

MEO Directory

MEO has offices in
Central Maui, Hana,
Kaunakakai and Lana'i.

Harry & Jeanette
Weinberg Family
Center

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info@meoinc.org
Tel: 249-2990
Fax: 249-2991

Branch Offices

Hana
Hana Neighborhood
Center
Uakea Road
Hana, HI 96713
hana@meoinc.org
Tel: 248-8282
Fax: 248-7866

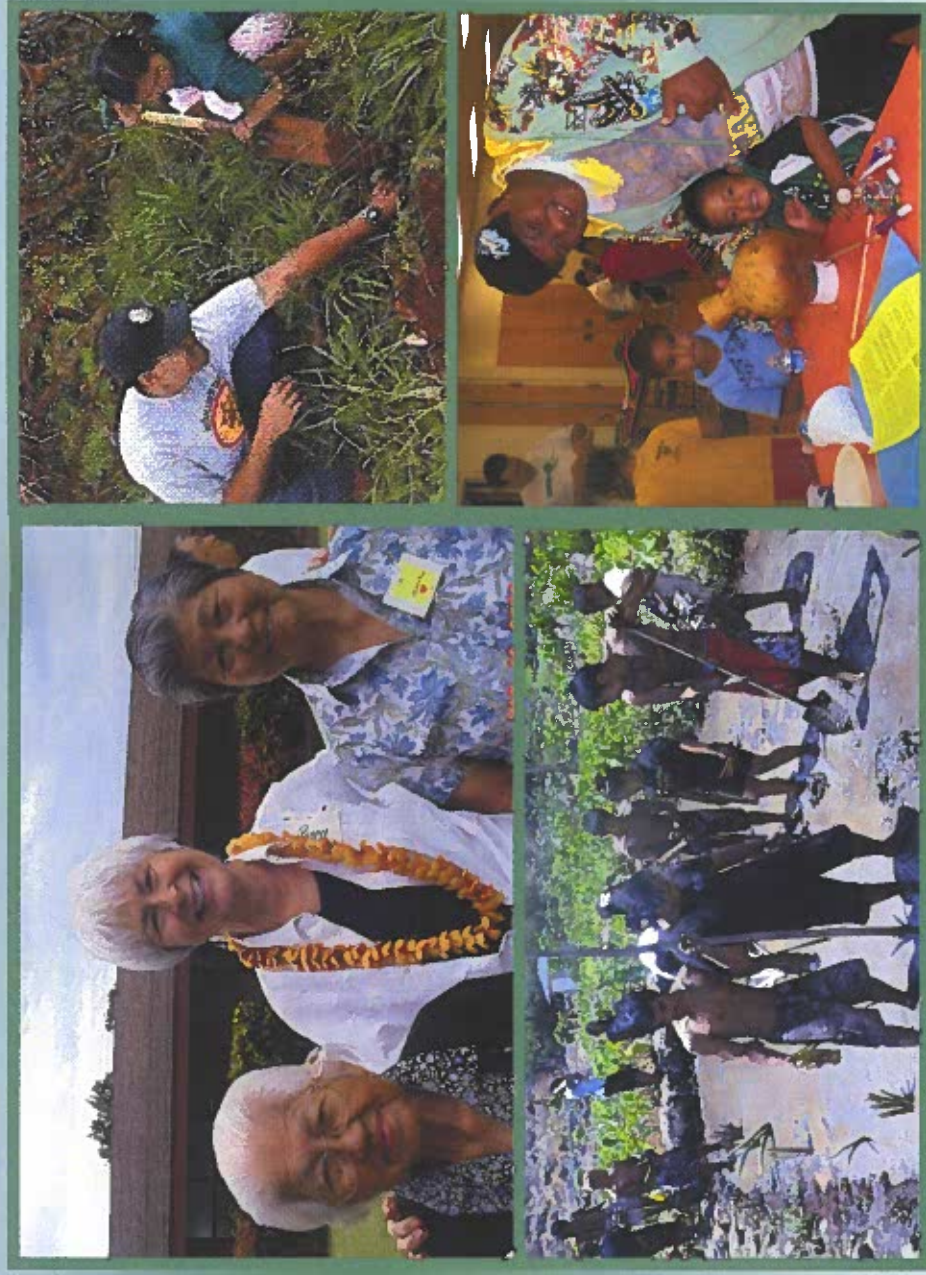
Lana'i
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102
P.O. Box 630068
Lana'i City, HI 96763
lanai@meoinc.org
Tel: 565-6665
Fax: 565-7263

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380 Kolapa Place
P.O. Box 677
Kaunakakai, HI 96748
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Maui Economic Opportunity, Inc.

