

Maui Economic Opportunity, Inc.

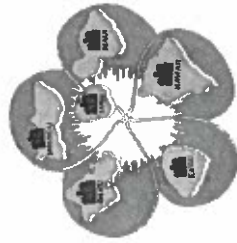
July 2003—June 2004



Helping People. Changing Lives.



Maui Economic
Opportunity, Inc.
Est. 1965



A Member of the
**community
Action™**
PARTNERSHIP
Helping People. Changing Lives.

**MAUI ECONOMIC
OPPORTUNITY, INC.**

99 Mahalani Street
Wailuku, Maui, Hawai'i 96793

P.O. Box 2122
Kahului, Maui, Hawai'i 96733
Telephone: (808) 249-2990
Fax: (808) 249-2991

MAUI ECONOMIC OPPORTUNITY

MEO provides the tools to help people and change 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. Reintegration services to help former inmates return successfully to the community. 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. Buses that can carry grandpa or grandma in their wheelchairs to day care, or to the senior center to have lunch with valued friends. Advocacy 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.

COVER PHOTO:

Jeffrey T. Kuwada, (left) immediate past President, MEO, Inc. Board of Directors, Brian Kiaschka, current MEO, Inc. Board President and Gladys C. Baisa, Executive Director, are pictured holding the 2003 Award for Excellence in Community Action, awarded at the Community Action Partnership Annual Convention held in Anaheim, California.

CONTENTS

Community Action Code of Ethics	2
MEO and the Community Action Promise.....	3
Letter from the President	4
Board Installation Banquet	5
Board of Directors	6
Executive Director's Message	7
Award for Excellence in Community Action	8
Employee of the Month	9
Perfect Attendance, Driver of the Year, and Cash for No Crash Award Winners.....	10
Transportation	11
Volunteers	13
Head Start	14
Kahi Kamali'i (The Place for Children)	16
Community Services	18
Employment and Training	20
Advocacy	22
Energy	23
Enlace Hispano (Hispanic Link).....	24
Reintegration.....	26
Microenterprise	28
YouthBank	30
Organizational Chart.....	32
Funding Summary.....	33
Senior Staff.....	34
Activities	35
Senior Activities.....	36
Directory	37

COMMUNITY ACTION CODE OF ETHICS

We, as community action professionals ever respectful of cultural diversity, dedicate ourselves to eliminate poverty in the midst of plenty in this nation by opening to everyone the opportunity for education and training; the opportunity to work; and the opportunity to live in decency and dignity, and commit ourselves to:

- ❖ Recognize that the chief function of the community action movement at all times is to serve the best interests of the poor.
- ❖ Accept as a personal duty the responsibility to stay current on emerging issues and to conduct ourselves with professional competence, fairness, and effectiveness.
- ❖ Respect the structure and responsibility of the Board of Directors, provide them with facts and advice as a basis for their decision-making, and uphold and implement the policies adopted by them.
- ❖ Keep the community informed about issues affecting the poor and to facilitate communication among the poor, the non-poor private sector, and locally elected public officials.
- ❖ Conduct our organizational and operational duties with positive leadership exemplified by open communication, creativity, dedication, and compassion.
- ❖ Exercise whatever discretionary authority we have under the law to promote the interests of the poor.
- ❖ Serve the community action movement with respect, concern, and responsiveness, recognizing that service to the poor is beyond service to oneself.
- ❖ Demonstrate the highest standards of personal integrity, truthfulness, and fortitude in our community action activities in order to inspire confidence in the community action movement.
- ❖ Perform our professional duties in such a way so as not to realize undue personal gain.
- ❖ Avoid any interest or activity, which conflicts with the conduct of our official duties.
- ❖ Protect confidentiality in the course of our official duties.
- ❖ Strive for personal professional excellence and encourage the professional development of our associates and those seeking to become community action executives.

MEO AND THE COMMUNITY ACTION PROMISE

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

Maui Economic Opportunity, Inc. is a private, non-profit Community Action Partnership Agency, chartered March 22, 1965 by federal mandate, under the Economic Opportunity Act of 1964. The agency is currently in its 39th year of providing an enormous array of services annually to over 20,000 people throughout tri-isle Maui County and the State of Hawai'i.

Our motto is: Helping People. Changing Lives. The Mission of MEO is to help the low income, elderly, children and youth, persons with disabilities, immigrants, other disadvantaged persons, and the general public to help themselves, so that they may become self-sufficient and enrich their lives, and the life of the community.

In 2003, MEO was one of only four agencies—out of over 1,000 community action agencies nationwide—selected by the Community Action Partnership to receive an Excellence in Community Action Award, highlighting MEO's superior administrative operations and program excellence. This translates into advocacy and outstanding services tailored to the needs of our community.

We administer the only specialized quasi-public transportation program in Maui County, with vehicles 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's award winning Head Start program provides services to 384 children through 14 centers countywide. The MEO YouthBank, including an AmeriCorps program, provides opportunities for youth ages 14-26, to work, to learn, and to prepare for their future.

Community Services staff work with challenging situations in the lives of individuals, providing emergency assistance, job placement, training, and other support services. MEO-Business Development Corporation provides loans and training to start small businesses, create jobs and boost the community's economy. Enlace Hispano provides services to the Hispanic-speaking and immigrant population. The Being Empowered and Safe Together (BEST) reintegration program serves individuals making the transition from prison to the community. Advocacy efforts work to create a better community for everyone. MEO is managed through a tri-partite Board of Directors, representing the Private, Public, and Government sectors of the community. The Board is recognized throughout Maui County and Hawaii as volunteer leaders in the service field.



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Dear Friends,

This year began with the agency receiving the Award Of Excellence from the Community Action Partnership. Conducting a rigorous "Self Study" in early 2003 resulted in capturing the award. The award reviews 10 areas of excellence, incorporating 47 standards embedded in those areas. The Agency was one of four entities out of over 1,000 to be honored at the National Convention.

A collaborative effort between the YouthBank program and the Salvation Army to develop a Youth/Education Center in Kahului moved from program discussion stage to the design and land acquisition stage. Finance and construction are planned for next year.

The BEST (Being Empowered and Safe Together) prisoner reintegration program has established a cultural program segment and visited with The Delancey Street Foundation with plans to establish "Best House", a residential community project, to provide lodging, develop job skills, provide educational and work opportunity.

The creation of the Maui Nui Housing Task Force in May of 2003 resulted in a 10 point action program establishing a strategy aimed towards creating affordable housing, the establishment of a coalition of partners dedicated to resolving the challenge, and funding from the County and federal government for a housing coordinator's position.

The reality of an "ice epidemic" and its impact on the increase in violent crime has led the Executive Director to participate in the Lt. Governor's Drug Strategy Task Force to address substance abuse problems and prevention. The establishment of the Head Start "Free To Grow" program, a program aimed at taking preventative measures with families at risk of turning to violent and drug filled lives, and supporting strong families, is the first attempt to effect change.

On behalf of the Board Of Directors, I would like to thank all of you for a year of outstanding service in perpetuating the reality of *Helping People. Changing Lives.*

Very Truly Yours,

Brian R. Klaschka

Brian R. Klaschka, Board President

Sam Aiona, Executive Director, Office of Community Services, was an inspiring keynote speaker at the 39th annual MEO Board of Director's Installation Banquet.

Sam Aiona, Executive Director, Office of Community Services, was the inspiring speaker before an audience of invited guests, the MEO Board of Directors and staff. Using the Community Action Promise as his theme, Aiona underscored the importance of living the vision of the promise and not viewing it as words to be repeated without understanding. Critical to that understanding was the promise of Community Action and the knowledge that community action "changes people's lives." Aiona, who was appointed to his position by Governor Linda Lingle, also stressed that our work was not for one group of people over another, that we "care about the entire community." He went on to say that MEO was a living example of the Promise of Community Action, and an agency that truly worked to ensure that we improved Maui and made America a better place to live.



Sam Aiona, Executive Director, Office of Community Services, delivered the keynote speech at the MEO 39th Annual Board of Directors Installation Banquet.

Alexa Kahui conducted the installation of officers, using representative symbols for each office to describe the character and skills necessary to assume the responsibility of leadership.

Brian Klaschka, Board President, expressed his appreciation at being elected to serve a second term as President, and thanked the board members and staff of MEO for their contributions to the continued success of the agency. Also installed for a second term were M. Chubby Vicens as Vice President and Betty Delima as Secretary/Treasurer. Executive Director Gladys Baisa presented gifts of recognition to Artemio Baxa, Rhonda Lincoln, Mary Smith and Lynne Woods who were retiring from the board.

