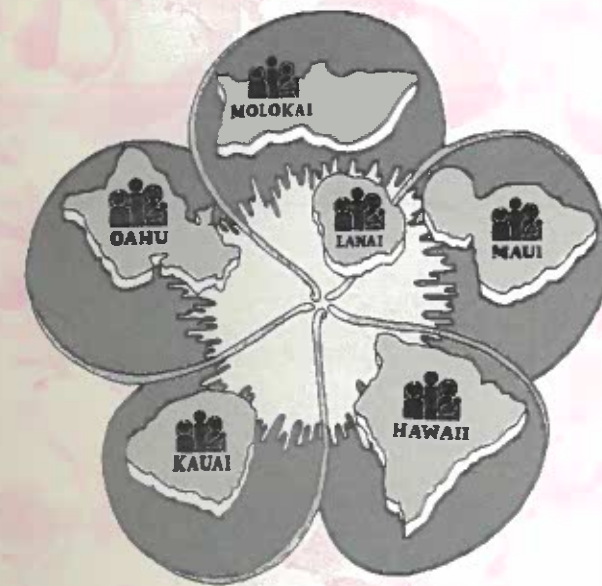


Maui Economic Opportunity, Inc.

Helping People. Changing Lives.

1965 - 2001



**MAUI ECONOMIC
OPPORTUNITY, INC.**

July 2000 to June 2001



**MAUI ECONOMIC
OPPORTUNITY, INC.**

99 Mahalani Street
Wailuku, Maui, Hawai'i 96793

P.O. Box 2122
Kahului, Maui, Hawaii 96733

(808) 249-2990
FAX: (808) 249-2991

MEO provides the tools to help people change their lives.

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 children and their families a head start in life. Learning life skills, earning money, preparing for the workforce - and fun for teens. A helping hand with housework, so an elder can stay in their home. Advice and devices to save electricity and money. A friendly counselor to pull things together when the world seems to be falling apart. Education and prevention to help stop drug abuse. Small loans that make a big difference in starting a business. Vans that can carry grandpa or grandma in their wheelchairs to day care, or to the senior center to have lunch with valued friends. Advocacy skills to better the life of the community.

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

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Maui Economic Opportunity, Inc. is a private, non-profit Community Action Agency, chartered March 22, 1965 by federal mandate, under the Economic Opportunity Act of 1964. The agency is currently in its 36th year of providing an enormous array of services annually to over 19,000 low-income people, elderly, children and youth, persons with disabilities, immigrants, other disadvantaged persons, and the public throughout Maui County and the State of Hawai'i.

The Mission of MEO is to help the low income, elderly, children and youth, persons with disabilities, immigrants, refugees, other disadvantaged persons, and the general public. Our motto is "Helping People. Changing Lives."

Maui Economic Opportunity, Inc. has offices located on Maui at Wailuku and Kahului in central Maui, and Hana on the east side of the island. Additional offices are located in Lana'i City on the island of Lana'i and at Kaunakakai on the island of Moloka'i.

MEO manages a vast array of services designed to meet the needs of its customers. We manage the only quasi-public transportation program in Maui County, carrying the elderly, low-income, persons with disabilities, youth, Head Start children, and the public, seven days a week up to 18 hours a day. MEO Head Start, an award winning nationally recognized program, provides services to 322 children through 14 centers countywide. The MEO YouthBank provides opportunities for youth age 14-26 through its AmeriCorps and Kamalama programs to work, to learn, and to prepare for their future.

Our Community Services staff is fully dedicated to work with tough situations in the lives of individuals, providing emergency services, job placement and training, homelessness prevention, and other support services. MEO-Business Development Corporation has formed its own entity as a Community Development Funding Institution in order to access capital and provide loans to persons to start small businesses, thereby creating jobs and boosting the economy of the community. Administrative functions include Fiscal, Human Resources, Planning, Public Information, and Management Information Systems.

MEO Inc. is managed through a tri-partite Board of Directors, representing the Private, Public, and Government sectors of the community. The Board is recognized throughout the State as leaders in the human service field.

The Core Value of why we do what we do is that of serving the less fortunate to the best of our ability. We are honored to have that opportunity.



**MAUI ECONOMIC
OPPORTUNITY**

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



Rose Marie H. Duey
President

June 30, 2001

Aloha!

I would like to take this opportunity to thank Gladys Baisa, her staff, and the Board of Directors for their support, dedication and commitment to ensure that the needed and quality services, programs and activities continue to be provided to our community.

On behalf of the Board of Directors, I wish to thank the many supporters of Maui Economic Opportunity, the funding sources of the County of Maui, the State of Hawaii, the United States Government, Private Institutions and Foundations, and especially those who collaborate with and advocate on behalf of MEO.

In this annual report, you will find that the fruition of your efforts brought needed services and relief to many in our community. That is what we are all about, and that is what we do.

Thank you all again.

Sincerely,

Rose Marie H. Duey
President

More than 150 elected officials, business leaders, community partners, employees and friends of MEO attended the 36th annual Board of Director's Installation banquet.

The keynote speaker was Mayor James "Kimo" Apana who spoke about the key leadership role MEO plays in the community in the efficient and innovative delivery of services. Congressional messages were also received from Senator Daniel K. Akaka and U.S. Representative Patsy T. Mink.

Alexa Kahui delivered an eloquent installation of officers, presenting symbolic gifts to remind each new officer of the responsibilities and opportunities presented as leaders on the MEO Board of Directors.

Gladys Baisa gave a warm aloha and presented recognition plaques to Rose Marie H. Duey, as departing MEO Board President, and to Louis Hao, who was leaving the MEO Business Development Corporation Board, in appreciation for their service. She then welcomed Jeffrey T. Kuwada as the new Board President, Brian Klaschka as the incoming Vice President, and Rhonda Lincoln as the new Secretary/Treasurer.

Board members Tony Ramil, Mary Monden, Nancy Shimoda, Gladys Brown, Beatrice Kahanu, and Haruko Nakata received the Velma M. Santos Award for perfect attendance. A special presentation was given to Leonora Carpio, who was retiring after ten years of dedicated service in MEO's Transportation Department.



Mayor James "Kimo" Apana and outgoing MEO Board President Marie H. Duey share a moment before the Mayor delivers the keynote address at the board installation banquet.