Annual Report

October 2009—September 2010



Department	Telephone	Fax	E-mail
Community Services	249-2970	249-2971	cs@meoinc.org
Enlace Hispano	249-2993	249-2971	enlace.hispano@meoinc.org
Early Childhood Services	249-2988	249-2989	ecs@meoinc.org
MEO BDC	249-2990	249-2991	micro@meoinc.org
B.E.S.T. Reintegration	249-2990	249-2991	best@meoinc.org
IT/MIS	249-2990	249-2991	webmaster@meoinc.org
Human Resources	249-2980	249-2979	hr@meoinc.org
Fiscal Services	249-2980	249-2979	fiscal@meoinc.org
Youth Services	249-2990	249-2991	youth.services@meoinc.org
Transportation	877-7651	871-2171	meotrans@meoinc.org

MEO Board of Directors

Resident Sector	Private Sector	Government Sector
Natashaann Hanaoka	Grant Chun, Esq. (PRESIDENT)	Clifford B. Alakai
Charlotte Asato	Scott Sakahihara (SECRETARY/TREASURER)	Jeff Kuwada, Esq.
Anita Yamafuji	Tom Reed	(vacant)
Barbara Haliniak	Linda Brown	Councilmember Joseph Pon- tanilla
Irene Kaahanui	Herman Andaya	Councilmember Michael Molina
Lorraine Dyer	Blaine Kobayashi	Kathleen Louis (VICE PRESIDENT)
Betty Delima	Stephen West	Trustee Boyd Mossman
Eileen Miranda	Joseph Williams	Mercer "Chubby" Vicens

Maui Economic Opportunity, Inc..... www.meoinc.org
Community Action..... www.communityactionpartnership.com
Head Start..... www.headstartinfo.org
AmeriCorps..... www.americorps.org
Assn Farm Worker Opportunity Program..... www.afop.org
Community Transportation Association..... www.ctaa.org
State of Hawaii Government..... *Helping People. Changing Lives.* www.hawaii.gov
County of Maui Government..... www.mauicounty.gov



The Community Action Promise

“Because it is right, because it is wise, and because, for the first time in our history, it is possible to conquer poverty, I submit, for the consideration of the Congress and the country, the Economic Opportunity Act of 1964... through a new Community Action program we intend to strike at poverty at its source—in the streets of our cities and on the farms of our countryside, among the very young and the impoverished old.” So said our President Lyndon B. Johnson in the first few months in office after the assassination of President Kennedy.

Unfortunately, the War on Poverty rages on. Poverty, in the richest country in the history of the world, is a fact of life. When we look at what is happening in our economy it appears that the prosperity, we as Americans have

come to take for granted, is disappearing for many Americans like a puff of smoke.

In the decades since Johnson initiated the Office of Economic Opportunity, agencies like Maui Economic Opportunity Inc. have dedicated themselves to the Community Action Promise—to “helping people help themselves and each other”—MEO Inc. and all members of the national Community Action Partnership are dedicated to addressing the causes of poverty in ways that have the best possible chance of resulting in what President Johnson called an “escape from poverty,” rather than merely temporary relief of the effects of being poor.

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.

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.

Statement of the Mission of MEO

Maui Economic Opportunity, Inc. (MEO) is a private, non-profit Community Action Agency, chartered on March 22, 1965 by federal mandate under provisions of the Economic Opportunity Act of 1964. The agency provides a comprehensive scope of services to those in need throughout Maui County and across the state of Hawai'i. 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.” MEO annually provides services to over 10,000 people touching more than 60,000 people throughout Maui County and the State of Hawai'i.