Gladys Brown, Nancy Shimoda and Joseph Williams each received the Velma M. Santos Award for perfect board attendance.



Alexa Kahui (left), Sam Aiona, Sandy Baz, Brian Klaschka and Gladys Baisa at the Board of Directors Installation Banquet.

BOARD OF DIRECTORS (as of June 30, 2004)

GOVERNMENT SECTOR.

- Alan Arakawa, Mayor, County of Maui
- Richard Drayson, representing House Speaker
- Emeritus Joseph M. Souki
- Rose Marie Duey, representing the Maui County Council
- Riki Hokama, Maui County Council
- Brian Klaschka, President, representing the Maui County Council
- Jeffrey Kuwada, representing the Maui County Council
- Danny Mateo, Maui County Council
- Shan Tsutsui, Hawaii State Senator

RESIDENT SECTOR

- Gladys Brown, Molokai Community Action Council
- Betty Delima, East Maui Seniors
- May Fujiwara, West Maui Seniors
- Kathleen Louis, Hale Mahaolu
- Jersula Manaba, Molokai Community Action Council
- Setsuko Karen Mendes, Lanai Area Council
- Nancy Shimoda, Central Maui Seniors
- Mary Smith, Head Start Policy Council
- Michelle Frendo

PRIVATE SECTOR

- Stephen Castro, ILWU
- Patti Chevalier, Maui Chamber of Commerce
- Tony Ramil, Maui Filipino Council
- Thelma Shimaoka, Alu Like, Inc.
- Christina Taylor, The Salvation Army
- Francis Torres, Maui Puerto Rican Association
- M. Chubby Vicens, A&B Properties, Inc.
- Joseph Williams, Maui Contractor's Association

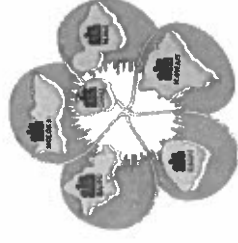
MEO BUSINESS DEVELOPMENT CORP.

- Paul Felix, President
- Masami Fukuoka, Vice President
- Leinaala Kihm, Secretary
- Brian Klaschka, Treasurer
- Gladys Baisa
- Kirk Baldrige
- Keone Ball
- Jeffrey Kuwada
- Bard Peterson

HEAD START POLICY COUNCIL REPRESENTATIVES

- Jessica Madera, Chair
- Solana Ann Adachi
- Pauline Alexander
- Tiffany Arneson
- Josie Aquinaldo
- Susan Calbace
- Christina Dosland
- Carol Freitas
- Michelle Frendo
- Ana Garcia
- Natasha Kalani
- Tramquilino Mabellos
- Lorraine Manalo
- Juliet Nakasone
- Pakalana Phillips
- Francis Torres

EXECUTIVE DIRECTOR'S MESSAGE



Maui Economic Opportunity, Inc. Est. 1985

99 Mahaloani Street
Wailuku, Hawaii 96793
Phone (808) 249-2990
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Dear Friends:

Our 39th year of serving the Maui County has been an especially exciting time. The Community Action Partnership made this year even more notable with the designation of MEO as one of its first selections for its newly created "Excellence in Community Action" award. MEO was judged against criteria that included 10 indicators of excellence that were based on the Malcolm Baldrige principles of organizational excellence. The award was made even more significant by the fact that MEO was one of only four awardees selected from over 1,000 community action agencies nationwide.

We have broadened our partnerships in support of the Being Empowered and Safe Together (BEST) Reintegration program, and we are visiting the Delancey Street Foundation of San Francisco with the goal of being designated as an official replication site for their outstanding program of successfully bringing former prison inmates back into society. In May of 2004, MEO entered the battle for affordable housing for Maui's working families with a major daylong conference on a critical subject that was demanding to be addressed as a major concern of the community. Our advocacy as a community action agency led to the formation of the Maui Nui Housing Task Force, a 10 Point Action Plan and to making affordable housing the number one issue in Maui County. Finally, this year saw MEO begin a new role as the producer of the Annual Maui County Senior Fair. A Fair that we have expanded as a "Fair for Whole Family!" Over 5,000 people attended the Fair, which returned to its traditional site at the Maui War Memorial Gym. The Maui County Office on Aging sponsors the Fair.

These are only a few of the highlights in a year that saw tremendous progress and a wonderful caring effort on behalf of all our programs, our project directors and their staffs. They, along with our board members, funders, partners and friends continue to rise to the promise of community action and to the power of our mission. That mission can summed up in the motto you see on each and every MEO bus as it takes someone to where they need to go, it is simply, that we are: Helping People. Changing Lives.

Aloha and mahalo,

Gladys C. Baisa
Executive Director

AWARD FOR EXCELLENCE IN COMMUNITY ACTION

Maui Economic Opportunity achieves national recognition with Award for Excellence in Community Action.

In 2003, Maui Economic Opportunity, Inc. was recognized as an outstanding Community Action Agency and received the newly established Award for Excellence in Community Action from the Community Action Partnerships, an association of over 1,000 Community Action Agencies. The award is modeled after the core elements of the prestigious Malcolm Baldrige Award for organizational excellence.

To be considered for selection MEO had to complete a rigorous application process that included the creation of a special management team to coordinate the application, the completion of 50-page organizational self-study and an on-site peer review conducted by senior community action executive directors on behalf of the Partnerships.

MEO strives to be an innovative partner and an advocate on behalf of Maui County's low-income community. We are honored to be one of the very first community action agencies to receive this designation. In the message that accompanied the announcement it was noted that MEO was selected for its proven capacity to achieve excellence in the following ten areas: mission, leadership and governance, resident participation,

administration and management, planning, program development, service delivery, advocacy, community coordination and partnerships, and achievement of results.

This national recognition is more than an award for MEO. It is the culmination of nearly four decades of dreams, hard work and successes by the thousands of people who have helped MEO along the way. Board members, volunteers, staff, elected and appointed officials, labor, business, churches, the arts community and the visitor industry, to name only a few. Over those four decades the commitment of MEO and its supporters has built an award-winning model for the nation, created programs that work, made efficient use of scarce resources and helped those in need to help themselves and each other.



Paul Dole (right), Community Action Partnerships National Chair, joins Gladys Baisa, Executive Director, Maui Economic Opportunity, Inc., Jeff Kuwada; MEO Board President (2002-2003) and Derrick Len Span, National President of the Partnerships as MEO is presented the 2003 Award for Excellence in Community Action.



Gladys Baisa, Executive Director, MEO, Inc., and Jeff Kuwada, MEO Board President, 2002-2003, enjoy a moment beside the poster announcing MEO's selection as an Agency of Excellence by the Community Action Partnerships.

EMPLOYEE OF THE MONTH (July 2003—June 2004)

The Employee of the Month program recognizes MEO employees for superior performance, promotes morale, and encourages excellence. A committee of their peers chooses the Employee of the Month. Those selected are awarded a day off of their choice and a cash award.



JULY (2003)
Serine Feliciano
Administrative Assistant
Transportation



NOVEMBER
Robin Samonte
Fiscal Clerk
Fiscal Department



MARCH
Suzanne Sniffen
Administrative Assistant
MEO BDC



AUGUST
Francine Santana
PAT II Driver
Transportation



DECEMBER
Marsha Pascua
Human Resources Clerk
Human Resources



APRIL
Carmelei Leano
Case Manager III
Community Services



SEPTEMBER
Randall Dean
PAT II Driver
Transportation



JANUARY (2004)
Carole Vida
Program Assistant
Head Start



MAY
Janelle Curran
Claims Specialist
Supervisor
Transportation



OCTOBER
Joanne Shubuya
Loan Fund Manager
MEO BDC



FEBRUARY
Mary Kaiwi
Customer Service/
Quality Assurance
Supervisor
Transportation



JUNE
Nani Duvauchelle
Community Services
Aide
Moloka'i

PERFECT ATTENDANCE

MEO is honored to recognize the following employees for achieving Perfect Attendance in 2004. This award recognizes employees who have not used any accrued sick leave or taken any unpaid leave of absence in the calendar year. Monetary awards are given based on consecutive years of perfect attendance.