Alexa Kahui (L) and Gladys C. Baisa, welcome new MEO board officers Brian Klaschka as the incoming Vice President, Rhonda Lincoln as the new Secretary/Treasurer, and Jeffrey T. Kuwada (R) as the new Board President.

(As of June 30, 2001)

GOVERNMENT SECTOR

Maui Councilmember Alan Arakawa
 Maui Councilmember Riki Hokama
 Grant Chun, representing
 Mayor James "Kimo" Apana
 Rose Marie Duey, President representing
 Maui County Council
 Beatrice Kahanu, representing
 Maui County Council
 Brian Klaschka, Secretary-Treasurer representing
 Maui County Council
 Jim Whitehead, representing
 U.S. Senator Daniel Akaka
 Bill Wong, representing
 U.S. House Speaker Emeritus Joseph M. Souki

RESIDENT SECTOR

Cathy Abulon, Head Start Policy Council
 Jersula Manaba, Molokai Community Action Council
 Gladys Brown, Molokai Community Action Council
 Rhonda Lincoln, Hale Mahaolu
 Mary Monden, East Maui Seniors
 Haruko Nakata, West Maui Seniors
 Frances Pagay, Lanai Area Council
 Nancy Shimoda, Central Maui Seniors

PRIVATE SECTOR

Francis Torres, Maui Puerto Rican Association
 Joseph Franco, Jr., ILWU
 Gus Fuentes, Salvation Army
 Jeff Kuwada, Vice President, Maui Bar Association
 Alvin Nacua, Alu Like, Inc.
 Tony Ramil, Maui Filipino Council
 Don Roth, Maui Contractor's Association
 Lynne Woods, Maui Chamber of Commerce

MEO BUSINESS DEVELOPMENT CORP.

Sylvester Peros, President
 Masami Fukuoka, Vice President
 Lei Kihm, Secretary
 Bard Peterson, Treasurer
 Brian Klaschka
 Rose Marie Duey
 Gladys Baisa
 Larry Ing
 Louis Hao

HEAD START POLICY COUNCIL REPRESENTATIVES

Cathy Abulon, Chair
 Geraldine Adolpho
 Luciana Baur
 Kathleen Spano
 Regina Agcaoili
 George Pescaia
 Michelle Clark
 Murphy Mersberg
 Beatrice Kahanu
 Laurie Christiano
 Natalie Crozier
 Roberta Pestana
 Mark Chesick
 Kimberli Kaanana
 Mauro Serafica
 Mandi Soriano
 Robin Swift-Rohrer
 Patricia Tholen

PERFECT ATTENDANCE

MEO is honored to recognize the following employees for their perfect attendance in 2000. 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 Carlina Cabbat Janelle Baoy Valerie Cardone Diane Dunnam Lawrence Dressler Stephen Kealoha	3 Years James Crowe Barry Gay Teresa Osorno	7 Years Lyn McNeff Debra Spencer William Kalani Laurie Smith-Kaukini	9 Years William Bates
2 Years Ken Hunt Wayne Nahooikaika	4 Years Williette Doong Colette Weston	8 Years Debra Lorenzo Palma Cabos Julie Ann Kuoha	11 Years Mona Kailiponi
	6 Years Mathilda Len Wai	15 Years Daniel Flavin	

CASH FOR NO CRASH

Drivers who are accident/incident 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% of the monetary award

Minimum 1600 Hours

Karen Agsalog
Trinidad Cabacungan
Louisiana Chang
Darrell DeMello
Carolyn Freitas
Laura Freitas
Joseph Inciong
Harry Johnson
Darlene Kahihikolo
Dora Kahookele
Annette Kailihou
Andrea Kamae
William Kalani
Mary Kaiwi
Dawn Kawelo
Mary Kealoha
Gretel Koko
Calvin Kong
Neal Labang
Chad Lee
Mattie Len Wai

Florynda Martin

Stella Medeiros
Kevin Moats
Kauokalani Moikeha
Charlene Montalvo
Janice Montalvo
Wayne Nahooikaika
William AChris@ Price
Denise Prest
Elizabeth Pszyk
Irene Puha-Yoakum
Carmen Ragudo
Harold Rames Jr.
Charlene Roman
Dellfin Sado
Michael Sing
Laurie Kaukini Smith
Susan Souza
Debbie Spencer

Minimum 900 Hours

Agnes Groff
Trixy Kapoi
Clifton McKenzie
Jeanie Mendez
Lenora Peleholani
Myra Piligrin

Less Than 900 Hours

Irene Ahuna
Eric Amaral
Patricia Brown
Tanya Enaena
Kamaka Freitas
Vernadeen Freitas
Donald Kealoha
Doreen Kepano
Harriett Lindsey
Randy Luat
Guilly Orsorno
Joy Puckett

TRANSPORTATION

"We are fortunate to have the service that we do. The bus drivers get out of their seats and not only go to the client's door; they go into the home and help the people into their wheelchairs." - Mayor James "Kimo" Apana

MEO is currently operating a fleet of 76 vehicles countywide, ranging in capacity between 3 and 45 passengers, of which 32 are wheelchair accessible and 3 gurney capable. We have concluded this year with an aggregate trip count of 349,027 passenger trips; attaining 111% of our goal in passenger trips for the year. What follows is a typical day at MEO transportation:

5:00 A.M. - Our drivers, now classified as Passenger Assistant Technicians (PAT), are pre-checking their 48-item vehicle checklist. This checklist insures a safe operating vehicle for the day's activities.

Head Start drivers are enroute to pick up children who attend a total of 15 centers throughout Maui County. This bus service allows parents to go to work as they move toward self-sustaining employment. This service is paid for by the Head Start program and is free to participants.

7:30 A.M. - The Rural Shopping Shuttle is in the process of picking up passengers from the rural areas of



Helping seniors access services and maintain independent living.

Wailuku/Kahului corridor. The shuttle also operates within Lanai City and on Molokai taking residents from Maunaloa, Hoolehua, and East End to Kaunakakai. Twice weekly, people from the most rural areas on Maui (including Hana, Keanae, Pauwela, Haiku, Paia, Makawao, Olinda, Pukalani, Kula, Kihei, Waihee, Waiehu, Maalaea, Lahaina, Kahana, Honokowai, and points in between) are transported from their homes to the central corridor of Wailuku/Kahului.