MEO has been “helping people...changing lives” for 45 years. An articulate advocate for those whose voices are often not heard—the elderly, disabled, immigrants, youth, offenders and the economically disadvantaged—MEO operates programs throughout Maui County. From transportation and early childhood education to assistance with small business development MEO works in concert with the public and private sector.

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A note from President of the Board Scott Sakakihara

This year was a great challenge for the MEO staff and Board of Directors as they strived to do more with less in face of the worst economy since the Great Depression.

But I am proud to say MEO met the challenge head on and was still able to provide a hand up to many of our friends and neighbors in our community, more so than at any other time in our history.

We did this in the following ways:

- By leveraging funding from the American Recovery and Reinvestment Act to reach to more people. We are helping people to learn new skills to prepare them for jobs in energy management and solar photovoltaic installations.
- In response to budget constraints of our funding partners, MEO is working to become more efficient so that we can reach a little further to help those in need. The new Transportation Facility, when completed, will enable us to reduce costs by having the entire operations in one place while providing for future expansion of our services.
- The recently completed Vineyard Street BEST House will create a new revenue stream to help diversify and strengthen funding opportunities while helping clients achieve their goals of self sufficiency.
- Advocacy efforts in Washington DC afforded Youth Services funding to attack the problem of high school drop outs.

Ironically the man who lead the charge for MEO this year we must now bid aloha. CEO Sandy Baz who has been appointed to serve as Budget Director for the County of Maui. In his tenure, Mr. Baz increased services for the community, diversified our funding sources, raised the MEO's level of accountability and was a tireless advocate. The board thanks Sandy for his years of service and wishes him well.

In turn I would like to welcome Lyn McNeff, our former Chief Programs Officer who has been selected to lead MEO as its new Chief Executive Officer. Ms. McNeff joined MEO in 1993 as the Head Start Education/Disabilities Coordinator. She was promoted to Head Start Director in 1995 and in 2005 was promoted to MEO Chief Programs Officer. In other words she's been with MEO for a long time, knows all of the program details inside and out and will make a wonderful director. Thank you for stepping in and taking over Lyn, MEO is in good hands.

On behalf of the board I want to extend our gratitude to MEO's entire staff. I continue to be impressed by your level of commitment and dedication. More challenging times are ahead and we will need every one of you.

Mahalo,



Scott Sakakihara,
MEO President



Scott
Sakakihara

A message from the Chief Executive Officer, Sananda "Sandy" Baz

Our 45th year might have been the toughest, but MEO persevered through it.

If you look at the statistics, we helped more people than ever before. It is all due to your hard work.

I'd like to thank each and every staff member, department heads, case workers and others who put in their best efforts day after day.

Because every one of you put in your best effort, it meant someone was able to pay their rent, or a senior is gently helped off the shuttle, or a child with special needs received proper care.

We are MEO and we are making a difference.

A Maui News article pointed out that there is a new population of those in need out there, the middle class. This confirmed what MEO already knew. People who were without jobs are losing their homes to foreclosure and were asking for help. Many of these people have never asked for help before.

The article went on to say how even as the economy was forcing more people to ask for help, donations were down and resources were limited. But here at MEO, we managed to find more federal funds to assist our community by giving them new skills such to get back into the workforce, keep kids in school and help people pay their bills.

In other words, we gave people hope. Please keep giving.

It has been a pleasure and a privilege to work with you all.
Mahalo,



Sandy Baz
Chief Executive Officer



Sandy K.
Baz

45th Annual Installation of Board Officers



MEO CEO Sandy Baz and Councilmember Gladys Baisa flank newly installed board officers Scott Sakakihara, President; May Fujiwara, Vice-President; and out-going President Grant Chun.

Maui Economic Opportunity, Inc. (MEO), held its 45th installation of board officers at a luncheon at the Kahili Golf Club in Waikapu on June 24, 2010. Councilmember Gladys Baisa was on hand to administer the installation of the new officers, Scott Sakakihara, President, May Fujiwara, Vice-President, and Blaine Kobayashi, Secretary/Treasurer.

Former Board President Grant Chun recapped his two years in office and recognized the board and staff for all of their accomplishments.