1 YEAR Gladys Baisa Donna Borge Kimo Kenyon Sylvia Reilly Doris Eharior Rogat Wilber Torricer	2 YEARS (continued) George Reioux Victor Reyes Anthony Villanueva	7 YEARS Williette Doong	11 YEARS Debra Lorenzo Barbara Sentel
3 YEARS Cesar Gaxiola	9 YEARS Victor Agtarap	14 YEARS Mona Kaliponi	
2 YEARS Dennise Engano	10 YEARS William Kalani Lyn McNeff Debra Spencer		
6 YEARS James Crowe			

DRIVER OF THE YEAR & CASH FOR NO CRASH

The Driver of the Year Award is presented to a driver, selected by their peers, who exemplifies the MEO tradition of service, safety, excellence and caring for our clients. Bill Jenkins, Senior Vice President, John H. Connors Insurance, presented the award.

Drivers who are accident/incident free in a calendar year are eligible for a monetary award based upon hours worked. Cash amount contingent upon availability of funds.

DRIVER OF THE YEAR 2004: Alma Castellanos

MINIMUM 1700 HOURS Yolanda Aquino-Cox Trinidad Cabacungan Alma Castellanos Gary Congdon Darrell DeMello Randall Dean Patricia Franco Carolyn Freitas Alejandro Jachola Trixy Kapoi Dawn Kawelo	Julia Kekona Calvin Kong Neal Labang Jeanie Mendes Charlene Montalvo Wayne Nahooikaika Michelle Niles Sherrylyn Nishikuni Roger Pavao Lenora Peleholani Elizabeth Pszyk Joy Pucket	Charlene Roman George Rosa Dell Finn Sado Barbara Sentel Laurie Smith-Kaukini Mauro Tianio Marvin Vargas-Ixcotoy Esmeralda Venegas Vainimata Vi Anthony Villanueva Gwen Vinuya Collette Weston	MINIMUM 1400 HOURS Eric Amaral	MINIMUM 1100 HOURS Annette Kailihou	MINIMUM 800 HOURS Edgar Yoshida
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TRANSPORTATION

MEO transportation finished the year by accounting for 579,224 passenger trips, or 99% of our projected annual count.

MEO's specialized service experienced many challenges in providing demanding transportation to a vastly diversified group of people in Maui County. These public constituents are mostly comprised of the low-income, elderly, medically needy residents, and the preschool children and youth of Maui, Molokai and Lanai. A new and improved transportation program was instituted to focus on the ever-changing needs of the community.

For this year MEO has transported even more clients with our diverse programs such as: The Public Shuttle, the Rural Shuttle, Senior Nutrition Sites, Youth Transportation, Ala Hou, Ka Lima O Maui, Employment for the Disabled, Dialysis Treatment, Adult Day Care, Head Start and Hale Hauoli.



A dialysis wheel chair client gets secured on a specialized bus for the ride home.

A YEAR OF OUTSTANDING SERVICE. MEO finished the year 2003-2004 by accounting for 579,224, passenger trips, or 99% of our projected annual count. MEO virtually met or exceeded most county funding criteria such as, seniors, Wailuku-Kahului Public shuttle, and the Countywide Rural Shuttle.

SPECIALIZED TRANSPORTATION. By targeting those of the community with special needs, such as those who require high-priority medical one-on-one service, MEO was able to transport 59,293 persons with disabilities or 2,860 more than the previous year.

By being alert and adapting to the needs of the ever-growing population of the elderly, MEO continues to give the senior population mobility to programs and activities that enrich their lives. Such programs include Kaunoa nutrition and leisure activities. MEO Transportation has even opened up a new route to Kihei, added bus service to Lahaina and improved the shopping shuttle hours. MEO finished the fiscal year with a combined total for the Senior and Nutrition Program at 139,051.



A client uses MEO for transport to physical therapy.



MEO also services the youth of Maui by bringing them to many County funded organizations.

TRANSPORTATION

YOUTH TRANSPORTATION—KEY TO DRUG PREVENTION PROGRAMS. MEO finished FY 2003-2004 with a strong 4th quarter total of 28,424 passenger trips for the Youth transportation program. MEO realizes that the youth are the future of Maui and provides transportation to programs that give them a chance at a better future. Many of the youth come from low-income families and go to the youth club centers, after school programs and extracurricular activities. All positive programs that help in drug prevention and education among our young people.

MAUI COUNTY HAWAIIAN CANOE ASSOCIATION. The youth of Maui look forward to the annual Maui County Hawaiian Canoe Association summer regattas. This transportation program is made possible by the County and allows MEO to transport the youth and spectators to various competition events held around Maui from Kahului to Kihei and Lahaina. This event is held over an eight-week, weekend period. Participants from Hana, Upcountry, West, South and Central Maui utilized the bus service. The Regatta is a real part of the spirit of the Hawaiian heritage and MEO would not want any youth missing out on this event.

COMMUNITY SERVICES PARTNERSHIP.

The State Office of Community Services (OCS) Grant from the Department of Labor and Industrial Relations for FY 2003-2004 was instrumental in making these services available in Maui, particularly the evening dialysis transportation. The fuel support was much appreciated in helping defray some of the steadily rising fuel cost for the year. The overall impact of this subsidy for the low-income target group enabled MEO to continue to extend much needed services to disadvantaged residents of Maui County.

EXPERIENCED BUS REPLACEMENT.

MEO added seven (7) new buses to its fleet during the 2003-2004 fiscal year. Of these buses, five (5) were twenty-nine (29) passenger Papa Series buses. MEO uses its own maintenance facility to reduce the cost of keeping its buses in top shape. With decades of experience, MEO knows how important it is to maintain a bus replacement program that ensures all MEO buses operate at peak efficiency for our challenging local conditions.



Seniors gather to return home on an MEO bus after enjoying an excursion together.

VOLUNTEERS

MEO's volunteers make so much of our work possible through their selfless giving and spirit of aloha.

Valentine's Day is a day that MEO traditionally sets aside to express our deep appreciation and gratitude for the many selfless hours that our volunteers have given to MEO now, and in the past. It would simply be impossible to perform as we do without their help and aloha. All of MEO's programs benefit tremendously from their generosity and outstanding contributions.

VOLUNTEER OF THE YEAR. The 16th Annual Valentine's Day Volunteer Luncheon was held on February 16, 2004, at the Wailuku Community Center. Louise Borsella of Moloka'i was MEO's "Volunteer Hall of Fame" awardee. In the resolution that accompanied the award, she was cited for her generous volunteer service at the MEO Moloka'i office, steadfast dedication to the needs of the Moloka'i community, assisting with surplus food, her vigorous leadership in the Ne'e Senior Club to the Maui Senior Citizens Planning & Coordinating Council, for testifying at the Mayor's and County Council's public budget hearings, and for her delicious food donated to community events.

FREE LEGAL CLINIC. This is the 14th year that MEO's Legal Clinic has been supported by pro bono attorneys. This year attorneys Larry Ing, Paul Horikawa, Dave Jorgensen and Gordon Stewart helped MEO's seniors, 60 years and older, with their legal needs. Those persons, who own no real property other than their home, are eligible for the assistance. We are grateful that Ing, Horikawa, Jorgensen and Stewart were able to assist seniors with free legal services.

SURPLUS FOOD DISTRIBUTION. The Temporary Emergency Food Assistance Program makes surplus agricultural commodities available to income eligible low-income individuals and families. "MEO's Helping Hands," a dedicated group of volunteers, this year helped over 5,000 low-income individuals and families receive food commodities. This food, distributed on a monthly basis in Kahului and Hana, is an important addition to the diet of those who are living in poverty. Despite their best efforts, the elimination of hunger remains an unmet challenge in Maui County.

VOLUNTEER HALL OF FAME

Lawrence N.C. Ing.....	1989-1990
Violet E. Pszyk.....	1990-1991
Ichiro Takahashi.....	1991-1992
Harold Shimoda.....	1992-1993
Virginia Freitas.....	1993-1994
Jim Whitehead.....	1994-1995
Yukiko Kanoholani.....	1995-1996
Frank Lee.....	1996-1997
Beatrice Kahanu.....	1997-1998
Lawrence N.C. Ing.....	1998-1999
Lanky Nagata.....	1999-2000
Jeffrey T. Kuwada.....	2000-2001
Edward Oliveria.....	2001-2002
Haruko D. Nakata.....	2002-2003
Louise Borsella.....	2003-2004

The effects of early intervention by quality early childhood programs like MEO Head Start makes a significant difference in the lives of young children.

MEO Head Start provided services at 14 locations throughout Maui County. Our partnership with Lana'i expanded from 7 children to 10 during the 2003-2004 school year. Our Department of Education/Head Start Inclusion programs involved 5 classrooms, with a total of 43 children served with certified special needs. In the past year, we have served a total of 384 children 3-5 years of age.

