY
 Palma Cabos
 Teacher



SEPTEMBER
 Thelma Akita-Kealoha



MARCH
 Desiree Canha
 Community Services Assistant Director



OCTOBER
 Agnes Groff
 Transportation Director



APRIL
 Roberta Higgins
 Family Services Provider



NOVEMBER
 Wilbert Torricer
 Accountant - Venture



MAY
 Amparo Ligot
 Bus Cleaner



DECEMBER
 Cesar Flores
 Project Coordinator



JUNE
 Debra Lorenzo
 Chief Accountant

MEO is honored to recognize the following employees for their perfect attendance and no accidents in 1997.

This award program recognizes employees who have not used sick leave during a calendar year and the number of years that they have achieved perfect attendance.

1 YEAR	4 YEARS	6 YEARS	9 YEARS	13 YEARS
Rosendo Ancheta, jr. James Crowe Barry Gay Elizabeth Pszyk Michael Sing Wilbert Torricer	Lenny Carpio Matties Len Wai Loreta Pacubas	Palma Cabos Julie Ann Kuoha Debbie Lorenzo Lauri Smith-Kaukini	Mona Kailiponi Julie Ann Kuoha Agnes Groff	Dan Flavin
2 YEARS	5 YEARS	8 YEARS	10 YEARS	15 YEARS
Williette Doong Geri Kaina	Victoria Agtarap Willie Kalani Don Medeiros Lyn McNeff Debra Spencer	Bill Bates Lydia Joao	Gladys Baisa Susan Souza	Ora Latham
2 YEARS	12 YEARS	22 YEARS		
	Gladys Baisa Susan Souza	Annette Spenser		

C A S H F O R N O C R A S H

Drivers who are accident-free in a calendar year are eligible for a monetary award based upon hours worked and contingent upon availability of funds. Dispatchers, maintenance and administrative staff who drive MEO vehicles as part of their duties and responsibilities and who are accident-free in a calendar year are also eligible for 50 percent of the monetary award.

MINIMUM 1600 HOURS	MINIMUM 900 HOURS
Rosendo Ancheta, Jr. Louisiana Chang Darrell DeMello Evangelina Ellis Pacifico Estrada Norma Fernandez Sherry Freitas Zilpah Kaimiola Mary Kaiwi Trixy Kapoi Rose Makekau	Wayne Nahooikaika Irene Yoakum
LESS THAN 900 HOURS	
Gregory Cravalho Bertha Grijalva Angrea Kamae Agnes Groff Harry Johnson Darlene Kahihikolo Geraldine Kaina William Kalani Chad Lee Mathilda Len-Wai Florynda Martin	Kauokalani Moikeha Carmen Ragudo Harold Rames Michael Sing Laurie Smith-Kaukini Susan Souza Debra Spencer

Everything revolves around MEO Transportation. And as the County's designated transit provider, we've got the record to prove it!

We utilize our current services to the fullest extent possible, often times going beyond the call of duty just to see a job done. We organize our thoughts and ideas, even at the last minute, to see that all facets of multiple projects are completed thoroughly. Finally, we analyze our post operations objectives to visualize improvement and leave no stone unturned!



Bill Jenkins presents Siella Medeiros with MEO's top driver award.

MEO offers transportation services to infants, preschool children, youth, elderly, persons with disabilities, low income, 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 personal life sustaining daily transportation needs. We are currently operating a specialized fleet of seventy-two (72) vehicles county-wide, ranging in capacity between 3 and 45 passengers, of which 29 are wheelchair accessible and 1 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.

On October 9, 1998, MEO received matching funds from the County of Maui to purchase a replacement vehicle that was gurney capable. The need for a gurney capable vehicle became evident as the need for this type of service grew throughout the year. Additionally, Federal funds through the Head Start program were also available and a replacement school bus for the Head Start program was also purchased. Their delivery is anticipated for the beginning of the next fiscal year. On July 22, 1998, MEO received the six Aero Elite 25-passenger accessible buses that were ordered during March 1998. These buses were purchased through matching funds from the County of Maui along with a low interest loan through the Community



MEO driver provides TLC to our wheelchair clients.

Transit Association of America (CTAA). On February 17, 1999, MEO took delivery of two new 44-passenger school buses that were also a part of the replacement vehicle schedule. It has been imperative that the replacement of our older vehicles be addressed in order to continue with the amount of requests that our department receives on a daily basis.

During the month of October, State DOT representative Harold Lao conducted an audit of our Transportation files. The audit concluded that MEO has been in compliance with all DOT regulations. During November 17-19, 1999, the Hawaii Medical Service Association (HMSA) also conducted an audit on our Medicaid files for all three islands in the County, and again, our department has been in compliance with this audit. Annual audits are a necessity to continue daily operations and compliancy.

The Ala Hou program generated a year to date total of 3,511 passenger trips attaining 117% of our annual goal of 3,000 passenger trips. Additionally, the program has surpassed it's annual goal of obtaining 85 unduplicated applications generating a total of 333. Currently, the Ala Hou program continues to operate in the central, south, west, and parts of the upcountry area of Maui, along with the island of Molokai.

The youth transportation programs on Maui and Molokai continue to build momentum. The total combined youth transportation operations on the islands of Maui and Molokai generated 37,473 trips this year.

This year we have transported youth programs varying from theater productions, outrigger canoe programs, gymnastics and other youth oriented activities. With various routes to outlying communities, youth have been able to get to and from their activities with this very unique service. Schedules are printed each month in the Maui News with minor adjustments occurring periodically. MEO has been able to modify this schedule to accommodate special Youth Center activities. This collaboration continues to be very effective in meeting the various needs of the Youth in the County of Maui.