The following retiring board members were also recognized for their years of service, they are: Rose Marie Duey, Natashaann Hanaoka, Michael Molina, Joseph Pontanilla, Deidre Tegarden and Anita Yamafuji.

Representatives from the different government, resident and community groups were all on hand for the event, including the Maui County Bar Association, the Molokai Community Action Council and the Office of Hawaiian Affairs just to name a few. Entertainment was provided by Glen Foster.



Previous MEO Leaders

<u>Year</u>	<u>President of MEO Board of Directors</u>	<u>Executive Director</u>
1965-1967	Marion Hanlon, M. D.	Joseph Souki
1967-1971	Melville O. McGuire	Joseph Souki
1971-1974	Richard Kibe	Joseph Souki
1974-1976	Masami Fukuoka	Joseph Souki
1976-1978	Edward Perreira	Joseph Souki
1979-1983	Richard Kibe	Joseph Souki
1983-1984	Alfred Oshiro	Paul Pladera
1984-1985	Alfred Oshiro	Gladys Baisa
1985-1987	Velma Santos	Gladys Baisa
1987-1988	Riki Hokama	Gladys Baisa
1989-1990	Kimie Lane	Gladys Baisa
1990-1991	Abraham Aiona	Gladys Baisa
1991-1993	Lawrence Ing	Gladys Baisa
1993-1995	John Perreira	Gladys Baisa
1995-1997	Beatrice Kahanu	Gladys Baisa
1997-1999	William Wong	Gladys Baisa
1999-2001	Rose Marie Duey	Gladys Baisa
2001-2003	Jeffrey T. Kuwada	Gladys Baisa
2003-2004	Brian R. Klaschka	Gladys Baisa
2004-2005	Mercer "Chubby" Vicens	Gladys Baisa
2005-2006	Mercer "Chubby" Vicens	Sandy Baz
2006-2007	Riki Hokama	Sandy Baz
2007-2008	Grant Chun	Sandy Baz
2008-2009	Grant Chun	Sandy Baz
2009-2010	Scott Sakakihara	Sandy Baz

Maui Economic Opportunity, Inc. has been lead by the following people for the last 45 years.

Employee of the Month

The Employee of the Month program recognizes MEO employees for superior performance, teamwork and client service. A committee of their peers chooses the Employee of the Month. Those selected receive a cash award and a day off.



Charlene Montalvo
Trans. Dept.
Driver
October 2009



Veronica Brady
Community Services
Lead Chore Service Aide
November 2009



Mae Koyanagi
Purchasing Specialist
Administration
December 2009



Francine Santana
Trans. Dept.
Dispatcher
January 2010



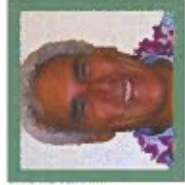
Gerry Lum
Community Services
Director
February 2010



Malia Kamai
Teacher Aide
Early C.H. Services
March 2010



Jozie Valasquez
Trans. Dept.
Dispatcher
April 2010



David Daly
MEO BDC
Loan Fund Manager
May 2010



Ku'ulei Arce
MEO BDC
Loan Fund Manager
June 2010



Bishop Pahia
Community Services
Energy Program Mgr.
July 2010



Stephanie Torricer
Community Services
Admin. Assistant
August 2010



Herb Galbraith
I.T.
I.T. Specialist
September 2010

CONGRATULATIONS!

Employee Recognitions

Service Awards

MEO is honored to recognize the following employees who have dedicated themselves to Helping People. Changing Lives.