The Rural Shopping Shuttle provides independence and transportation access for passengers allowing them to do their banking, go to a doctor, keep rehabilitation appointments, access State and County services, attend VA programs, go shopping for groceries, or fulfill other needs that can only be

met in town. This project is funded by Maui County, and while there is no fee for this vital service, donations are encouraged and accepted.

8:00 A.M. - Kalima and Hale Hauoli participants are being dropped at their final destination at the J. Walter Cameron Center. Senior clients are getting ready to be picked up from their residence for their morning rides to Hale Makua for Day Health programs or to Maui Adult Day Care for various activities. Both programs receive Maui County funding and are available at no cost to the rider, providing respite for caregivers and building participant self-esteem and independence.

Nutrition participants are being picked up from their homes to go to various County sponsored nutrition sites throughout Maui. Leisure passengers are being picked up at residences and sites enroute to the Kaunoa Senior center for the day's activities. These programs are designed to keep seniors healthy and independent.



The rural shuttle helps upcountry and isolated residents shop, keep medical appointments, and access other services that can only be found in town..

The County funded Public Shuttle is well on its way to pick up the general public from the central parts of Maui (Kahului and Wailuku) providing mobility to access a variety of life sustaining services. Starting at 6:50 a.m., the shuttle often exceeds its 25-passenger capacity by its third stop. This service transfers people between the points of Kahului and Wailuku from 6:50 am to 6:25 p.m., Monday through Saturday, except holidays. This program generated 48,611 passenger trips this year.

10:30 A.M. - Passengers on the Shopping Shuttles are being transferred from doctor's appointments to commercial centers. Riders on the Shopping Shuttle are allowed transfers within the Wailuku/Kahului corridor and for most it's the only means of access to medical appointments, grocery shopping, or even an occasional visit to the cemetery to visit deceased loved ones.

PAT drivers are ensuring a healthy life by taking passengers to medical and rehabilitation appointments around the island. For many of these clients, there would be no other way for them to meet with medical specialists that come from off-island for consultations.

12 NOON - Head Start half-day classes are ending; buses are returning children home to their families. We are fortunate to be the only Head Start program in the State of Hawaii to offer free bus transportation.

12:30 P.M. - The Rural Shopping Shuttles originate from outlying communities are returning their passengers to their homes with their supply of food and medicines ensuring an independent and healthy life.

This year, the Rural Shopping Shuttle Countywide generated 34,808 passenger trips. Those utilizing this Shuttle are mostly on a low fixed income with very limited discretionary funds. The passengers on the shuttles are mostly seniors with Supplemental Social Security benefits, disabled clients with low incomes, and single parents.

1:00 P.M. - The Employment for Disabled, a County funded program provides transportation for clients and is now returning home. This unique specialized program provides independence; self-sufficiency, and

mobility for its participants. It generated 4,932 passenger trips as of the end of this fiscal year. Riders of this service pay .50¢ for each trip.

2:00 P.M. - The County currently utilizes MEO to transport Ka Lima participants to and from their homes to sheltered workshops, programs and services. This year, Ka Lima O Maui generated 7,881 passenger trips. The State of Hawaii also contracts with MEO to transport participants of the Hale Hauoli program at the J. Walter Cameron Center.

2:15 P.M. - Shuttle buses are waiting to transport youth, nine years old and above, to youth activities at the Youth Centers and sports complexes. This County funded service is free to passengers and includes returning students to their homes or districts in the late afternoons. For some parents, MEO is the only means they have of getting their children to these activities and home again. As of the end of this fiscal year, Youth Transportation generated a total of 36,163 passenger trips Countywide.

2:30 P.M. - The County also contracts with MEO to transport seniors to Maui Adult Day Care. This facility allows families and caregivers a respite while their elderly family members participate in activities that stimulate their minds and bodies. These clients are very fragile and cannot remain at home alone while their families are at work. The Day Care program generates on average 8,200 passenger trips annually.

3:00 P.M. - Head Start classes for full day centers are ending, drivers are returning children to their homes. PAT drivers are busy returning dialysis clients from their treatment appointments. Often, MEO is the only means for these passengers to attend their critical medical appointments.

3:30 P.M. - Passengers on the Ala Hou program are just being picked up for evening appointments. This County funded program allows qualifying persons with disabilities to travel from outlying communities at a cost of \$1.00 per trip. This service is available to the communities of Wailuku, Kahului, Makawao, Pukalani, Kihei, Lahaina, and Moloka'i. This year, the program generated 2,687 passenger trips.

4:15 P.M. - The next day's schedule is ready and is being handed out at the Dispatch window to the MEO drivers.

5:00 P.M. - The Youth Transportation program is returning children from the Youth Centers and sports activities to their home districts. Often in the darkness, the bus will drive as close to the children's homes as possible before dropping them off. This gives parents piece of mind knowing that their children are safe.

6:00 P.M. - The return of clients from the Dialysis clinic is ongoing. Passengers with renal kidney disease must receive dialysis treatments three times a week to stay alive. Most of the staff has left for the day leaving just a small crew to finish the day's operation.

7:30 P.M. - The evening dispatcher is busy getting keys and schedules ready for the next day's operations. Gates are being locked and buses are prepared for the next day's operations. This will continue until the last bus pulls in at 8:45 p.m. tonight. Although there are no late runs tonight, buses have been known to come in as late as midnight after excursions for senior clubs; but its another normal day in the life of MEO Transportation.



Off to Head Start classes in new MEO buses provided with support from the State of Hawaii and the County of Maui.

Volunteers have always played a significant part in the successful operation of community action agencies such as MEO.

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

The 13th Annual Valentine's Day Volunteer Luncheon was held on February 14, 2001, at the Maui Tropical Plantation. Attorney Jeffrey T. Kuwada was MEO's "Volunteer Hall of Fame" awardee. He was cited for his steadfast support of MEO and his many years of work in providing free legal advice to seniors. He has also provided outstanding assistance to Maui's growing Hispanic community.