The Wailuku/Kahului Public Shuttle continued to turn away passengers as it's popularity continues to grow. MEO has assigned its newly acquired larger buses to address this overload situation. The fixed route shuttle service between Kahului and Wailuku is the only transit system that provides all persons, to include persons with disabilities, access to general public facilities. This service has become extremely popular, generating 50,430 passenger trips during this year attaining 210% of our annual goal of 24,000. MEO continues to seek increased funding to expand this program due to its popularity.



Dispatchers greet staff with assignments.



MEO's Pride! One of our two motorcoaches.



Training future MEO drivers.



Loading precious cargo requires skill and attention to detail.

funding, to be channeled through the State of Hawaii Department of Transportation, and County of Maui 20% matching funding. The County of Maui will be providing project funding and oversight.

In conjunction with our present services, MEO has been 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 member agencies throughout the County. Each mock exercise provides us with important information in order to prepare our agency in the event of an actual disaster.

Another concern in the area of emergency is the "Y2K" preparedness program. To date, all but one of our software and hardware equipment is in compliance. Data transfer has already taken place but is not a crucial part of our daily operations.

On January 18, 1999, 42 drivers were awarded the "Cash for No Crash" incentive by MEO for their outstanding performance during the year. Qualifications for this award rested solely upon a driver's desire and skill to remain "accident free" while accumulating a minimum of 1,600 work hours during the year. Driver Improvement Program (DIP) training, along with First Aid and CPR classes, continue annually as part of DOT regulations as a CDL driver/carrier. A new program for all of our staff members was the inoculation for the Hepatitis B virus. The Head Start department in conjunction with Dr. Bird, conducted a three "step" process towards the prevention of the Hep B virus. Ouch! All shots were necessary to complete the inoculation process and, if any were missed, the process had to start all over again.



Our aides and cleaners keep things running smoothly.

Our overall transportation program concluded this year with an aggregate passenger trip count of 323,164; attaining

132.6% in passenger trips for the program year. This total can be attributed to the fact that our department is open seven (7) days a week to include seven (7) holidays throughout the year. Our operating office hours begin as early as 5:00 a.m., and on certain occasions, may run as late as 11:00 p.m.



MEO Kahului office facility.

The unique specialized program providing transportation-to-work for persons with disabilities generated 13,700 passenger trips this year. Year to date we have registered 80 unduplicated individuals exceeding our annual goal of 60 unduplicated individuals.

We continue to work closely with GYA Architects, Inc., in completing the final phases of the Puunene Transportation Baseyard relocation project. Ninety-five (95) percent of the blue print planning for both the Transportation and Maintenance buildings have been completed. The project is estimated to cost \$5,100,000.00, utilizing USDOT 80%

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Volunteers have always played a significant part in the successful operation of organizations like MEO. Our surplus food distribution and our legal services for low-income seniors would not exist without the help of volunteers.

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

The 11th Annual Valentine's Day Volunteer Luncheon was held on February 14, 1999, at the Maui Beach Hotel. Gladys Baisa, Executive Director began the event with a Welcome Message. Attorney Larry Ing was MEO's "Volunteer Hall of Fame" awardee. He was cited for his loyalty, dedication and hard work in helping the elderly with living trusts, power of attorney, living wills and legal advice.

FREE LEGAL CLINIC. This the 10th year that Attorneys Larry Ing and Jeff Kuwada have helped MEO's seniors, 60 years and older, with their legal endeavors. Persons who own no real property other than their homes, are eligible for the assistance. This year, Attorneys Ing and Kuwada assisted 192 seniors with free legal services.

SURPLUS FOOD. The Temporary Emergency Food Assistance Program makes surplus agricultural commodities available to low-income people. The U.S. Department of Agriculture (USDA) is responsible for purchasing and packaging the TEFAP commodities and for transporting these items to designated delivery points throughout the United States. In Maui County, MEO, Inc. is the designated delivery point. Through the hard work of a group of dedicated volunteers called MEO's Helping Hands, low-income, homebound, isolated, homeless and hungry receive food commodities every third Wednesday of each month. Some of the commodities that were distributed this year include the following: canned peas, pork, vegetarian beans, peanut butter, apple juice, applesauce, rice, walnuts and prunes.

SENIOR "RED CARD" DISCOUNT PROGRAM. MEO contacts local merchants and businesses to see if they are interested in participating in the senior discount program. More than 80 outlets on Maui, Moloka'i and Lana'i are active participants, offering discounts to senior residents aged 60 years and older. Discounts range from a waiving of the 4 percent sales tax at many stores and businesses to as much as 15 percent at restaurants and drugstores.

Volunteer Hall of Fame

- Lawrence N.C. Ing - 1989 to 1990
- Violet E. Pszyk - 1990 to 1991
- Ichiro Takahashi - 1991 to 1992
- Harold Shimoda - 1992 to 1993
- Virginia Freitas - 1993 to 1994
- Jim Whitehead - 1994 to 1995
- Yukiko Kanoholani - 1995 to 1996
- Frank Lee - 1996 to 1997
- Beatrice Kahanu - 1997 to 1998
- Lawrence N.C. Ing - 1998 to 1999

"NANA IKE AO"

"Keeping an Eye to the Future. . ."

The MEO Head Start Program now has a total of 13 centers—two on Moloka'i and 11 on Maui—including a new full-day center in Kihei.