3 Years

Jacqueline Agpaoa
June Arce
Jenna Carroll

Denise Cravalho

Dionisio Dalit

Ingrid Dymally

Sharon Eakins

Magdalena Evangelista

Jeanell Galase

Rhina-Lynn Juario

Merton Kekiwi

Anicia Lucas

David Maidonado

Faanu Mao

Ana Mercedes Mejia-Vasconcellos

Patricia Meya

Phyllis Molina

Mark Pacheco

Davidette Pa-Kala

Doreen Pascua

Pasita Pladera

Tobie Torres

Jozie Valasquez

Jody-Lee Waiohu

5 Years

Zessica Apiki

Larae Balag

Susan Calimag

Loretta Divina

Alexandria Domingo

Valerie Kaihiwa

Jonnie Oliveira

Samuel Padua

Theron Sarocam

Hildie Schap

Margaret Sneed

Regina Sue Thiemann

Lance Wendel

10 Years

Gretef Koko-Kong

Danette Neizman

Esmeralda Venegas

15 Years

Dellfinn Castroverde

20 Years

Mona Kailiponi

25 + Years

Debra Spencer 27 years

Agnes Groff 28 years

Carolyn Freitas 29 years



Service Award Recipients

Driver of the Year

Driver of the Year 2009 – Valerie Kaihiwa

As a PAT I driver Valerie provides outstanding client service while transporting clients to and from their residence and to specified destinations. Valerie's peers and supervisors have selected her as Driver of the Year because she has an outstanding safety record. She has excellent driving skills and has not had an accident or incident while driving in four years.

Valerie is the senior driver in Lahaina and has taken the role of leadership to assist new drivers navigate through narrow roads and busy streets. She has very good attendance.

Valerie easily adjusts to changes in route assignments and client needs. She is a team player and can always be counted on to assist when there are road closures on the West side. Her dedication and adherence to MEO's professional standards can be seen on a daily basis.

Employees have commented that she shows care and compassion to her clients. She shares her knowledge with others whenever she sees that they need it. Valerie truly exemplifies the MEO motto: Helping People. Changing Lives.



Valerie Kaihiwa

Cash for No Crash 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.

Minimum 1600 Hours/ consecutive years	- 1600 hours continued	Minimum 1200 hours/# of years
Eric Amaral 5	Leonora Peleholani 1	Donald Dudoit 1
Yolanda Aquino-Cox 1	Karen Redo 1	Jeanie Mendes 10
Alma Castellanos 4	Jennifer Riglos 1	Minimum 800 hours/# of years
Dioniso Dalit 1	Theron Sarocam 2	Loretta Divina 2
Marvin De Castro 3	Juan Tabbilos 1	Ronald DeGuzman 2
Darrell Demello 1	Ricky Torres 3	Minimum 400 hours/# of years
Julia Dudoit 2	Vainimala Vi 1	Julio Russi 1
Larry Enfield 1		Debra Spencer 2
Frank Estrella 1		Lance Wendell 2
Ajay Gerard 2		
David Harris 2		
Robert Heath 1		
Valerie Kaihiwa 4		
Shawnalison Kanae 2		
Dawn Kawelo 1		
Gretel Koko-Kong 6		
Iris Malakini 2		
Johann Norsell 1		
Jonnie Oliveira 5		

Volunteer & Benefactor of the Year

Volunteer of the Year



The 2009 volunteer of the year is someone who has touched everyone's hearts with his generosity and musical talents. We are proud to announce Tim Eleneki as being the MEO Volunteer of the Year.

Tim has given so much of himself by donating his talent and time during 2009. Head Start families and staff have been extremely fortunate to have such a willing individual, open to sharing his gift. Instead of spending money on a CD, Tim provides quality entertainment at events and provides a personal touch that only he can inspire through his music. Some examples include September 2009, when Tim volunteered to play music at a Male Involvement Music Night. The event is designed to promote quality time for children and the adult male participants (father, uncle, grandfather, etc.) of our Head Start program. And in December 2009, Tim again volunteered to play music during the annual blood drive sponsored by MEO. Volunteers enjoyed the holiday music and forgot they were waiting to be stuck by a needle.

Tim has a big-hearted approach when it comes to people and children. He is community minded and enjoys interacting with families. He is generous of his time and talent, always willing to volunteer especially when it brings a smile to the face of a child and parent.

Everyone at MEO has the deepest appreciation to Tim for volunteering his precious hours to make others happy!

Benefactor of the Year



For the past 45 years, Maui Economic Opportunity, Inc. and Bank of Hawaii have had a close relationship. Banks are pretty important in everyone's life but for MEO we wouldn't be nearly as successful without a banking partner like Bank of Hawaii. They have been there throughout the years to assist us with the banking needs that any business would have and then some. In the late 90s

when MEO decided to help entrepreneurs with loans to start micro-businesses the bank was there with an incredibly low interest loan. Over the years the Bank of Hawaii Foundation has given back to the community through MEO for a variety of programs. Much of the funding filled holes in government funding that wasn't sufficient to operate programs or was used to assist disenfranchised youth have a better start in life. The most recent donation and why they earned benefactor of the year was for their \$100,000 commitment to MEO's new transportation facility capital campaign. This donation was the largest in neighbor island history for the bank. We are so thankful that they have seen the importance and the value of MEO throughout the years enough to continue to invest in us.