Jeffrey T. Kuwada receiving the Volunteer Hall of Fame plaque from MEO Board President Rose Marie H. Duey

FREE LEGAL CLINIC. Attorney Jeff T. Kuwada and associates Dave Jorgensen and Joe Toma continue to provide legal advice to seniors, 60 years and older at no charge to them. This year 150 low-income seniors were assisted with services including wills, trusts, property transactions and consultation.

SURPLUS FOOD. The Temporary Emergency Food Assistance Program makes surplus agricultural commodities available to approximately 500 low-income families on the third Wednesday of each month. The U.S. Department of Agriculture (USDA) is responsible for purchasing and packaging the TEFAP commodities and for transporting these items to designated delivery points through the United States. In Maui County, MEO is the designated delivery point. This program is not funded, and it is only through the hard work of dedicated volunteers called "MEO's Helping Hands", that the low-income, homebound, isolated, homeless and hungry receive food commodities.

SENIOR "RED CARD" DISCOUNT. MEO contacts local merchants and businesses to see if they are interested in participating in the Red card senior discount program. To date 120 outlets on Maui, Molokai and Lanai are active participants, offering discounts to seniors 60 years of age and over. Discounts range from waiving the 4% sales tax at many stores and businesses to 10%-15% discounts at restaurants and drug stores. Many "new" seniors have signed up for this service this year.

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
Lanky Nagata	1999 to 2000
Jeffrey T. Kuwada	2000 to 2001

"Head Start has gone over and above just being a school for all three of my children. They have enriched our family experience."

Currently there are 14 Head Start centers throughout Maui County, with 12 located on Maui, and 2 on Moloka'i. On Lana'i, we have a partnership with Malama I Na Keiki O Lana'i, with a total of 5 students. Because of increasing community demand, an afternoon program, Kahului C, was added this past year. This year we served a total of 322 children, ages 3-5.

FAMILY FUN DAY is a big yearly event for our families to meet each other, meet MEO Head Start staff, and participate in activities with other families and their children. Each center plans and presents a child/adult activity including water play, bubbles, an obstacle course, family collage creating and parachute play. Visitors included the Maui Fire Department, Maui Police Department and professionals from various County agencies to address family concerns.

ACCREDITATION continues to be an important goal for all of our centers. This year we are concentrating on Kahului A. Lahaina will be receiving their visit in spring of 2002. This will bring our total to six accredited centers out of the current 14 Head Start centers.

A SITE VISIT by Warren Harris of the Head Start Bureau in Washington, D.C. validated all the work and quality services our centers are providing to our children and families. He also participated in a two-day Statewide PRISM training on Oahu. This is the new evaluation instrument that will be used in all Head Start programs nation-wide.

All of our Head Start Committee members attended the PRISM training on Oahu in the areas of Governance, Advocacy and shared decision making.



"Look! Our names are getting bigger!" Learning about magnification.



"When I grow up I want to be a firefighter." Head Start encourages children to exploring many possibilities.

A FEDERAL REVIEW of Head Start programs takes place every three years. MEO Head Start had their review from March 12-16, 2001. The review team presented their Exit Report on March 16th. The high quality and comprehensive services provided throughout the MEO Head Start program was demonstrated by the positive results of the review. MEO Head Start was complimented on its exemplary communication practices and the creation of the Board of Directors' Head Start Committee. We are very proud that MEO Head Start was the only agency and program in the State that created a Head Start Committee of Board members.

THE ROBERT WOOD JOHNSON FOUNDATION telephoned on April 4, 2001 to congratulate MEO Head Start on being chosen as one of the new grantees for their "Free to Grow" project. This program focuses on family strengthening and empowering communities to deal with substance abuse and neglect problems. We are honored to be chosen for this nationally recognized grant.

INCLUSION CLASSES emphasize Head Start's belief that all children benefit when the classroom includes a blend of children with various backgrounds. Our inclusion classes are such a positive alternative that the Hawaii State Department Of Education has asked us to expand our inclusion program to add Kahului A and Haiku centers to the current inclusion sites of Kihei A, Lahaina, Makawao A, and Wailuku B.

MODULAR CLASSROOMS These classrooms have been installed on the Kihei Elementary School Campus for Kihei A (an inclusion site) and Kihei B centers. A big mahalo to everyone who worked so hard to respond to this community need.



Where do Giraffes come from? Head Start children learning about nature on a field trip.



Girl's Day, and lessons about other cultures.

MEO Community Service programs provide counseling, referrals, advocacy, employment assistance, homeless prevention, and support services all aimed at the goal of self-sufficiency.

CASE MANAGEMENT. Case Management is a comprehensive approach to self-sufficiency. MEO's Community Services Department has a team of caring specialists called case managers who spend their entire day helping disadvantaged families get back on their feet. MEO's case managers provide individualized counseling, referrals, advocacy, career development, and support services.

EMERGENCY NEEDS ASSISTANCE. The Hawaii Community Foundation has awarded grants to MEO to provide emergency assistance to needy individuals of Hawaiian ancestry under the Lillian Wilder and Irving Singer Funds. This program has assisted many Hawaiian families throughout Maui County. One such individual received financial assistance for a round trip airlines ticket from Molokai to Maui for medical testing. MEO has also received Alice Soper and Teresa Hughes funds to assist underprivileged individuals 50 years and older. This program has touched the lives of many seniors. For example, a senior broke her hip and required a wheel chair. The program



Community Services Director Loreta Pacubas discusses resources for a family with case manager Geri Ah Sam (back to camera).



Enlace Hispano (Hispanic Link) families participate in the MOST program to help design educational programs and to assist in the prevention of substance abuse in the community.

assisted her with \$500 to purchase a wheel chair. The Gwenfread Allen Fund assists needy individuals 62 years and older, and individuals that are diagnosed with a mental disorder. This year we assisted over 30 mentally disabled



Community Services case managers pose for a photograph after completing program training. Regular professional training keeps case managers informed and able to help families in need.

individuals with special medication and/or airfare to attend residential treatment on Oahu. The Kitaro Watanabe Fund assists children 17 and under with educational and/or medical needs. A social worker at Kaiser comments that if it wasn't for the MEO Kitaro Watanbe Program many children at Kaiser would not receive the care they need to get well, because their parents can not afford the procedures that their insurance will not cover.