Accreditation continues to be an important focus of this busy program. Having been recognized last year for meeting national standards of "excellence" in both the MCC and Kaunakakai "A" full-day Head Start Programs, three more Centers are next in line for this prestigious recognition. It is MEO Head Start's goal to have all of its 13 centers accredited.

The MEO Head Start Program provides exceptional services to all facets of family life, from offering 6 of their 13 centers with part-day services (7:30 a.m. - 12:00 p.m.) to families who attend school or training, or are currently enrolled with a work program, to full-day services in their other 7 centers (7:30 a.m. - 3:00 p.m.), for families who are fully employed.

The MEO Head Start Program provides quality services to families with children with disabilities and those children who come from high-risk homes by providing hands-on services through its Transition/Disability Specialist. Currently, these services are provided in both the full-day and part-day Centers.

PROGRAM GROWTH. With partnership services to Lana'i's E Malama I Na Keiki O Lana'i, who had only 5 children last year, MEO continues to expand its services to an already economically hit island. Currently, the MEO Head Start Program is working closely with the DOE and the Hana community in providing the same partnership services to this remote population.

With determination to provide continuing full-day services throughout the County of Maui, the MEO Head Start Program applied for a grant with the Federal government to provide an Expansion Program in the Kihei area. The grant was awarded to the Head Start Program in September 1998, to begin March 1, 1999.

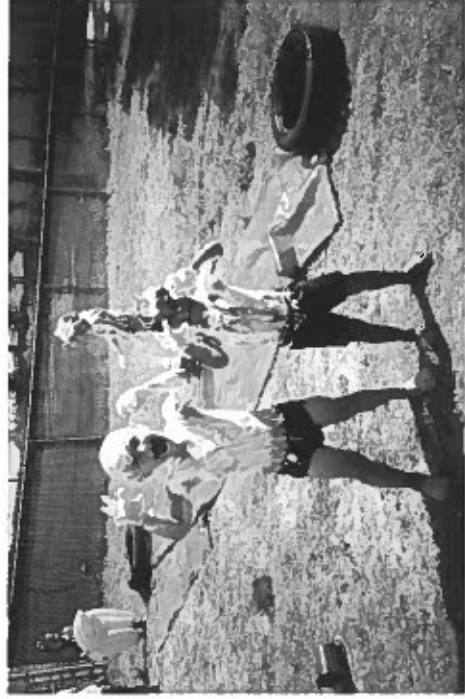
This Expansion Program allowed for the opening of the Kihei "A" Center,



Head Start children.



Lyn McNeff
Head Start Director



Waterplay is a fun part of Head Start.

a full-day program which compliments its sister and part day Center, Kihei "B".

It is only a matter of time, hard work, and determination before the MEO Head Start Program will extend its extraordinary services to all of Maui County.

A proud accomplishment for MEO Head Start is its Inclusion Program. In partnership with the Department of Education beginning in 1996, both entities envelop learning and socialization skills for it's special needs children. Hand in hand, both DOE and Head Start staff work together in providing the quality childcare services expected of it's program, an accomplishment which has grown from one class (Wailuku "B"), to three classes (Makawao "A", and Kihei "A"). MEO Head Start is always looking for improvements in better servicing it's clientele, with the beginning of it's 1998-1999 school year marking the way for continuing it's goal of providing service to over 281 families with a quality and comprehensive childcare program. In a study published in the National Head Start Association (NHSA) Dialog, The MEO Head Start Program "has been identified as being among the highest quality one-third."

MEO Head Start has also been recognized by the NHSA to provide State Cluster training to all Head Starts in the State, as well as the Early Childhood Education groups in Maui County. Since 1997, the MEO Head Start has been asked to host this prestigious event, they again have been asked to provide this service for the 1999-2000 fiscal year.

December 15th, 1998, marked the beginning of a new facility with a blessing to its grounds for the Upcountry Youth Center/Head Start classrooms. This building reflects the move towards intergenerational facilities and programs, another goal of setting the pace for Head Start Centers throughout Maui County.

A trendsetter to other Head Start programs, Maui Economic Opportunity, Inc. serves as the Head Start grantee for Maui County, and has provided leadership and training to nearly 19,000 children and family members since it's establishment.



Maui Aloha Animal Center at MCC Center H.S.



Kahului students enjoy fire prevention week.

- The Disability/Transition Specialist monitors and ensures that all children with special needs will have a loving and nurturing safe place to grow among their peers with acceptance and helps the families and children in transition from Head Start into the DOE Education system.
- Our Nutritional Specialist oversees the nutritional aspect of meals to the children, meeting USDA guidelines, and ensuring the meals will also be nutritious, healthy and tasty.

LAULIMA - WORKING TOGETHER. MEO Head Start recognizes the need to support their families and their children while attending Head Start, and emphasizes the importance of helping the families in achieving their dreams and goals for their special child by providing a partnership with the families to succeed in attaining their goals.

An important focus for the MEO Head Start staff is attaining the knowledge and patience needed to help their families flourish. The Administration for Children and

SPECIAL SERVICES. With a plethora of special services, MEO Head Start and their staff provide quality childcare/preschool and comprehensive services for children and their families. The following is a list of special services staff provide:

- Family Advocate Specialists provide hands-on service with children and their families by ensuring families needs are met by home-visits and assist families in designing goals and assessing needs.
- A Parent Involvement Specialist will assist the families and their children by planning important and pertinent training that will assist families to educate and empower themselves.
- Our Health Specialist will monitor and provide guidance and follow-up with families regarding health, dental, and mental health issues. The Health Specialist will also work with the families if they are faced with personal hygiene issues, and provide recommendations for the families to remedy the problem.
- The Education Specialist is the backbone to the teaching staff, offering support and encouragement and enabling them to empower themselves with the quality and developmentally appropriate services to the children.