The state funded Pre-Plus program welcomed children and families to its new classroom facility located at the Lihikai Elementary School in Kahului. The building was dedicated on December 2, 2003. The Pre-Plus Head Start classroom offer services to 20 families and is also an inclusion program in partnership with Lihikai School.

NATIONAL ACCREDITATION is the highest standard reached by quality early childhood programs. This prestigious honor is presented to programs that exemplify the meaning of "best practice," going above and beyond in providing services on a daily basis. MEO Head Start currently has MCC, Kaunakakai A and Kahului A as nationally accredited centers. The Makawao A Head Start program has completed the "self-study" phase of the overall process. This step required the staff to review practices and services provided at their center in reference to the accreditation criteria. All classroom observations and parent questionnaires were submitted to the National Association for the Education of Young Children Accreditation Academy to request a validation visit.

National Head Start required all programs to implement the National Reporting System (NRS) in the fall of 2003. The NRS is a standardized assessment designed to measure literacy and cognitive development of all four and five year old children enrolled in Head Start. The assessment was presented at the beginning of the school year as a pre-test, and then at the end of the school year to determine developmental progress. Based on the results, we have seen a substantial increase of knowledge due to the exposure and experiences gained during the school year.



Literacy is an important quality in the award winning MEO Head Start program. This young man takes his "Sharks" book seriously.

LITERACY PROGRAMS within MEO Head Start are highly successful and include Raising a Reader (RAR), Reading is Fundamental (RIF) and Book Packs. Each program is designed to provide opportunities for families to build an enjoyment of reading aloud to their child, fostering the importance of literature in the home setting.



"Do I get to wear it when it's done?" A family joins together to make an excursion t-shirt for a Head Start child. Strengthening families is a key goal of the Head Start program.

The Hawai'i Community Foundation awarded MEO Head Start funding to maintain the Raising a Reader program on the island of Moloka'i. Funds will be used at our Kaunakakai A and B Head Start programs to enhance their library and for purchases of additional supplies that promote the RAR project.

THE ROBERT WOOD JOHNSON FOUNDATION project "Free to Grow" continues to make an impact towards community and family strengthening. This project is integrated with the Head Start program to provide intensive case management for 20 families experiencing domestic, substance, and/or child abuse.

A COMMUNITY ADVOCATE SPECIALIST works directly with the Wailuku community to identify individuals who demonstrate abilities to become leaders. MEO Head Start/Free to Grow has a diverse Governance/Ohana Strengthening Coalition consisting of community partners dedicated towards promoting healthy families and communities in Maui County. Highlighted projects funded by Free to Grow included the "Kid's Day" events held in December 2003 and May 2004. These events were organized as a joint effort with MCCC (Maui Community Correctional Center) and designed to provide incarcerated women the opportunity to spend quality time with their children in a relaxed, fun atmosphere. Another successful Free to Grow project is the Resident Patrol, consisting of community members from the Kahekili Terrace housing community. As a result, the Wailuku community has seen a decline of crime activities and an increase of pride among its residents. The Resident Patrol is strong evidence that MEO Head Start/Free to Grow benefits the Wailuku community, and all of Maui County.

THE HEAD START POLICY COUNCIL, a body of elected parents as leaders from every center, as well as community representatives, conducted our annual self-assessment using the federal monitoring tool, PRISM (Program Review Instrument for Systems Monitoring). This tool reviewed each program service area of Head Start, providing a comprehensive evaluation for administrators to rate the programs effectiveness and quality. As in past years, no negative findings were identified in the program self-assessment.

In April 2004, the Administration for Children and Families (ACF) conducted an on-site federal monitoring review of MEO Head Start using the PRISM monitoring tool. The review is conducted once every three years by federal staff trained in specific program areas. Our review was very successful thanks to collaborative efforts of our MEO staff, parents and community partners.



Members of the Community Action Task Force for Wailuku that has come together through the efforts of the MEO "Free to Grow" program designed to help build healthy communities.



Making Christmas ornaments for the "Kids Day" held in December. This event is a special opportunity for incarcerated mothers and grandmothers at MCCC to spend a holiday afternoon of joy with their children and grandchildren.

Kahi Kamali'i (The Place for Children) is a quality MEO infant-toddler center currently serving children from 12 months to 3 years of age, including those with special needs.

Kahi Kamali'i, (the Place for Children) celebrated its Grand Opening on April 30, 2003, along with the J. Walter Cameron Center 30-Year Anniversary commemoration. Community representatives and officials in attendance included the Honorable Mayor Alan Arakawa, Councilmember Charmaine Tavares, and Councilmember Joseph Pontanilla. These individuals played an important role in obtaining Maui County funding to provide services at Kahi Kamali'i. Because of their efforts, and those of other Council members, we were able to open our doors for services on August 1, 2003. MEO is fortunate to find quality caregivers to work directly with the children and families. The caregivers receive training through the PATCH (Parents Attentive to Children) program by completing the WestEd Infant/Toddler Basic Series. This series include lessons dealing with temperments, health and safety practices, as well as discussing various developmental stages for young children.

MEO Kahi Kamali'i was fortunate to receive a grant of \$300,000 from the U.S. Department of Education to promote a safe, healthy program for high-risk children and their families. With this additional funding, we were able to hire a Program Coordinator/Family Advocate to oversee the infant/toddler center and work directly with the families. This grant provides us the opportunity to purchase assessment materials, books for a family lending library, and other essential items connected towards meeting our goals and objectives.

Family members are invited to be part of a Parent Committee, consisting exclusively of Kahi Kamali'i parents. Agenda items include discussion focused on the Creative Curriculum model and the philosophy of supporting teaching techniques used by the caregivers. Parents are welcomed to take part in "brainstorming" ideas for weekly activities. This advisory group is our attempt to involve parents in providing guidance and direction for the program.

MEO takes great pride in our accomplishment of providing an inclusive setting for children with special needs. We have established a partnership with IMUA, a 0-3 program specializing in providing services for children with disabilities. Children identified benefit by being in an inclusive setting with peers their own age. Special services, including speech, occupational or physical therapies are provided on-site at Kahi Kamali'i by IMUA. Based on observations, the children have shown significant progress regarding their development. Kahi Kamali'i has served a total of 35 children for the year. We currently have a full enrollment of 20 children, ranging from 12 months to three years of age. Of this number, five children are certified with special needs. Funding provided by Maui County assisted a total of 20 families for the year in the form of a scholarship to defer tuition costs. Working parents who qualified also received tuition support from the State of Hawai'i through Childcare Connection.



Tooth brushing is important.



Friends enjoying the playground together.



Snack time is for socializing as well as eating.

It is the philosophy of Community Services that each individual is the source of a permanent solution to their needs and that the role of MEO is to support the client on the road to self-sufficiency and self-reliance.

The state of the economy of Hawaii during the late 2003 and early 2004 placed our programs under severe pressure. The lack of affordable housing and employment problems challenged our case managers to work with their clients in an effort to seek creative solutions. Reaching out to Maui County's disadvantaged, MEO's Community Services Department provides essential services such as rental assistance, emergency food, job placement services and senior homemaker services. The hardships endured by low-income residents pose difficult obstacles along their path to self-sufficiency.

Decreases in federal, state and county funding of social programs forced social agencies to diversify financial resources. This challenged MEO case managers to design and implement solutions that leveraged federal and state funds with private grants in order to assist their clients.

CASE MANAGEMENT. MEO's Community Services Department staff follows five steps to successful case management with individuals and families: (1) intake and problem identification, (2) planning of services, (3) implementation of solutions, (4) outcome evaluation and, (5) follow-up.

Community Services case managers provided comprehensive case management to 88 low-income persons and families, 80 immigrants, 39 migrant farmworkers and 43 seniors over the age of fifty-five.

MEO's Community Services department deploys case management staff on Maui, Moloka'i and Lana'i. Case management provided services in three major areas: pre-employment, job placement and life skills training. Other services provided by the case management staff include: client linkage and referral to other social agencies, supportive counseling and referral to educational facilities.

HOMELESSNESS PREVENTION. MEO's Community Services Department administers the Maui County Emergency Rental Assistance Program to provide emergency assistance to the homeless and for



Teamwork is the key to success in any Community Services effort.



Case managers develop a plan to meet family needs and work toward self-sufficiency.

those at-risk of becoming homeless. This program provides eligible applicants with temporary financial assistance to pay for emergency shelter. If persons are facing utility disconnection due to overdue bills, they may also receive assistance to pay those bills. During the 2003-2004 fiscal year, MEO's Community Services Department assisted 293 families with rental or utility assistance with an average of \$500 per family. There remains a significant waiting list each year for this assistance.