CHORE SERVICE. MEO continues to work with the Department of Human Services and the Office on Aging to provide homemaker and chore services to disabled and frail elderly residents throughout Maui County. This year the program has enabled over 280 disabled and aged individuals to attain and maintain an independent life style. One senior called and mentioned how these services had prolonged her life saying, "Because of these services I don't have to go to an old folks home."

HOMELESS PROGRAMS. The Community Services Department administers two homeless grants to help the at-risk or homeless residents of Maui County obtain and maintain long-term housing. The programs are funded by the State and County to provide homeless individuals and families with either utility assistance, first months rent, back rent and/or a rental deposit. This year, over 150 families received financial and case management support. As a result, fewer families were without shelter. An example of program benefit can be seen with one family that came to MEO when they were living on the beach in tents. They were on public assistance, receiving \$418 per month, and could not find a place to live within their budget. A case manager worked with the head of household who was assisted with pre-employment training, job referrals, a resume, and interviewing skills. A week later, he went on three interviews and was hired as a driver for a bakery. Following employment, the case manager assisted the family with rental assistance. They are currently off of welfare, have maintained their housing, and the head of household has acquired a second job.

ENLACE HISPANO (Hispanic Link). A total of 299 Hispanic adults were informed and provided referrals. Of those, 149 received assistance in the areas of unsubsidized employment placement, employment search, social security assistance, rental assistance, transportation services, utility assistance, legal services (crim-

inal, civil, discrimination, and workers compensation), obtaining a Hawaii driver's licenses, food assistance, translation and English - as-Second Language (ESL) classes.

In addition, 150 Hispanic families were provided service in the area of immigration, with the Legal Immigration and Family Equity Act

(LIFE). This allowed them to stabilize their immigrant status. Enlace Hispano, in partnership with the County of Maui, organized the first Hispanic festival ever held on Maui to celebrate the Hispanic and Portuguese cultures. The festival was called Somos Amigos (We are Friends) and more than 3,000 people enjoyed a day of food, a chili contest, a soup contest, Latin and Portuguese music.

In collaboration with the County of Maui, MEO Enlace Hispano obtained a second grant from the Substance Abuse and Mental Health Service Administration (SAMHSA). The project is entitled the "Maui Ohana Strengthening Together (MOST) Project. It is funded for two years and has as its first goal "to continue to build a community-based coalition to foster collaborative efforts to develop programs that address the specific needs of Maui's immigrant Hispanic population and integrate them into the existing health and social services network."

The Enlace Hispano project coordinator developed a committee and established a chapter of the League of United Latin-Americans Citizens (LULAC) on Maui. This will help build additional state and national collaborations and partnerships needed to develop resources for the Maui Hispanic community.

Enlace Hispano held over 12 community meetings in Spanish during the year to providing information on a variety of services available to the Hispanic community from Maui's community agencies. Enlace Hispano continues to work with the Maui Community College Interchange classes throughout the year, allowing Hispanic clients to meet with MCC students to practice their English and for the students to practice their Spanish.



Community Services helps many walk-in clients. Our case managers work intensively with individuals and families to assist them in achieving self-sufficiency.

This year, 557 LIHEAP participants received temporary energy assistance, an 11% increase from the previous year. Another 112 individuals benefited from Weatherization assistance and energy conservation education.

WEATHERIZATION ASSISTANCE PROGRAM (WAP). MEO's energy program provides assistance to low-income families, individuals, and persons with disabilities through means of energy education focusing on conservation and the installation of energy saving devices which lower utility expenses.

During the year, the program assisted twenty-three households by installing thirty-one energy saving devices throughout the island of Maui. Four persons with disabilities households were provided with energy saving devices. Overall, a total of 112 individuals received benefits from the program.

The types of devices installed include electric timers, hot water heater jackets and solar systems.

The installation of solar hot water systems involves families (minimum of five members) who are homeowners that consume over 9,600 kilowatt-hours per year. The installation of timers and blankets may involve renters and homeowners.

LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP). This program assists households in one of two ways. Participants are either eligible for an Energy Credit (EC) or Energy Crisis Intervention (ECI). An energy credit is an amount of money, equally distributed throughout the state of Hawaii, that is credited to a household's utility account to help families offset the high cost of energy.

Energy crisis participants are assisted by having their electricity restored by the prevention of the termination of their gas or electricity by the utility companies. This year a total of 557 participants received temporary energy assistance by either being eligible for an Energy Credit or Energy Crisis Intervention. This represents an 11% increase from the previous year.



Fred Baisa (left) MEO Energy Educator, prepares to put an energy saving blanket on Leslie Kanamu's hot water heater.

Our employment services programs provide the low-income, immigrants, farmworkers, and those leaving public assistance with case management, life skills and job training, support services, and referrals.

EMPLOYMENT CORE SERVICES FOR THE LOW-INCOME. The State Office of Community Services Department funds this program. The program is designed to assist low-income individuals and families seeking to maintain long-term employment. This year, we assisted 88 individuals/families. Of the 88 enrolled, 41 participants entered employment, 32 full-time and 9 part-time. An example of our success occurred in June 2001. A participant came in to our office inquiring about Commercial Driver's License (CDL) training. He was unemployed at the time and his spouse was working part-time and they could barely make ends meet. The State Workforce Development Division worked with our case manager and provided the financial support needed to fund the training. MEO's Transportation Department provided the CDL training. Now, the client is working with a transportation company and is attending Maui Community College.

EMPLOYMENT CORE SERVICES FOR IMMIGRANTS. The State Office of Community Services Department funds this program. The program is designed to assist immigrants with comprehensive case management support, advocacy and employment. This year, we assisted over 50 immigrant families experiencing personal and employment barriers.

NATIONAL FARMWORKER JOBS PROGRAM. The Federal Department of Labor funds this program. The program is designed to assist migrant & seasonal farmworkers with vocational support and year-round employment. A majority of the participants speak limited English and have little or no work experience in Hawaii. The program requires bi-lingual case managers who are experienced and dedicated. This year, we assisted 97 seasonal farmworkers throughout the State of Hawaii. As a result, we successfully employed 65 farmworkers. One satisfied participant said, "With the help of MEO, I obtained a Nurse's Aide Certificate and obtained full-time



Ante Amor was helped to find a well paying job by MEO.