The Disability/Transition Specialist monitors and ensures that all children with special needs will have a loving and nurturing safe place to grow among their peers with acceptance and helps the families and children in transition from Head Start into the DOE Education system.

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Transportation to and from daily Head Start classes is provided by MEO.

Families (ACF) Regional Office has stated that by the year 2003, all teaching staff must have at least an AA, AS or better college degree. The future looks good, as staff will have an opportunity to attend school and achieve their goal to become successful scholars in their field, and help their families in reaching their personal goals for their children.



Molokai Head Start youngsters and their teachers.

Constant and regular training is provided for the MEO Head Start staff. Staff are encouraged to continue their education through Maui Community College, enrolling in their Human Services curriculum, or participating in many of the upcoming conferences and seminars throughout the country.

On a monthly basis, a training day is set aside for staff and parents to receive in-service training. Parents have an important part in the growth and welfare of their child, and support to the Head Start staff. They are valued and respected as the primary educators of their children. Each of the 13 centers establishes a Parent Committee, which is made up of parents of their particular center, with a panel of President, Vice-President, Secretary, and Treasurer.

This group of people votes on issues and makes decisions for its own center.

From this entity a single representative is voted on to represent their Parent Committee at what is called a Head Start Policy Council. The Policy Council is a body of elected Parent Committee representatives who make decisions on policies and procedures for the MEO Head Start as a whole. In this essence, they have the power to make decisions on the progress, promotion, and growth of the Head Start Program.

Parents' participation in the classroom also influences the growth of not only their child, but the behavior and attitudes of the children participating in the class. Through volunteering, parents provide support to the staff, observe how to discipline children and how young children learn through planning and hands-on experience, and better appreciate how challenging and rewarding parenting can be.



Haiku Head Start hula maiden.

The Department of Community Services provides many critical services to the senior citizens and low-income residents of Maui County.

The Community Service staff specialize in outreach and referrals, support services, case management/job development, pre-employment training, career development, consumer advocacy, and homemaker and laundry services.

CASE MANAGEMENT. Case Management is a five-step process: Assessment, problem identification, service planning, implementation, and evaluation. The case management process is a continuous process that continually assesses all members of the family. Staffs on Maui, Molokai and Lanai provide case management, pre-employment and life skills training, referrals, and consumer education to low-income residents of Maui County.

OUTREACH AND REFERRAL. The outreach information and referral service assists seniors and low-income residents in making their needs known and getting them fulfilled. Individual home visits are made to assess clients' needs, and follow-up referrals are made to the appropriate human service agencies. This year, MEO staff counseled 1,522 clients, and 324 of those individuals were referred to various agencies for assistance.

HOMELESS PROGRAMS. The Community Service Department administers two homeless grants to help the at-risk and/or homeless resident of Maui County. Both grants provide shelter/housing assistance to help avert imminent eviction, to shelter participants in temporary housing at short-term facilities, or to alleviate the emergency shelter needs of the unsheltered. In addition, the grants provide emergency assistance to individuals facing utility disconnection. This year we provided 348 individuals with rent or utility assistance.

CHORE SERVICE. MEO, Inc. continues to work very closely with the Department of Human Services and the Office on Aging to provide homemaker, shopping, yard work, and laundry services to the disabled and frail elderly residents throughout the County of Maui. This program has enabled 228 disabled and aged individuals to maintain a safe and sanitary lifestyle.

EMERGENCY NEEDS ASSISTANCE. The Hawaii Community Foundation has awarded 6 grants to MEO to provide emergency assistance to needy individuals of Hawaiian ancestry under the Lilian Wilder and Irving



The Community Service Department.

Singer funds. The agency also received Alice Soper and Teresa Hughes funds to assist underprivileged individuals 50 years and older. The Gwenfread Allen fund assists needy individuals 62 years and over and individuals who are diagnosed with a mental disability. And finally, the Kitano Watanabe fund assists children 17 and under with educational and/or medical needs.

VISION SERVICE PLAN. Free examination & free eyeglasses for children 18 years old or younger, or if the child has not graduated from high school or if the child is not eligible for Medicaid. The child must be a U.S. citizen or resident alien, and the family income can be no more than 200% of the poverty level.



WTW Staff; Anna, Geri and Cal with Mona (WTW participant).



The C.S. Department celebrate Loreta's B-Day at Tokyo Tei.



WTW team with WTW's 1st participant, Marian Ladera.



Dan, Anna and Bill posing with a WTW participant at a PET Graduation.

The purpose of the Community Food & Nutrition Program has been to improve the nutritional health of the community of Maui County by "helping people help themselves."

The Maui Economic Opportunity, Inc. Community Food and Nutrition Program began in October 1995 and concluded this year on June 30, 1999. We helped people to modify behaviors so that they eat less high fat canned meats, use 100% whole wheat bread, switch to non-fat milk, and consume more fruits and vegetables.

Program services of the MEO-Community Food and Nutrition Program included emergency food provision and nutrition case-management, group community nutrition education, and provision of medical nutrition therapy by a registered dietitian to physician referred individuals. The goals of this project were:

- To increase advocacy for nutrition services to physicians and the community at large
- To increase services provided in the community to meet the high need and the shortage of services
- To provide interim direct services until the need was better met by the private sector

ACTIONS TAKEN THIS YEAR

- Individualized nutrition counseling to 208 of 144 individuals targeted for the year, meeting 144% of the annual objective. These patients set 459 individual goals for dietary change.
- Nutrition talks and education to 885 individuals, meeting 148% of the annual objective.
- Within the two activities of individualized nutrition education and nutrition talks/classes, a minimum of 201 individuals who were either homeless, or at risk for homelessness, were served.