HOUSING ASSISTANCE. Demand for housing in Maui County continues to push housing costs above the affordable level for local residents who earn below the median income of \$60,000. The list of applicants waiting to receive housing assistance decreased only slightly to 240 from last fiscal year's 274, the highest on record at MEO.

SENIOR SERVICES. As the number of eligible seniors grows each year, MEO's Community Services Department assists them with much needed services, including: health education, access to legal counsel through volunteer attorneys and support of their independent senior clubs. These programs provide seniors with a healthy environment to exercise their cognitive and social skills. Active members of their community, senior club members enjoy better physical, mental and spiritual health through activities organized by the clubs. This program grew to 42 "Senior Clubs" during fiscal year 2004. This well-organized senior community elects leaders and advocates for senior causes before the county and state governments.

The Community Services Department offers services to seniors through funding provided by the Hawaii Office of Community Services and the Maui County Office on Aging. Provided services included: homemaker services, shopping assistance, yard maintenance, and assistance with laundry to disabled and frail seniors. This year 142 frail, disabled or elderly persons received homemaker services and an additional 142 received chore services, exceeding MEO's annual goals by almost 40% and promoting a safe, healthy and independent living style for seniors.

SENIOR "RED CARD" DISCOUNT PROGRAM. Sixty Maui stores collaborated with MEO to provide 5% to 15% discounts on food and merchandise to seniors over the age of sixty. The number of participating seniors increased this year on Maui, Moloka'i and Lana'i attesting once again to the popularity of the discount program among seniors, who spread word of the benefits it offers to other seniors by word of mouth and during presentations at senior clubs.

EMERGENCY NEEDS ASSISTANCE. The Hawaii Community Foundation renewed the six Community Services grants that MEO's Community Services Department administers to provide rapid emergency assistance to individuals and families. The department assisted 36 individuals with these grants for needs that included children care, clothing, dental and medication services, transportation, utilities, insurance, working tools and equipment.



Families and individuals come to MEO for information, help, and a plan to get back on their feet.

MEO's Community Services Department provides an array of services to increase the chances of success for the unemployed and underemployed.

MAUI-TO-WORK. Since the beginning of the program in October 1999, the MEO Maui-to-Work program has effectively managed a federal U.S. Department of Labor program to assist those leaving welfare as a result of the 1996 Welfare Reform Act. That legislation dramatically changed the lives of millions of Americans and restructured the means through which federal and state governments provided families with financial assistance.

Despite being programmed to end on September 30, 2004, Maui-to-Work continued without any interruption of services. In order to concentrate the program's effort on assisting the current workload the program discontinued accepting new clientele and referrals on May 30, 2004. It had been identified, and subsequently noted within the client's Individual Service Plan (ISP), that most are without computer knowledge. It is also a recognized fact that all occupations require some degree of computer literacy. Given our client's low marketable skills, the program has taken great strides to vastly improve their capabilities and therefore increase our client's focus and direction. The Hawaii State Department of Labor and Industrial Relations has projected that computer related jobs would be in the top four fastest growing occupations through 2010, spurred by technological advancements.

A success story in this area is two clients who were unemployed when they entered the program and are now employed with prominent establishments. Both are single mothers who received the necessary schooling, one is an Office Manager/Web Page Designer and the other is an Office Administrator/Technical Support Specialist. Each has received high praise from their respective employers regarding their quick learning capabilities and professionalism on the job.



Lisa Alo (left), Maui-to-Work Employment Specialist and Gerry Lum, Program Administrator working with clients to ensure their success in the work place.

The MEO Maui-to-Work program concludes with an excellent record in case management, job readiness training and other support services assisting its clients to overcome barriers to employment during its five years of operation. Four hundred sixty-one clients were enrolled into the program with 305 (170 full-time, 135 part-time) placed in unsubsidized employment.

W.I.A. 167 MIGRANT SEASONAL FARMWORKER PROGRAM. MEO's Community Services Department implemented one more successful year for this statewide employment and training program targeting low-income farm workers and their families. This year case managers' enrolled 97 new participants. Of those, 28 became financially self-sufficient by securing employment in the retail food and the tourism sectors.

OFFICE OF COMMUNITY SERVICES EMPLOYMENT AND TRAINING. The results of effective case management were that 80 low-income underemployed or unemployed individuals were enrolled for job placement. MEO's successful Employment Core Services for Immigrants surpassed its annual planned enrollment by 15%.

SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM (SCSEP). This program aims to assist seniors achieve greater self-sufficiency and independence through part-time volunteer employment. Through SCSEP, 11 seniors were placed into full-time employment after a period of work experience, more than doubling the annual goal for unsubsidized placements.



Gerry Lum, (center) Maui-to-Work Program Administrator, shares a lighter moment during a staff meeting. The project eventually helped 461 clients who were enrolled in the program.

Advocacy is a critical aspect of how we define the practice of community action and vital for maintaining the relevance of a Community Action Agency.

MEO regularly provides comment on issues of community concern. In the past year views were expressed on the need for affordable housing, long-term care and the reorganization of health care services in Maui County.

MAUI NUI HOUSING TASK FORCE. MEO led the effort to create the Maui Nui Housing Task Force and its 10 Point Action Plan: "Affordable Housing for Maui's Working Families Now." In addition, in 2003, MEO began to produce the Maui County Senior Fair and, in partnership with the Maui County Office on Aging, expanded the Fair's reach of services and health education opportunities into Maui's growing senior community.

COMMUNITY MEETINGS. In the past year, MEO has attended and organized numerous community meetings on issues relating to poverty and human service needs. MEO has met with other non-profit organizations monthly to discuss issues and opportunities of mutual concern. MEO staff members have participated in a wide variety of organizations and sit on other non-profit boards. MEO's board, composed of community leaders, has brought forth issues from their specific communities. Staff has maintained contact with



Gladys Baisa (standing, left) explains the work of the Maui Nui Housing Task Force to Governor Linda Lingle at a meeting of the Coordinators Working Group of the Task Force.

elected and appointed officials, their staff, and with program staff at various funding levels. All of this activity has helped to keep MEO knowledgeable of community views on the extent, causes, and conditions of poverty in Maui County.

INVOLVEMENT OF LOW INCOME RESIDENTS. One of the most important issues surrounding advocacy is to ensure the "maximum feasible participation" of low-income residents in the organization of issue strategies and selection, and that those issues chosen are linked to community concerns. Issues identified for Maui County are: meeting basic needs, affordable housing, employment, employment training, welfare reform, access to medical care, early childhood education, youth services, transportation, and prisoner reentry into the community.



A medical volunteer explains the value of glucose testing and blood pressure screening to seniors attending the 30th Annual Maui County Senior Fair: A Fair for the Whole Family. The Fair drew 5,000 participants over course of the event.

MEO's Weatherization Assistance Program exceeded the annual installation and education goals on Maui, Moloka'i and Lana'i by 16 percent.

LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP). For the eligibility period that ended June 2004, 635 participants qualified to receive temporary energy assistance by either being eligible for an Energy Credit or an Energy Crisis Intervention. The Energy Credit aspect of the program assists eligible low-income families by providing a credit amount that may be used later in the year. Energy Crisis Intervention (ECI) assists households to restore or prevent the termination of electric or gas disconnection.



Dennis Doi (left), a program specialist with the Hawaii State Office of Community Services, and MEO Energy Educator Fred Baisa pose before a hot water heater that has been covered with an energy conservation blanket provided by the MEO Weather Assistance Program. This year, 39 households, including renters, were served with the installation of energy timers and blankets.

WEATHERIZATION ASSISTANCE PROGRAM (WAP). Maui Economic Opportunity's Weatherization Assistance Program exceeded the annual installation and education audit goals during FY 2003-2004. We installed 43 energy saving devices which exceeded the annual goal of 37 by 16%, a 5% increase over the previous year. We surpassed the annual audit objective of 25 households by providing a total of 37 education survey audits to eligible households on Maui, Moloka'i and Lana'i. We served eight persons with disabilities and 13 elderly individuals, along with 165 low-income individuals that received the benefits of having an energy saving device installed at their residence.

For installation of solar hot water heater systems, low-income applicants must meet the 150% federal poverty income guideline, be a homeowner, have a minimum of five members in a household and consume 9,600 kilowatt-hours or more per year. The installation of timers and blankets may involve renters and homeowners and are not subject to household size and the number of used kilowatts.

Enlace Hispano helped 538 individuals and their families achieve self-sufficiency through education, outreach, intervention, referrals, and direct services.