Senior Community Services Employment Program employees learn about employment assistance training and job placement opportunities for those 55 years and older.

employment at the hospital, earning \$10.00 an hour."

MAUI-TO-WORK (MTW). As a result of Welfare Reform, many Maui County residents will eventually reach their 5-year limit on receiving welfare benefits beginning in December 2001. The MEO Maui-to-Work Program that began in October 1999 administers a federally funded competitive grant awarded to Maui Economic Opportunity, Inc. through the U.S. Department of Labor to assist these clients. The goal of the program is to place 168 of 300 clients into unsubsidized employment. These residents are welfare recipients, custodial parents who are in poverty, and non-custodial parents whose children are on welfare or who receive other benefits, and who are not able to pay child support.



Maui-to-Work staff members Cookie Ellis (L), Leonardo Sequeira, and Debbie Kamalii participate in a community job fair.

A second goal is to ensure that they retain their jobs for at least six months and assist in furthering opportunities for job progression and better paying jobs to achieve self-sufficiency. The program provides case management, supportive counseling, pre-employment training, support services, job placement, post-employment training and services, and long-term job retention services. Maui-to-Work serves the entire County of Maui.



Maui-to-Work client Jose Vasquez and a Maui Vista Landscape Supervisor pose after a hard day's work.

Maui-to-Work is a program that includes a strong collaboration among various non-profit agencies, the State of Hawaii's Department of Human Services, the County of Maui's Department of Housing and Human Concerns, Maui Community College, Hui Malama Learning Center, the Maui Chamber of Commerce, the State of Hawaii's

Child Support Enforcement Agency, Family Court, and the State of Hawaii's Adult Probation Agency.



Job readiness training helps clients succeed in obtaining and keeping a job.

MEO Business Development Corporation helps low-income entrepreneurs start and expand their businesses. In the five years we have been lending, we have helped to create and retain over 327 jobs.

As the only Microenterprise serving Maui and Kauai counties, we continue to be the education, technical assistance and funding source for low-income entrepreneurs who do not have access to traditional lending. Our business-training classes are attended by people with an idea for a business and by people in business that want to learn more about running their organization.

Our technical assistance is what sets us apart from a bank. We spend hours before and after the loan helping to ensure the businesses of our clients won't fail. We provide capital for people who could never get help from a bank, usually because of a poor credit



FastTrac business development class graduation.



Loan recipient signing microloan papers.

history. MEO Business Development Corporation is a Community Development Financial Institution certified by the U.S. Department of the Treasury. Our bottom line is the self-employment of low-income individuals.

MICROLENDING. This year we awarded 72 loans totaling \$392,000. These loans helped to create 42 new businesses and create and retain 92 jobs in Maui and Kauai counties. In the five years the MEO Microenterprise Project has been operating, we have lent over \$977,000, mostly in loans under \$5,000. Approximately 80% of our lending is in Maui County and 20% is on Kauai.

In the five years we have been lending, we have helped to create and retain over 327 jobs and that number is only the actual borrowers.

Many more jobs are created when the businesses we help hire employees. Our impact on the economic development of Maui and Kauai counties has been consistent and strong.

BUSINESS EDUCATION. FastTrac New Venture is an 11-week course that teaches students the tools needed to write a feasibility study for any business they may be thinking of starting. In 1999, the U.S. Small Business Administration voted the business education curriculum offered by MEO Business Development Corporation the "Best entrepreneurial education in the nation".

We have graduated over 300 students from the FastTrac classes and over 100 of those have started their own businesses. We still offer technical assistance to the graduates after they leave the course, and some of these students have started remarkably successful businesses.

The mission of MEO YouthBank is to nurture self-worth in youth at risk of becoming socially disadvantaged and who possess a need for personal encouragement by making them more employable through classes in life-skills, job-skills, entrepreneurship, and through employment training opportunities presented by positive role models.

The Youth Development side of MEO YouthBank is for you if you are 12 to 18 years old and wish you had more personal skills, want to learn job skills, and wish you could do better getting along at home, in school, and at getting a job.

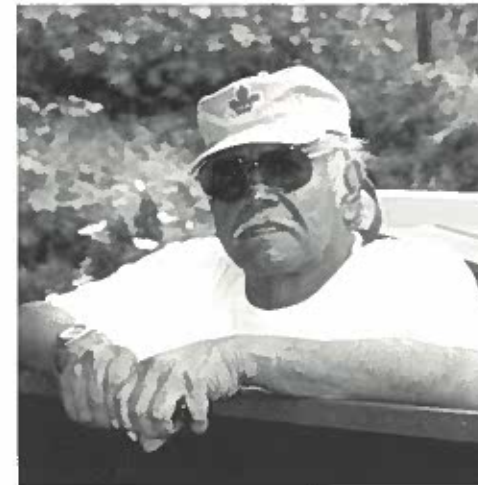
YouthBank AmeriCorps is the place for you if you have the desire for college but not the money, if you have a passion for environmental work, but not the experience. One year of dramatic service with MEO in our AmeriCorps program on the mountaintops and rainforests of Maui, Moloka'i, or Lanai and you can be college-bound, with the experience, a living allowance and a college scholarship.

These pictures show some of the ways YouthBank members are taking the opportunity to grow up confident, strong, self-sufficient, and proud.

The YouthBank staff of Jim Crowe, Duke Sevilla, Donna Borge, Alike Atay, Denise Engano, and the Job Coaches George Kaalaa and Hatota Tehiva, brings rich personal resources to the YouthBank participants. The youth are encouraged to develop a greater capacity in their feelings, their thinking, their physical strength, their spiritual life, and with their friends and family at school and at work.



State Senator J. Kalani English (back row) urged Youthbank members to get involved in government.



Youthbank volunteer Butch Canto.



Planting and blessing "The Queen's Tree" at Paukukalo.



YouthBank kids are future leaders of Maui County. They are pictured here after testifying at the Mayor's budget hearing.



YouthBank members at XTERRA athletic event with T.V. personality Dan Cook. YouthBank served as race monitors



Many hands make light work. Distributing Mercedes Golf Championship flyers as a YouthBank project.