Volunteer Hall of Fame

Lawrence Ing
1989-1990

Violet 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 Ing
1998-1999

Lanky Nagata
1999-2000

Jeffrey T. Kuwada
2000-2001

Edward Oliveira
2001-2002

Haruko D. Nakata
2002-2003

Louise Borsella
2003-2004

Eddie Nishihara
2004-2005

Mertton G. Kekiki
2005-2006

Tomos Takeuchi
2006-2007

Tommy Lau Hee
2007-2008

Joseph Williams
2008-2009

Benefactors of the Year

Stanford Carr, 2005

Alexander & Baldwin,
2006

Grand Wailea Resort
Hotel & Spa
2007

Quill Group, 2008

B.E.S.T. Reintegration (Being Empowered and Safe Together)

Statistics

- 19 Clients given employment training
- 48 Clients provided w/jobs
- 87 Clients provided w/ assistance (clothing, bus passes, etc)
- 73 Assessments
- 150 Families brought together via reunification
- 12 Given housing assistance
- 47 Participated in college credit courses
- Reentry services to inmates:
- Intensive case management
- Mentoring
- Cognitive skills training
- Substance abuse/mental health referrals
- PROTECT Program

Tami Romias has been a participant in the BEST Program now for about two years. Through the BEST Program, Tami has had many opportunities that she would not otherwise have received. She started off working on the work line at MEO's Administration building. Everyone enjoyed her smiling face and her can-do attitude. After gaining the experience and getting the training that was necessary, through Agnes' guidance and patience, Tami secured a job at Ali'i



Linen.

In interviewing Tami she shared that the Case Managers has helped her to build her self confidence and to believe that she can do whatever it takes to get the job done. She also credits the Employment Specialist in the BEST Program for helping her to believe that she can go out and do interviews and secure a job once released from incarceration.

Tami shared that working at MEO under Agnes' supervision did not feel like she was working on a work line because everyone treated her so kindly. She also credits Georgina at Maui Community Correctional Center as someone she

looks up to for everything she has done for her. The guidance that she received from all of these special people has made her a stronger person ready to handle the transition from incarceration into the community.

She has been working at Ali'i Linen now for about 7 months and loves what she is doing. In her position she is responsible for all Food and Beverage laundry, she sorts 4 routes and prepares them by washing and folding the necessary laundry. She has recently received a promotion to head of counter. We are very proud of her accomplishments.

Tami then stated in her shy way that Nona, Secretary at Ali'i Linen had asked her to mention that she is a mentor at her workplace and that so many of her co-workers look up to her and want to follow in her footsteps. I could see that speaking about herself in a positive way was very uncomfortable and emotional for her because she usually doesn't talk about herself. We are so proud of the person that Tami has become, even while working through her adversities.

Tami thanks her husband and family for standing by her side. She has recently secured a job at Ali'i Linen for her daughter and as she speaks of this you can see the pride in her face. Although her daughter initially was brought in to work on the production line, when she realized that this wasn't the kind of work she would like to be doing, she was offered a job in office where she happily works.

Tami is very grateful for all of the opportunities that has been graciously given to her through the BEST Program and would like to thank her Case Manager, Varna for continuing to check in on her and making sure that she stays on the right track.

Community Services

Community Service assisted six clients with obtaining their Certified Nurses Assistant (CNA) Certification thru the CSBG-ARRA apprenticeship program. In order to start them on the healthcare career path these clients became students with the Pacific Nurses Aide Training Center. They started their classroom training on May 13 for nine weeks ending on July 8, with graduation following on July 9th.

The training was conducted by Regina Rivera. As students were accepting their certificates each thanked Community Service and MEO saying they could not have accomplished their goals without our assistance.