ENLACE HISPANO ACCULTURATION PROGRAM. Enlace Hispano Staff provided services to 538 individuals and families who were able to achieve self-sufficiency and attain their goals through education, outreach, intervention, referrals, and direct services.

ADVOCACY. Fifty Hispanic community leaders met with Mayor Alan Arakawa to inform the Mayor about the growing Hispanic segment of Maui's population. Participants had the opportunity to share who they were, the country they came from and their life on Maui. Their employment ranged from restaurant owners to real estate agents, landscaping businesses, nurse practitioner, social workers, cleaning and janitorial owners, construction contractors and others.



The band "Los Angeles" and their Puerto Rican friends jam at the 4th Annual Somos Amigos (We are friends) festival. An estimated crowd of over 4,500 people attended the popular event.



Fifty Hispanic community leaders came together at MEO to discuss current issues in their growing community with Mayor Alan Arakawa.

education and the economy, followed by a lack of health care and immigration concerns. MEO has been an honored member of this prestigious organization as a Far West Affiliate member for seven years.

SOMOS AMIGOS (WE ARE FRIENDS). Enlace Hispano Staff, in collaboration with the County of Maui and agencies in the community, organized the Somos Amigos (We are Friends) Fourth Annual Street Festival celebrating Maui's Hispanic and Portuguese Heritage. Somos Amigos is becoming a tradition that the Maui community looks forward to celebrating each year. This year's event saw over 4,500 people attending and participating by dancing, visiting food booths, meeting with friends and enjoying the entertainment and speakers.

AIRE FRESCO (FRESH AIR) PROGRAM. Enlace staff organized a major community event that attracted nearly 150 families. Tables held displays of brochures, pamphlets and props with themes on diabetes, cancer, tobacco prevention and education, asthma, businesses information, real estate, etc. In addition to the education provided, the main attractions for the families were a clown, Piñatas, candies, and donated door prizes for the children. Aire Fresco is designed to educate the Hispanic community about the dangers of smoking and to reduce the prevalence of smoking in the Hispanic Community, especially indoors, and by pregnant women.



Tobacco Prevention Outreach Specialist, Yolanda Diaz, demonstrates the harmful effects of cigarette smoke to children at this Aire Fresco (Fresh Air) educational event.



Community member Ignacio (Nacho) Villagrana greets Enlace Hispano Director Cesar Gaxiola at the Somos Amigos (We are friends) Festival held in Wailuku.

The purpose of the Being Empowered and Safe Together (BEST) reintegration program is to reduce recidivism in Maui County.



San Francisco's Delancey Street Foundation Replication Project. This year MEO was selected as the agency to replicate San Francisco's Delancey Street Foundation's residential life-saving community on Maui. BEST is honored by this opportunity. Higher education, vocational training, healthy social relationships, enhanced life skills and job training will take place in the residential community to support successful re-entry to our Maui home.

Partnership with the Department of Public Safety Continues to Strengthen. The objective of BEST is to reduce recidivism. Nationwide recidivism rates run as high as 67%. MEO's BEST Program aims to reduce the recidivism rate to 25% on Maui. Warden Alan Nouchi of Maui Community Correctional Center (MCCC) and his staff, the Department of Public Safety (PSD), Hawai'i Paroling Authority (HPA), Adult Services Division of the Second Circuit Judiciary, and Maui Intake Services Center (MISC), are critical partners in the reintegration process.

Training & Education at Maui Community Correctional Center. To date, 41 participants are eligible for and are receiving BEST services. Ten clients are out of custody and are being supervised on parole or probation. Clients participate in pre-employment training and cultural renewal, cognitive skills and budgeting at Maui Community Correctional Center (MCCC) as instructed by BEST staff. MCCC programs review panel also requires clients to participate in AA, NA and "Aftercare" drug treatment as recommended by the certified substance abuse counselor. Parenting classes, GED classes and cognitive skills classes are also provided at MCCC.

Case Management. BEST case managers also serve as specialists in training related to cognitive skills, budgeting, and family reunification. Our administrative assistant serves as an employment specialist researching job opportunities and training available to inmates preparing to enter the job market. BEST case managers meet weekly with their individual clients providing services such as enrollment at Maui Community College, clothing, tools, assistance with CDL training, transportation needs related to employment, referrals for substance abuse and mental health treatment, and vocational training.

Housing. This year, BEST's Housing Coordinator developed the "BEST Group Home Manual." In addition to providing rental assistance to individual clients in need of affordable housing, the Housing Coordinator has focused her efforts on finding a home where several clients can live and work together in an environment modeled after the Delancey Street Foundation's residential training community.

Pre-Employment Training & Cultural Renewal. BEST's Pre-Employment Training aids inmates in preparing resumes, creating business plans and polishing interviewing techniques—all valuable tools to clients seeking jobs with livable wages. Halau Hula "Na Pa'ahao Maoli" (The True/Authentic Prisoners) instills self-confidence in the participants. The Halau is in great demand to perform throughout the island of Maui.

Mentoring. BEST has 6 volunteer mentors working with inmates. During the experience of mentoring, mentors learn that goal setting can be as simple as awakening on time to get to work daily, and being presentable for work. Leaving a completely structured environment to an environment requiring choices and decisions, takes a conscious effort in organizing one's thoughts.

Transportation. MCCC's filled bicycle racks are a testament to the mode of transportation utilized by BEST clients. Case managers have assisted clients with bicycles to assure transportation to their work sites while they participate in work furlough through MCCC. MEO's transportation services provide cars for our clients to use in driving tests as they seek to get their driver's licenses.

Employment. Incentives for hiring BEST clients include "On the Job Training" funds, tax credits, and bonding through the Federal Bonding Program. Nine out of 10 clients out on parole are presently working full time.

Cognitive Restructuring. BEST staff and clients continue to practice cognitive restructuring by engaging in affirmation exercises developed by The Pacific Institute (TPI). As more clients are released from prison, a continuum of care supporting and reinforcing success-oriented thinking will be a strong factor determining a successful future.

Substance Abuse and Mental Health Referrals. The PSD reports that 80% of persons incarcerated, suffer from substance abuse. Additionally, up to 50% of the inmate population at MCCC may be dually diagnosed with mental health issues. PSD offers treatment through NA & AA sessions at MCCC. Typically, clients have also experienced intensive treatment at KASHBOX on O'ahu or Hawai'i Island or through the LIFELINE Program during mainland incarceration. BEST contracts service providers to provide mental health and substance abuse assessments to determine whether further care is needed. Clients in need of additional substance abuse and/or mental health treatment have been referred to Aloha House Inc., and financial assistance is provided to ensure their treatment needs.

Family Reunification. In May, BEST staff and our MEO's family of programs—Special Projects, Business Development Corporation, Fiscal, Transportation, Head Start and Community Services Programs—created a successful event where 15 BEST clients and 40 family members came together for an evening of chili and rice, activities for the children and presentations by the warden, parole, probation, domestic violence experts, and mental health and substance abuse experts. The event focused on preparing families and inmates for some of the challenges they may face during the transition from prison to the community. BEST views family as crucial to successful transition as reintegration studies demonstrate that recidivism is reduced through strong family support.



The men and women of Na Pa'ahao Maoli.

Helping to promote self-sufficiency for Hawaii's people through microloans and training for local entrepreneurs.

During this year 39 new loans, totaling more than \$200,000, were made for startup operations or the expansion of existing small business. This activity represents the creation of more than 75 new jobs in Rural Hawaii. To date MEO BDC has loaned more than \$1.9 million through 439 loans through its small business loan and step loan programs.

MEO BUSINESS DEVELOPMENT CORPORATION is a Community Development Financial Institution that covers the rural areas of Hawaii through its Big Island Microenterprise, Kaua'i Microenterprise and Maui Microenterprise offices. The program includes Entrepreneurial training classes, using the nationally award winning Core Four Business Planning Course. Instructors on Maui and the Big Island taught seven series of classes, with 179 students graduating during this year.

THE CORE FOUR BUSINESS PLANNING COURSE is a 30-hour course that helps an entrepreneur to analyze business opportunity and plan for success. Core Four guides the student in the development of a realistic, achievable plan for their business. It has proven helpful for prospective entrepreneurs as well as existing small business owners with its core sections on Success planning, Market Planning, Cash Flow Planning and Operations Planning.



Ruth Corn (left) of the Business Research Library listens as Alvin Santander and Lolita Feliciano, Business Bankers for Bank of Hawaii, discuss a business plan presented by a Core Four Business Planning Course graduate on Banker's night.