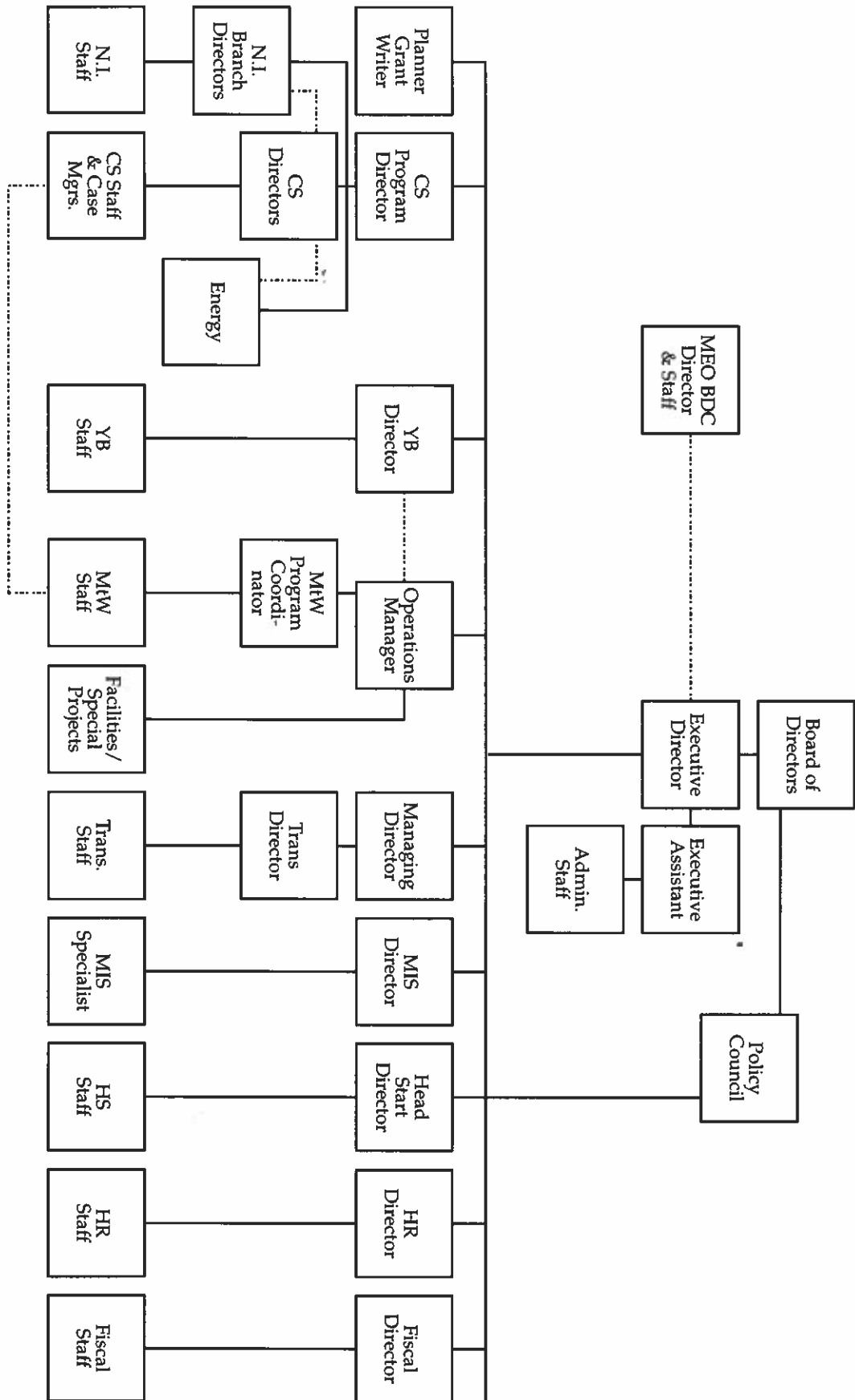


Mayor James "Kimo" Apana treated YouthBank to lunch to thank them for their work in support of County activities.

GRANTS

1. STATE CIP GRANT		
TRANSPORTATION VEHICLE PURCHASES	\$	500,000
2. STATE OCS GRANTS		398,540
CSBG - FEDERAL		230,000
TRANSPORTATION		191,101
AMERICORPS ACHIEVE HAWAII - FEDERAL		60,845
HEAD START		58,000
EMPLOYMENT RELATED SERVICES		50,400
FAMILY DEVELOPMENT AND CASE MANAGEMENT FOR IMMIGRANTS		39,549
WEATHERIZATION ASSISTANCE PROGRAM - FEDERAL		13,796
COMMUNITY FOOD AND NUTRITION		
3. OTHER STATE GRANTS		104,963
CHORE SERVICE - TITLE II		57,000
MEO YOUTH BANK - DEPT OF HAWAIIAN HOME LAND		50,000
ELIGIBLE TRAINING PROVIDER		46,167
HOUSING AND COMMUNITY DEV CORP OF HAWAII		
4. COUNTY OF MAUI GRANTS		1,795,925
TRANSPORTATION		750,000
TRANSPORTATION VEHICLE PURCHASES		254,000
TRANSPORTATION - FOR PERSONS WITH DISABILITIES		164,250
HEAD START AFTER SCHOOL CARE		117,000
CDBG MICRO-LOAN FUNDS - FEDERAL		50,000
YOUTH PROGRAM		84,000
COUNTY SUMMER PRE-SCHOOL PROGRAM		82,000
EMERGENCY RENTAL HOUSING ASSISTANCE		81,007
COUNTY CHORE SERVICE - MCCOA		32,857
TRANSPORTATION - MCCOA		1,500
NA KOHO PROGRAM		
5. FEDERAL GRANTS		2,845,000
MAUI TO WORK		1,740,776
HEAD START		1,240,000
TRANSPORTATION - ISTEAF-FTA - RELOCATION CAPITAL IMPROVEMENT GRANT		402,488
FTA SECTION 5309 - VEHICLE PURCHASES		373,479
HEAD START IN-KIND MATCH		248,154
NATIONAL FARWORKER JOBS PROGRAM		200,000
NATIONAL FARWORKER JOBS PROGRAM - YOUTH		151,838
SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM		150,400
TRANSPORTATION - SECTION 18 (FTA)		93,000
MOST - FAMILY STRENGTHENING PROGRAM		49,895
UNIVERSITY OF HAWAII RIDES TO WORK PROGRAM		16,871
SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM - IN-KIND MATCH		6,261
LIHEAP - FEDERAL		2,410
FEMA - EMERGENCY FOOD & ASSISTANCE		
6. PRIVATE FOUNDATION GRANTS		199,345
W. K. KELLOG FOUNDATION - HISPANIC LINK		85,000
FREE TO GROW - ROBERT WOOD JOHNSON/DUKE FOUNDATIONS		80,700
YOUTH BANK - FOUNDATIONS		40,000
HAWAII COMMUNITY FOUNDATION		9,337
CHRISTIAN LASSEN ALOHA FOUNDATION		
7. VENTURE PROJECTS		233,800
MEO ADMINISTRATIVE AND FINANCIAL SERVICES		12,600
MEO MAID SERVICES		2,500
MEO CONSULTING SERVICES		3,500
YOUTH BANK ENTREPRENURIAL		
8. MEO OTHER PROJECTS		889,000
OTHER TRANSPORTATION PROGRAMS		165,000
MISCELLANEOUS FUND RAISING ACTIVITIES AND COMMUNITY DONATIONS		
TOTAL FUNDING	\$	14,454,254