PROJECT ACHIEVEMENTS

- 77% or 687 of 885 people that attended nutrition talks planned to make changes to their diet.
- 60% of the participants who attended the nutrition talks made actual changes to their diet.
- 60% of the goals set by the patients were successfully met.
- 38% of patients showed improvement in lab values, 21% showed no improvement. It was unknown in 41% whether there was improvement in laboratory values.

In January, the MEO-CFNP program was awarded the State's Welfare to Work program for the island of Maui and Molokai to provide assistance and support services to Temporary Assistance to Needy Families (TANF) participants. The program focuses primarily on assisting single women with children by providing intensive case management services with the intent to remove them from the welfare roles.

The energy program helps ensure that clients have the electricity they need, while conserving and keeping costs down.

WEATHERIZATION ASSISTANCE PROGRAM (WAP). The weatherization program informs and encourages elderly, disabled and low-income individuals and families to conserve energy by efficient use of electricity. This year we installed 6 water heater timers, 17 blankets and 6 solar water heater systems into low-income homes throughout Maui County. The program also repairs heat pumps and solar heater systems that were previously installed. In addition, staff will offer preventative maintenance and physical assessment to all families who were assisted under the program.

LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP). For 16 years, MEO has provided temporary assistance to eligible low-income households countywide with energy assistance.

The program assists households in one of two ways. Energy crisis intervention (ECI) assists households to restore or prevent termination of electric or gas power in the current residence of an eligible household.

Energy credit (EC) helps eligible low-income households offset the rising costs of energy for their residence. This year a total of 684 clients received assistance, 110 for ECI assistance and 574 for EC Support.



Fred Baisa heading to a job site to do a water heater jacket installation.

Our employment and training programs are deeply committed to providing an array of services, which include case management, life skills and job training, support services and referrals.

JTPA 402 MIGRANT & SEASONAL FARMWORKER PROGRAM. This statewide employment and training program assists farmworker families with cultural and family strengthening, language enhancement, job development and career training, employment and job retention and vocational support and case management.

This year, we serviced 132 farmworkers, who faced multiple barriers to employment. Of the 132 farmworkers, 122 farmworkers entered unsubsidized employment and became self-sufficient.

OCS EMPLOYMENT RELATED SERVICES. The Employment Related Services program continues to emphasize individual assessment and pre-employment training, commonly referred to as "PET." Instructor Dan Flavin on Maui and Debra Whitten on Molokai, continually upgrade the curriculum by revising the training manual. One of the changes that occurred this year, was an upgrade of career models, interview tapes and computer software for the computer class.



Cook out for the Hispanic Heritage Month.

SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM (SCSEP).

The SCSEP program is a state funded program to provide low-income individuals, age 55 and older, with employment training assistance and job placement with private enterprises.

This year the SCSEP program was highly commended by the State Department of Labor, its granting agency, for exceeding its goals as set by the agency. This year SCSEP provided job training to 44 individuals of which 13 were successfully placed into unsubsidized employment.

WELFARE-TO-WORK (WTW). The MEO Welfare to Work Program administers the federal grant awarded to Maui



Enlace Hispano Focus Group celebrates.



Father's Day Mass for The Hispanic Community.

Economic Opportunity, Inc. through the State of Hawaii Workforce Development Division. The goal of this program is to move the "hardest to place" TANF recipients off the welfare rolls and into long term unsubsidized jobs in the community. The program serves the County of Maui including the island of Molokai.

MEO's Welfare to Work program is staffed by a team comprising a Job Developer and a Case Manager under the direction of a licensed Master of Social Work. The program goal: to place 28 of 105 clients into unsubsidized jobs and ensure that they retain this job for at least six months thereafter. Services provided to clients include job development, social work assessment, job placement, pre employment training, post employment services, supportive counseling, case management, referral and linkage to other agencies.

Thanks to the collaboration of the various MEO programs and the employer-partners who hire our clients, WTW has already reached the baseline goal and is concentrating on the job retention phase.

HISPANIC LINK. After learning that MEO had become an affiliate of the National Council of La Raza, the W.K. Kellogg Foundation granted \$200,000 for the Hispanic Community of Maui. There are approximately 8,000 Hispanics living in Maui County and the number continues to grow. The focus of the MEO Hispanic Link is to provide the Hispanic community with services needed to obtain a better education by offering English classes, a higher wage earning ability through job training sessions and education and awareness of immigration and workers compensation laws and the effect of those laws on their civil rights.

We have implemented English classes in Kahului and Honokowai. We have elicited the legal services of CARECEN (Central American Refugee Center) from Los Angeles to offer a three-day seminar on Maui at no cost to any Hispanics affected by the NACARA (Nicaraguan Adjustment and Central American Relief Act) immigration laws. We are referring Hispanic youths to become involved in the life skills and social interaction activities through the Youth Bank Program, and we have started Microenterprise classes for those members of the Hispanic community who are interested in starting their own businesses.



Hispanic get-together at Baldwin Park.

MEO's Microenterprise program is helping the entrepreneur thrive on Maui by providing Micro Loans to Micro Businesses.