During training students went to Hale Makua and assisted patients. All six clients have applications in at different healthcare provider agencies including Nurse Finders, Hale Makua and the Maui Memorial Medical Center and have passed the American Red Cross Exam.



Left to right: Janet Agamata, Richelle Wright, Mahea Recopuerto, Regina Rivera (instructor), Emanuel Siten, Angelight Alan, Jackie Rico, (not a client), and Luz Alan.

Currently Angelight Alan and Janet Agamata are employed at Hale Makua and Rochelle Wright at Maui Memorial Medical Center. Luz Alan is employed at Kula Hospital while Mahea Recopuerto is doing home care and is attending UH/MC in order to study for her LPN. Emanuel Siten is in the process of finding a great job just like her classmates.

Statistics

- 4,586 Senior Service Clients
- 3,813 Clients provided with immigrant services
- 977 Households given energy assistance
- 268 Individuals served with employment services
- 510 Clients provided with rental assistance
- Energy related services:
 - 19 solar systems
 - 2427 compact fluorescent light (CFL) kits
 - 106 Low flow shower heads
 - 97 smart strips
 - 27 refrigerators

- Chore services
- Rental subsidy
- Employment Core for Immigrants
- Employment Core for low-income people
- Enlace Hispano acculturation Hawaii Community Foundation
- Legal services/seniors
- Vision & hearing assistance
- Low Income Home Energy Assistance
- National Farmworker Jobs Program
- Senior coordinators
- Senior Scoop
- Senior community service employment program
- Senior discount Red Card
- Enlace Hispano translation services
- Weatherization assistance program

Early Childhood Services

Statistics

343	Children served in Head Start
106	Volunteers assisting Head Start
50	Head Start children With disabilities
176	Parents and children served by Ohana Strengthening
23	Kahi Kamali'i Infant/Toddler enrollees
230	Working families served with full-day options
24%	Percentage of employees who were / are Head Start parents

Services to Families:

Head Start for preschoolers
Kahi Kamali'i Infant Toddler Center
Early Childhood Education
Parent Training
Special needs
Transition
Oral health
Nutrition
Mental health
Advocacy
Ohana Strengthening



Our success story started off as a Head Start parent and is now the MEO Head Start Disability & Mental Health Specialist. Regina Agcaoili had three children enrolled in MEO Head Start from 1995 – 2003. At the time she was an active volunteer and was nominated to serve as Policy Council Representative. Regina was nominated and elected as Policy Council Chairperson, learning a great deal about the program and its operations.

In 2001, Regina accepted a position with MEO Head Start as a Child Care Assistant. As years progressed, she transitioned into the Teacher's Aide position which included more responsibility within the classroom.

Her enjoyment in working with children was equal to her passion of working with families. Regina transitioned into a position to work directly with families as a Family Case Manager. In this new role, Regina had the opportunity to set goals and offer community resources for families to increase educational knowledge, financial literacy, and family strengthening. Regina excelled as a Family Case Manager, mainly because she has the ability to connect with parents due to her experience.

Regina decided to continue her education at the University of Hawaii Maui College. Her goal is to complete a degree in Human Services. She credits MEO Head Start and says "Without the support, guidance, and encouragement, I'm not sure how confident I may have been with pursuing this goal."

In 2009, Regina was promoted to Disability & Mental Health Specialist. This position blends all her past roles into one comprehensive package. Regina brings such a wealth of knowledge to this area of expertise as a both a Head Start parent and employee.

Regina's message to parents are these simple instructions:

"Take the opportunity to learn as much as you can about the program, staff, and your child. Attend the parent meetings and take an active role as a parent and volunteer. This will provide you a better understanding as to the learning goals your child is being taught on a daily basis. Never be afraid to ask questions...that's how we all learn. Most importantly remember that our children learn and adapt through positive experience. Head Start is a great way to begin!"

Regina is one of many parents that have grown as teachers and leaders within our community. We acknowledge and commend her for giving so much back to the children and families of MEO Head Start. She continues her education at UHMC and is close to accomplishing her goal of a degree. Regina is an exceptional employee and a true inspiration for everyone!