ORGANIZATIONAL CHART



COMMUNITY SERVICES PROGRAMS: Senior Clubs, Red Card Program, Legal Services, Outreach & Referral, Chore Services, Employment & Training for the Low Income, Homeless Programs, Surplus Food, National Farmworker Jobs Program, Maui-To-Work, Employment & Training for Immigrants, Enlace Hispano.

ENERGY PROGRAMS: Weatherization Assistance Program, Low Income Energy Assistance Program.

NEW FACILITIES DEVELOPMENT: Transportation Baseyard Relocation Project, Infant Care at Center at J. Walter Cameron Center.

HEAD START PROGRAM: Head Start classes on Maui, Moloka'i, and Lanai.

MEO BUSINESS DEVELOPMENT CORPORATION: Microenterprise loans, business development, business education classes on Maui, Moloka'i, Kaua'i.

MEO CONSULTING: Fee for services in Administration, Fiscal, Personnel, Board Training, Board Planning, Strategic Planning, and other specialized training.

Contracting organizations: IMU/A Rehab, J. Walter Cameron Center.

TRANSPORTATION SERVICES: Transit operations on Maui, Moloka'i, and Lanai.

YOUTH BANK: AmeriCorps, National Farmworker Jobs Program, Kamalana Youth Program, Office of Hawaiian Affairs, Department of Hawaiian Homelands.



Gladys Baisa
Executive Director



Steven Kealoha
Operations Manager



Don Medeiros
Managing Director



Mona Kailiponi
Finance Director



Debbie Cabebe
Human Resources Director



Bill Bates
Community Program Director



Loreta Pacubas
Community Services Director



Sandy Baz
Management Information Services Director



Agnes Groff
Transportation Director



Lyn McNeff
Head Start Director



Jim Crowe
Youthbank Director



Barry Gay
MEO Business Develop. Corporation CEO



Debra Spencer
Moloka'i Branch Director



Victor Agtarap
Office Manager, Lana'i



Ken Hunt
Planner/Grant Writer



Marisa Lewis
Executive Assistant



Las Tres Amigas (The Three Friends) grace MEO during Spirit Week.



The Head Start "Nuns" make a joyful noise during Halloween Festivities.



MEO partners meet with a representative of the Robert Wood Johnson Foundation (center, with lei) to provide support for the MEO Head Start "Free to Grow" community-building project.



Donald Sykes, Director of the Office of Community Services, U.S. Department of Health and Human Services, pays a visit to the MEO Christmas party.



MEO celebrates volunteers on Valentine's Day at the Maui Tropical Plantation.



Enlace Hispano (Hispanic Link) members organized a celebration for Mother's Day at Baldwin Park.



Entertainment was hot at the Aloha Party!



A smart shopper finds a good deal at the MEO Rummage Sale.



Lt. Governor Mazie Hirono checks out the latest senior news.



Miss Universe Brook Lee (l), Gladys Baisa, and U.S. Representative Patsy Mink pose with the oldest female and male senior citizens at the Annual Aloha Party.



Board member Bill Wong accepts a gift of appreciation at the MEO Board installation dinner.



Lahaina seniors enjoy the festivities at the MEO Christmas party.

MEO, Inc.
99 Mahalani Street
Wailuku, Maui, Hawai'i 96793
(808) 249-2990
FAX: (808) 249-2991

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

HARRY & JEANETTE WEINBERG FAMILY CENTER	249-2990
99 Mahalani Street • Wailuku, HI 96793	
Community Services, Employment & Training	249-2970
Fax.	249-2971
Enlace Hispano	249-2993
Head Start	249-2998
Fax.	249-2989
MEO Business Development Corporation (MEO BDC).....	249-2990
Fax.	249-2991
Transportation	877-7651
Fax.	871-2171
YouthBank	249-2977
Fax.	249-2991

BRANCH OFFICES

Hana	248-8282
Hana Neighborhood Center • Uakea Rd • Box 67 • Hana, HI 96713	
Office Hours: 7:45 a.m. - 2:30 p.m. Monday - Friday	
Lana'i (Lana'i City)	565-6665
1144 Ilima Ave., Suite 102 • P.O. Box 630068 • Lana'i City, HI 96763	
Office Hours: 7:45 a.m. - 4:30 p.m. Monday - Friday	
Fax.	565-6665
Moloka'i (Kaunakakai)	553-3216
380 Kolapa Place • P.O. Box 667 • Kaunakakai, HI 96748	
Office Hours: 7:45 a.m. - 4:30 p.m. Monday - Friday	
Fax.	553-3776
Moloka'i Head Start	553-9805
380 Kolapa Place • P.O. Box 667 • Kaunakakai, HI 96748	
Office Hours: 7:30 a.m. - 3:00 p.m. Monday - Friday	
Fax.	553-3776
Kaua'i MEO BDC	635-6577
Larry Dressler • 4374 Kukui Grove, Suite 202 • P.O. Box 662340 Lihue, HI 96766	
Office Hours: 7:45 a.m. - 4:30 p.m. Monday - Friday	
Fax.	245-3031