T H E E N T R E P R E N U R I A L S P I R I T I S T H R I V I N G . In this, our third year of the project, six hundred individuals have been assisted with business training needs assessments, business technical assistance, and other related business development services. MEO MICRO has closed more than one hundred loans for a total of \$374,000. Close to one half of these loans were paid back in full by the end of June. A total of \$166,000 has been paid back to the fund. There were six defaults as of June 30 for a total of \$22,000.

The variety of businesses includes an expanding group of food and clothing manufacturers, artists, service businesses, and consultants. Some provide competitive products to MEO. Many are dependent on the visitor industry for sales. Some have grown into second and third loans, or step loans as we call them, and some have created additional jobs for others.

A C H I E V E M E N T S A W A R D E D . MEO Micro was complimented this year when David Lawrence, the project director, was named Financial Services Advocate of the Year for the State of Hawaii. The U.S. Small Business Administration makes this award each year. This is a competitive award, which is decided by a group of business leaders and bankers from around the State. MEO Micro was also featured in a full-page picture in the Annual Report of the Bank of Hawaii.

T R A I N I N G F O R E N T R E P R E N U R S .

In the process of starting or expanding a business, many individuals require continued training as the business grows. Our Fast Trac Entrepreneurial Training class is the logical development of this need for continued training. In many cases a loan is approved with the requirement that this class be taken by the borrower.

Dan Flavin, MEO Micro's business trainer, has taught five 10 week Fast Trac One sessions this year. Over eighty individuals have completed the class.

The program has worked closely with the Kaufmann Foundation's Center for Entrepreneurial Leadership in Kansas City in ongoing curriculum development for First Step Fast Trac. MEO MICRO was one of four national pilot sites for First Step Fast Trac in the fall of 1998.



Dan acknowledges/presents a PET participant with a Certificate of Completion.

F U N D S F O R G R O W T H . Since our modest beginning in 1996 MEO MICRO has been able to grow with additional funding for operations and loan funds. As of July 30, 1999, MEO Micro has established:

- Annual operating capital of \$193,000
- A revolving loan fund of \$422,000
- A portfolio of over 100 loans valued at \$324,000
- A loan default rate of 6.8%

MEO MICRO was funded for a second year in 1998, with \$108,000 for operations, and an additional \$42,000 for loan funds, from the County of Maui Community Development Block Grant. The CDBG loan funds are granted at zero interest, and must be loaned to low and moderate income individuals.

The 1998-1999 budget was also fortunate to receive a second grant of \$70,000 from the Maui County Office of Economic Development.

Another point of growth came through a proposal written to the Bank of Hawaii for funding under the Community Reinvestment Act. The Bank of Hawaii proposed a \$250,000 investment in the form of a three-percent loan.

This funding can be used statewide for loan funds. The quality of the loan portfolio remains excellent, with one third of the loans repaid, and a very low rate of default of 6.8%.

S T R A T E G Y F O R S U C C E S S . While the main effort continues to be the lending and microenterprise development process, the development of long range support for operational funding and loan funds will always be critical to the future of the project. The idea of ongoing funding for Microenterprise, for additional Loan Funds, and for expanding funding for a Statewide Project will remain a top priority.

The first move, to Kauai, was put in place this year with a competitive contract award from the State Office of Community Services. MEO Micro received \$150,000 in operational funding under the category of Job Creation for Low Income Individuals. This project will begin in July of 1999.

David Lawrence was hired by the Hawaii Individual Development Account Collaborative to write a funding proposal for a demonstration grant from the U.S. Department of Health and Human Services. Individual Development Accounts are matched savings accounts designed to encourage asset development among low-income individuals. This proposal was funded, and will begin implementation in October. MEO is one of seven organizations in the State, which will start savings accounts over the next five years.

P L A N N I N G F O R P R O G R E S S . In June of 1998, MEO MICRO contracted a Third Party Evaluation with Mr. Frank Ballesteros coming from PPEP MICRO in Arizona to conduct the study of MEO MICRO.

The Venture Committee and MEO Board of Directors subsequently approved his three recommendations. First, MEO Micro will incorporate as a separate corporation to be called MEO Business Development Corporation. It will then be able to qualify for certification as a Community Development Finance Institution. MEO's Executive Director will control the new corporation. Second, MEO Micro will expand to statewide operation as funding permits. And third, we will expand our loan product line to include loan amounts of up to \$25,000 to existing borrowers with good history.



Bill, Dan and WTW participant pose for the camera at a PET Graduation.

W e're working to prepare Maui's youth for Maui County's jobs.

Many of Hawaii's youth despair of ever being able to get or hold on to a job. They lack the self-confidence, goal setting ability, and self-discipline necessary to achieve and maintain steady employment.

This is where MEO YouthBank steps in. Simply filling out an application, which includes a lengthy self-assessment, starts the 14 to 18 year old youth on their way. The only qualification is having a desire to learn and to earn. By a well-rounded mix of life and job skill classes, hands-on work experience, entrepreneurship training, and outdoor experiential learning, MEO YouthBank nurtures each teen's personal resources of intellect, character, and ability to achieve a goal. By the end of their training, the youth can answer the question, "Will I ever be able to get a job?" with a resounding YES!

From July 1, 1998 to June 30, 1999, MEO YouthBank served 137 young people. They took part in from one to all of the training phases.

LIFE SKILLS ARE KEY. YouthBank trainees start with the Life Skills class three days a week after school. They learn team building, values awareness, decision making, problem solving, stress management, nutrition, drug prevention, and conflict management. Next comes Job Skills class where MEO staff and community resource persons teach money management, reading and math basics, career exploration, resume writing, personal grooming, and job interview techniques. During this course, they go out to some of the job training sites. There they begin learning the actual skill through practical experience under the supervising MEO Job Trainer and/or the job site mentor.