Funding from Bank of Hawaii in the form of a new \$1,000,000 line of credit will allow MEO BDC to expand its micro loan program. Three loan fund managers process loan requests and counsel prospective loan clients in their business plans and cash flow projections, and then serve as their advocates with our loan committees. The loan committees are made up of volunteers from our board of directors, bankers and community leaders.

As part of the County of Maui's Office of Economic Development Small Business Taskforce, MEO BDC served as one of the founding partners in the newly opened Maui County Business Resource Center in the Maui Mall. MEO BDC loan fund managers and the entrepreneurial trainer see clients



A Microloan helped open this very successful Day Care Center.

and prospective clients at the center, where there are computers available for the clients to use in researching and preparing their business plans.

Partnerships are vital to any successful program and MEO BDC enjoys affiliation with not only the County of Maui Office of Economic Development, The State of Hawaii Office of Community Services and the U.S. Small Business Administration, Small Business Development Center Network, Workforce Development and the Department of Vocational Rehabilitation, but also with organizations such as Lokahi Pacific and Alu Like. The support of American Savings Bank, Bank of Hawaii, Central Pacific Bank, City Bank, and First Hawaiian Bank are also important to the success of the program.



Councilmember Danny Mateo (third from right, top row) stopped by to congratulate the Core Four Business Planning Course Moloka'i students as they arrived for Graduation Day activities. Instructor Susie Thieman is at right, top row.

YouthBank AmeriCorps members helped protect 200,000 acres of critical natural lands and 70 rare and endangered plant and animal species, contributing 5,785 hours of service.

YOUTH DEVELOPMENT. Two hundred seventeen YouthBank members, 12 to 18 years old, were challenged to take on and achieve every kind of experience imaginable. They met those challenges. The imaginative young members learned to work, learned how to earn money and how to build their future.

They learned life skills through classes in communication, trust, perceptions, anger management and values clarification. Job skills were learned, such as basic computer, resume preparation, mock job interviews. They picked up a variety of skills such as, writing, music skills, mural painting at the Hawaii Nature Center and the Hana Youth Center, cooking, landscape planting and irrigation. They worked out in the Wailuku gym to overcome obesity and to stay ahead of the game in health and wellness. Skills are put into practice during pro-social activities, hiking, camping and service in the community, such as the Maui County Senior Fair, the Visitor Industry Charity Walk and the Cameron Center Bazaar. They learned from Kupuna at Ahihi Kinau and Ukumehame, from tours through HC&S and the Piipholo water plant. The youth even experienced learning animal care by working at Makena stables.



Kipahulu protocol. Welcome by the Kupuna Ed Lincoln.

Along the way, they earned training stipends so they didn't have to ask their parents for school money. Looking back on all they have accomplished, they can hold their heads high because during the MEO youth development program they met the challenges, they grew up a little, working and working out, learning and earning.

AMERICORPS. YouthBank AmeriCorps members age 17-26 volunteered in the Maui community and the environment with others who share their passion for the "love of the land." They identified and protected 200,000 acres of critical natural lands and 70 rare and endangered plant and animal species. These young Maui leaders contributed 5,785 hours of service. They have gained valuable skills and training while earning a scholarship and a living allowance.

OUT OF SCHOOL WORKFORCE DEVELOPMENT. Thirty-five youth, 14-21, who were out-of-school and out of work, registered for the YouthBank Out-of-School Workforce Development Program. They learned about their skills and what they could do to prepare for the world of work. They received counseling, support services and encouragement from the professional YouthBank staff. They worked hard on their study skills and learned what they needed for their diploma or GED. Once they've earned one of those, they are ready for higher education or the workforce.



Carefree camping at Kaupo.



Tongan Imu in Napili. Many hands make light work.



First Aid. Save an arm. Someday Save a life.



Work and learn. Work and earn.



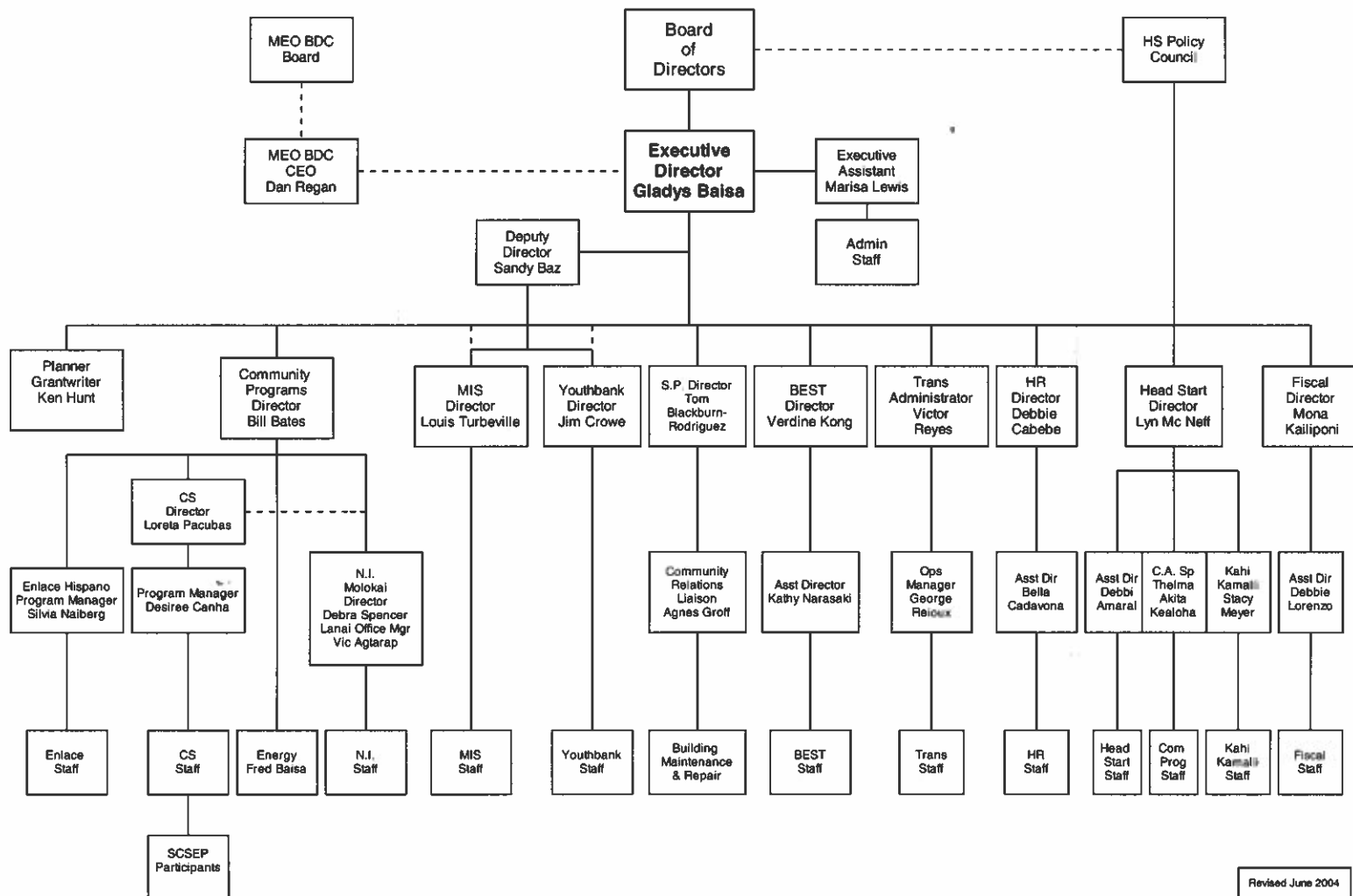
Exploring Kaeleku Caverns. Scary? Nah!



We're a team forever!