LEARNING NEW SKILLS. In the Entrepreneur class, they set up a business in which they learn to make sushi, bread, or bake cookies from scratch. Business principles are learned as they sell the



Venus Hill, Issac Watson (State of Hawaii Office of Community Services), Gayle Hilleke (Federal Americorps Program Monitor), and Gladys Baisa.



Ropes Course... leap of courage and faith.



Putting their heart, hands and feet into the lo'i work.



Jim Crowe, Program Director, holding his *Ola Pono 1999 Award*. Present for the ceremony L to R Donna Andrade, Program Assistant, Kalea Crowe, Venus Hill, Administrative assistant.



Duke Sevilla, Job Trainer, coaching youth through an imagination rescue experience.

product, do the bookkeeping and accounting, and decide on the distribution of the profits. Members of Maui Toastmasters teach sales techniques.

The practical work experiences have taken our youth into the community to help with the Senior Fair, Charity Walk, Mercedes Championships, MEO Family Center ground breaking, Cameron Center Bazaar, Hula Bowl, Xterra Triathlon, and the Lanai Bike Safety Rodeo. Less visible, but more frequent, is the work of helping the elderly with house cleaning, yard work, storage moving, and house painting.

AMERICORPS PROGRAM. The elderly and the disabled were also served by the older AmeriCorps MEO YouthBank members who provided 16,806 total hours of individual care. The MEO YouthBank AmeriCorps members received a living allowance throughout their year of service and a \$2,260 education award to the college of their choice.



AmeriCorps service at its best.



Learning basic computer skills.



Entrepreneurs making sushi, teamwork style.

GRANTS

1. State OCS Grants

CSBG - Federal	375,578
MEO Building Renovation and Relocation Grant	339,000
Transportation	230,872
AmeriCorps Achieve Hawai'i	212,170
Employment Related Services	191,829
Head Start	49,513
Family Development and Case Management for Immigrants	48,491
Weatherization Assistance Program - Federal	31,198

2. Other State Grants

Chore Service - Title II	104,950
State Homeless Emergency	26,750
YouthBank - DHHL	12,000
LIHEAP - Federal	6,259

3. County of Maui Grants

Transportation	1,803,425
Youth Program	302,500
Transportation - For Persons with Disability	250,000
Head Start After-school Care	182,500
CDBG Micro-loan Operation	108,000
County Summer Preschool Program	80,000
CDBG Micro-loan Funds	75,000
Microenterprise Program	70,000
County Chore Service - MCOCA	64,500
Maui Mobile Dental Clinic	60,000
Emergency Rental Housing Assistance	60,000
County Community Food and Nutrition Program	45,000
Transportation - MCOCA	36,047
MEO/MCC Early Head Start Program	25,000

4. Federal Grants

Transportation - ISTE-A-FTA - Relocation Capital Improvement Grant	1,240,000
Head Start Grant	1,097,907
Head Start In-kind	274,477
Migrant and Seasonal Farmworker Program	245,471
Transportation - Section 18 (FTA)	195,971
Senior Community Service Employment Program	151,005
Senior Community Service Employment Program - In-kind	16,778
Microenterprise-CBED	15,000
FEMA - Emergency Food & Assistance	3,842

5. Private Foundation Grants

Hawai'i Community Foundation	56,500
Christian Lassen Aloha Foundation	2,575

PRIVATE FINANCIAL INSTITUTIONS

Microenterprise Loan Fund - Bank of Hawaii	250,000
Microenterprise Loan Fund Interest and Fee Income	7,500

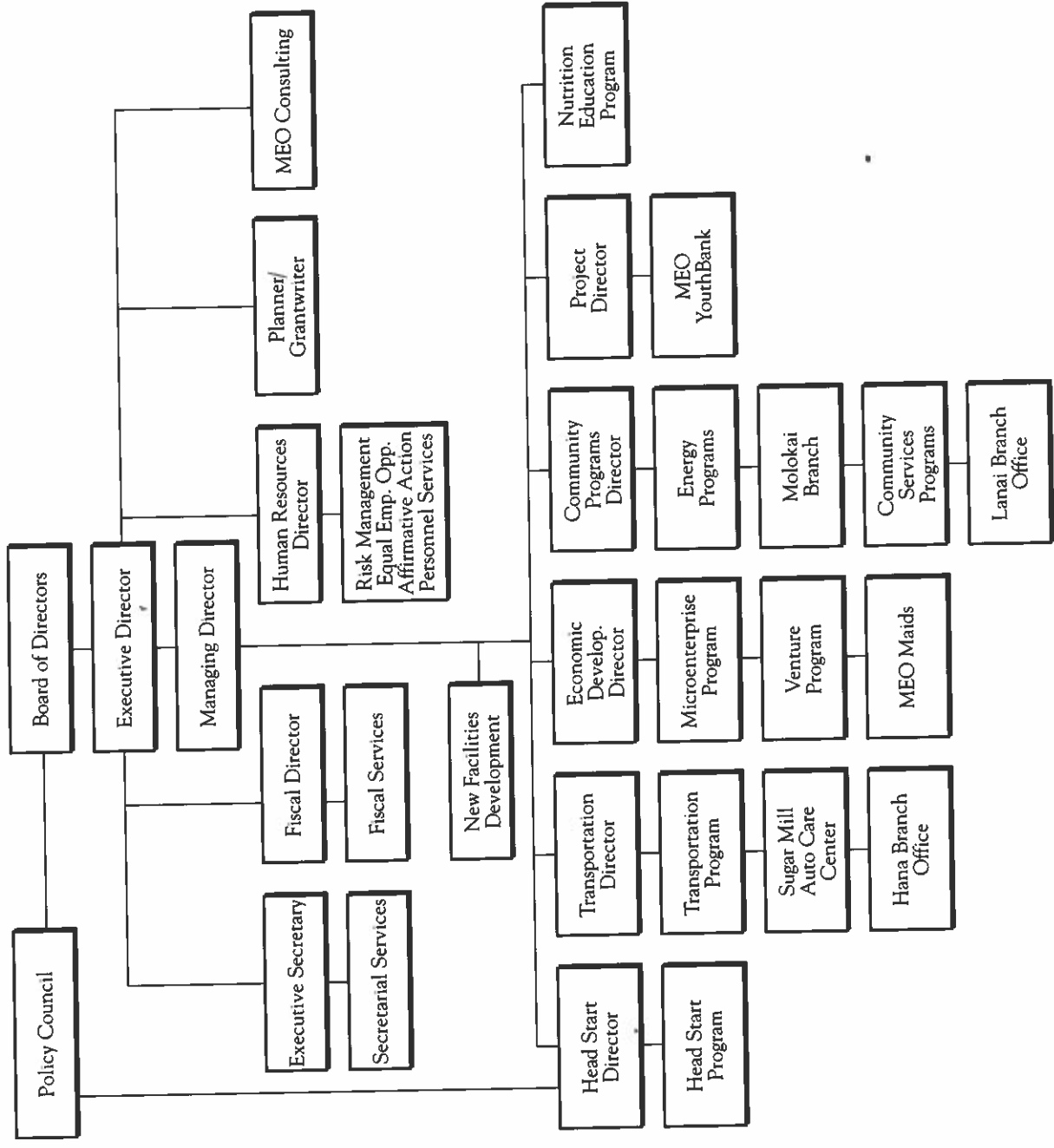
VENTURE PROJECTS

MEO Maid Services	62,400
MEO Administrative and Financial Services	46,800
MEO Food and Nutrition Services	42,240
MEO Consulting Services	5,000
MEO Herb/Internet Venture	1,500

MEO OTHER PROJECTS

Other Transportation Program	589,161
Miscellaneous Fund-raising Activities	115,050

TOTAL FUNDING \$9,199,759



TRANSPORTATION SERVICES: Transit operations on Maui, Moloka'i, and Lana'i.
HEAD START PROGRAM: Head Start classes on Maui, Moloka'i and Lana'i.
COMMUNITY SERVICES PROGRAMS: Senior Clubs, Red Card Program, Legal Services, Outreach & Referral, Chore Services, Employment & Training for the Low Income, Homeless Programs, Surplus Food, Senior Community Service Employment Program, Employment & Training for Immigrants and Refugees, 402 Migrant Seasonal Farmworker Program.
ENERGY PROGRAMS: Weatherization Assistance Program, Low Income Home Energy Assistance Program.
MEO CONSULTING: Fee for services in Administration, Fiscal, Personnel, Nutrition, Board Training, Board Planning, and other specialized training. Contracting Organizations: IMUA Rehab, Cameron Center, Community Clinic of Maui, Maui Memorial Hospital, Kula Hospital.
NEW FACILITIES DEVELOPMENT: Transportation Baseyard Relocation Project, MEO Family Center Project, Kihei Head Start, Infant Care Center at Maui Community College.

S E N I O R S T A F F



Gladys C. Baisa
Executive Director



Ken Hunt
Grant Writer



Don Medeiros
Managing Director



Agnes Groff
Transportation Director



Melva Goto, Human
Resources Director
and Kenzo Takami



J. J. Vroom
Executive Assistant



Jim Crowe
YouthBank Director



Barry Gay
Director of Economic
Development



Loreta Pacibas
Community Services
Director



Lyn McNeff
Head Start Director



Mona Kailiponi
Fiscal Director



Bill Bates
Community Program
Director



Katherine Pascua
Maids Supervisor



Molokai Branch Manger Irene Kaahanui (second from
left) builds teamwork at the staff retreat.



Senior Staff members at retreat.

A C T I V I T I E S



New Family Center groundbreaking.



MEO Employees Christmas Party.



New Family Center groundbreaking.



Enjoying dress up competition - MEO Employees Christmas Party.

SENIOR ACTIVITIES

M E O

MEO, Inc.
 P.O. Box 2122
 Kahului, Maui, Hawaii'i 96733
 (808) 249-2990
 FAX: (808) 249-2991

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



Senior Aloha Party.



Aloha Party, Koy Yamamoto (middle) and Ora Lathan (right).



Surplus food traffic manager Lanky Matsumoto.



Senior dances the hula at the annual Aloha Party at the Outrigger Hotel.



Aloha Party, Beatrice Kahanu, chair of the event (left), and hubby George (middle) and Kenzo Takumi, longtime P and C president (right).



Aloha Party, Roy Katsuda (left) and Speaker Emeritus, former MEO ED Joe Souki (right).

KAHULUI 249-2990

Community Services, Employment and Training
 Head Start
 Nutrition
 Transportation

BRANCH OFFICES

Hana 248-8282

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

Lahaina 667-9252

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

Lana'i (Lana'i City) 565-6665

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

Fax 565-6722

Moloka'i (Kaunakakai) 553-3216

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

Fax 553-3776

Moloka'i Head Start 553-9805