GRANTS	
1. STATE OCS GRANTS	
CSBG-FEDERAL	\$500,353
TRANSPORTATION	184,394
EMPLOYMENT CORE SERVICES	124,000
WEATHERIZATION ASSISTANCE PROGRAM-FEDERAL	71,842
EMPLOYMENT CORE SERVICES FOR IMMIGRANTS	50,000
GRANT-IN-AID BUS PURCHASES	50,000
HEAD START	47,500
2. OTHER STATE GRANTS	
KAHI KAMALII INFANT TODDLER CENTER CHILD CARE SERVICES PROVIDERS	127,200
CHORE SERVICES-TITLE II	101,658
MEO YOUTH BANK-DEPT OF HAWAIIAN HOME LANDS	97,000
OFFICE OF HAWAIIAN AFFAIR-B.E.S.T.	25,000
ELIGIBLE TRAINING PROVIDER	15,000
3. COUNTY OF MAUI GRANTS	
TRANSPORTATION	2,649,880
TRANSPORTATION VEHICLE AND EQUIPMENT PURCHASES	672,771
TRANSPORTATION-FOR PERSONS WITH DISABILITIES	392,930
HEAD START AFTER SCHOOL CARE	189,133
YOUTH BANK PROGRAM	125,000
COUNTY CHORE SERVICES-MCCOA	103,000
ENLACE HISPANO	92,000
COUNTY SUMMER PRESCHOOL PROGRAM	96,600
KAHI KAMALII INFANT TODDLER CENTER	72,000
EMERGENCY RENTAL HOUSING ASSISTANCE	65,000
B.E.S.T. RENTAL ASSISTANCE	50,000
FREE TO BE PROJECT	22,000
SENIOR FAIR	18,000
YOUTH BANK AMERICORP PROGRAM	15,000
HEAD START-HANA	12,000
4. FEDERAL GRANTS	
MAUI TO WORK	3,366,000
HEAD START	1,871,631
B.E.S.T. REINTEGRATION PROGRAM	1,383,334
TRANSPORTATION-ISTEA-FTA-RELOCATION CAPITAL IMPROVEMENT GRANT	1,240,000
HEAD START IN-KIND MATCH	466,033
NATIONAL FARMWORKER JOBS PROGRAM	213,866
KAHI KAMALII INFANT TODDLER CENTER-DEPARTMENT OF EDUCATION	200,000
SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM	165,546
TRANSPORTATION DIALYSIS AND MEDICAL NEEDS-FEDERAL	157,500
TRANSPORTATION-FTA-SECTION 18	150,400
YOUTH BANK MCC KAUUNA BACK TO SCHOOL PROGRAM	80,000
UH AMERICORP PROGRAM	51,200
SENIOR COMMUNITY SERVICE EMPLOYMENT 502(e)	38,710
SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM-IN-KIND MATCH	17,061
LIHEAP-FEDERAL	10,721
5. PRIVATE FOUNDATION GRANTS	
FREE TO GROW-ROBERT WOOD JOHNSON/DORIS DUKE FOUNDATIONS	101,000
AMERICAN LEGACY FOUNDATION-AIRE FRESCA PROGRAM	81,100
HAWAII COMMUNITY FOUNDATION-COMMUNITY SERVICE DEPARTMENT	70,000
HAWAII COMMUNITY FOUNDATION-YOUTH TOBACCO PREVENTION	30,000
MELLAM FAMILY FOUNDATION-HEAD START	28,075
HOME DEPOT FOUNDATION-AMERICORP	24,000
AMERICORP PROGRAM HOST AGENCY SUPPORT	13,875
ATHERTON FAMILY FOUNDATION-HEAD START	10,000
HAWAII COMMUNITY FOUNDATION-GORDON RUSSELL FUND-HEAD START	4,000
CHRISTIAN LASSEN FUND	1,505
VENTURE PROJECTS	
MEO ADMINISTRATIVE AND FINANCIAL SERVICES	269,800
MEO CONSULTING SERVICES	2,500
MEO OTHER PROJECTS	
OTHER TRANSPORTATION PROGRAMS	800,000
MISCELLANEOUS FUND RAISING ACTIVITIES AND COMMUNITY DONATIONS	200,054
TOTAL FUNDING	\$17,017,172

Maui Economic Opportunity, Inc. Organizational Chart



Revised June 2004

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.
BEST REINTEGRATION: Employment, mentoring, housing, mental health, counseling, substance abuse treatment, family reunification, cultural activity, support services/referrals.
ENERGY PROGRAMS: Weatherization Assistance Program, Low Income Energy Assistance Program.
NEW FACILITIES DEVELOPMENT: Transportation Base yard Relocation Project, Infant Care at Center at J. Walter Cameron Center.
HEAD START PROGRAM: Head Start classes on Maui, Moloka'i, and Lana'i.
MEO BUSINESS DEVELOPMENT CORPORATION: Microenterprise loans, business development and education on Maui, Moloka'i, and Hawai'i.
MEO CONSULTING: Fee for services in Administration, Fiscal, Personnel, Board Training, Board Planning, Strategic Planning, and other specialized training.
TRANSPORTATION SERVICES: Operations on Maui, Moloka'i, and Lana'i.
YOUTHBANK AmeriCorps, Kamalama Youth Program, Office of Hawai'ian Affairs, Department of Hawai'ian Homelands.

SENIOR STAFF



Gladys C. Baisa
Executive Director



Sandy Baz
Deputy Director



Tom Blackburn-Rodriguez
Special Projects Director



Mona Kailiponi
Fiscal Director



Debbie Cabebe
Human Resources Director



Bill Bates
Community Programs Director



Louis Turbeville
Management Information Services Director



Lyn McNeff
Head Start Director



Victor Reyes
Transportation Administrator



Verdine Kong
BEST Reintegration Director



Loreta Pacubas
Community Services Director



Jim Crowe
YouthBank Director



Cesar Gaxiola
Enlace Hispano Program Manager



Dan Regan
CEO, MEO Business Development Corp.



Ken Hunt
Planner/Grant Writer



Agnes Groff
Community Relations Liaison



Marisa Lewis
Executive Assistant



Debra Spencer
Branch Director Moloka'i



Victor Agtarap
Branch Manager Lana'i

ACTIVITIES



Duke Sevilla receives congratulations from Councilmember G. Riki Hokama as Councilmember Bob Carroll looks on. Sevilla was honored with a resolution from the Maui County Council commending him for being the 2004 recipient of the Hawaii State Teachers Association Friend of Youth Award.



Santa Claus and the men of Maui Community Correctional Center (MCCC) check in with the MEO receptionist and sing carols of Christmas cheer.



The clowns at the end of the table aren't sure, but somebody at the front of the table is determined to win this pie-eating contest — hands down. Look at that concentration!



A Piñata, eager children waiting for the goodies to fall, happy moms and grandmothers, it's another "Kid's Day" program organized by the MEO Head Start "Free to Grow" program with help from everyone, including the Warden and staff of MCCC, to bring children and their families together in a day of love and sharing.



Sandy Baz and Gladys Baisa. Our leaders. What more can we say?



Let's see. That was "Please Check In with Receptionist," right? It looks like the October weather is a bit on the "Ghoul" side.

SENIOR ACTIVITIES



Seniors applauding as they listen to testimony supporting MEO programs at community budget hearings.



Lana'i has arrived at the Aloha Party! Each year it's anyone's guess who will arrive first, Moloka'i or Lana'i. Both travel a great distance to attend the annual event.



Louise Borsella of Moloka'i (left), MEO's 2003-2004 "Volunteer Hall of Fame" awardee, is shown here with her Hall of Fame plaque presented by Sandy Baz, Deputy Director, MEO, Betty Delima, MEO Board Member, and Councilmember Danny Mateo, Moloka'i.



Calling themselves, "The Plunkers," this band was formed by Ida Plunkett in 1970 and with various personnel changes has been making seniors happy at Kula Hospital, Hale Mahaolu and Maui Adult Day Care for 34 years.



It's a "Rainbow of Aloha," and Mayor Alan Arakawa, seated with Gladys Baisa, MEO's Executive Director, is one of many elected officials who joined with nearly a thousand seniors at their Aloha Party organized each year by the Maui Senior Citizens Planning and Coordinating Council.



Traditional Japanese dancers perform for the Maui Rakuen Senior Citizens' Club and bid welcome to a New Year in January of 2004.

MEO DIRECTORY

MEO, Inc.

99 Mahalani Street • Wailuku, Maui, Hawaii'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.....	249-2988
Fax.....	249-2989
MEO Business Development Corporation (MEO BDC).....	249-2990
Fax.....	249-2991
Transportation.....	877-7651
Fax.....	871-2171
YouthBank.....	873-3101
Fax.....	873-3103

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	
Fax.....	248-7686
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.....	565-7263
Moloka'i (Kaunakakai)	553-3216
380 Kolapa Place • P.O. Box 677 • 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 677 • Kaunakakai, HI 96748	
Office Hours: 7:30 a.m.-3:00 p.m. Monday-Friday	
Fax.....	553-3776
Big Island MEO BDC (Hilo)	935-6165
100 Pauahi Street, Suite 109 • Hilo, HI 96720	
Office Hours: 7:45 a.m.-4:30 p.m. Monday-Friday	
Fax.....	935-5971