MEO Lanai Branch

Myrna Chang's story began when she and her husband Edward moved to Lanai in June 2007, where she would be near her daughter Robin and her grandchildren. Months later and Myrna's other granddaughter Tyra decided to move to Lanai from California meaning Myrna would be near even more family. Life was happy on Lanai for the next three years.



Then in May of this year Myrna's life took a turn for the worse. She suffered a heart attack and had to be flown via air ambulance out of Lanai to Oahu. Myrna said she saw a big bright light during this time and doctors were convinced that they would soon lose her. But she fought for her life that she loved so much and within two weeks was able to leave the hospital.

Still, Myrna needed rehab to strengthen her motor skills and improve her walking ability. But until she was up and walking again she would need some help, and that's when MEO got involved.. She called the MEO office and asked for transportation to the clinic. On some days she needed our assistance to take her to the airport, so she could catch the plane and visit her doctors off island. Before too long MEO became a an important factor in her life and a way for her to be independent once more.

MEO Lanai Branch Manager Doreen Pascua recalls when MEO first came to Myrna's rescue at the airport and took her home after being in the rehab center for nearly three months. "The reunion of the Chang family as I remembered became so real in her life, as well as mine," Pascua said. "Tears of joy trickled down her grandchildren faces and great grandchildren faces. Laughter filled the airport luggage area as her family gather around her with hugs and kisses, with homemade flyers that read, 'Welcome home Granny, we missed you, and love you!'"

Myrna has also volunteered to testify at our Mayors Budget Hearing this past October and did a fantastic job! She said, "What I did or do for MEO is just a very small portion of how I truly feel. Because without the provision and care that MEO has shared with both me and my family, we would surely be in darkness. Thank you MEO for that candle that you keep lighting every time I call out for help. I know for sure that our community needs you, because I surely do!"

Statistics

21	Disabled seniors benefit from Chore service
103	Individuals and families received food Distribution
50	Families assisted with home energy bills
36	Seniors use Red Card discount program
101	Individuals that used the Saturday shopping Shuttle
167	Members of the Lanai Area Council

Community/ Social Services
Chore Service
Lanai Area Council
Transportation
Seniors
Medical needs
Shopping Shuttle
Microenterprise
Head Start partnership with Keiki O' Lanai
(They continue their hard work in order to continue to be self-sufficient).

MEO Business Development Corp.

Over the past few years we have been telling one success story a year in great detail. However, as our program ages, we find many success stories worthy of being told, so we are telling three such stories in this report.



Let's start with a definition of success. Does a business need to be expanding and growing into a bigger business with more locations to be successful? Does the owner need to feel they have fulfilled their mission as stated when they started the business? Are they still excited about getting up each day and going to work in their business? And, yes there is the success of making money while doing something you love to do. How much money makes for a successful business? How much money makes one rich, or is it even a matter of money? Many of us have riches beyond our dreams - good health, happiness, family, friends...need I continue?

Let's start by telling the success story of the individual who had technical training, but no job and was living in a shelter in Lahaina who came to classes. Upon graduation he had all he needed to go out and start pounding the pavement to bring in jobs he could do with the training he already had. Two years later he came by to say hello and shared that he had bought his first car with cash (a very nice, relatively new car) and moved into a very nice rental house and was considering buying a house within the next year or so. He also shared that he had hired one person to work for him because he couldn't keep up with the demand for his work. All of this had happened as a result of the confidence and business knowledge he gained in class. He shared that he was on track to have a six figure personal income for the current year. Remember, this is just two years post homelessness. This is the meaning of success to him!

We can also tell the story of the couple who came to class with an idea and some great cooking skills, but no where and no money to set up a restaurant. Thinking outside the box, as we teach in class, they have since gotten their food out in the public and now find themselves being sought after by many to set up shop in their shopping centers with terms one could only have dreamt of last year (when they started class). This is their success story to date!

Then there is the success of the student who took the classes to figure out how he could run his service business and take Wednesdays off each week. He wanted to be sure he had Wednesdays because his son got out of school earlier on that day and there was still time for father and son to do things together that day. He has proven himself to his customers and has been able to increase his income to where he is now able to have not only that all important Wednesday off, but also Saturdays and Sundays with the entire family. This is success to him.

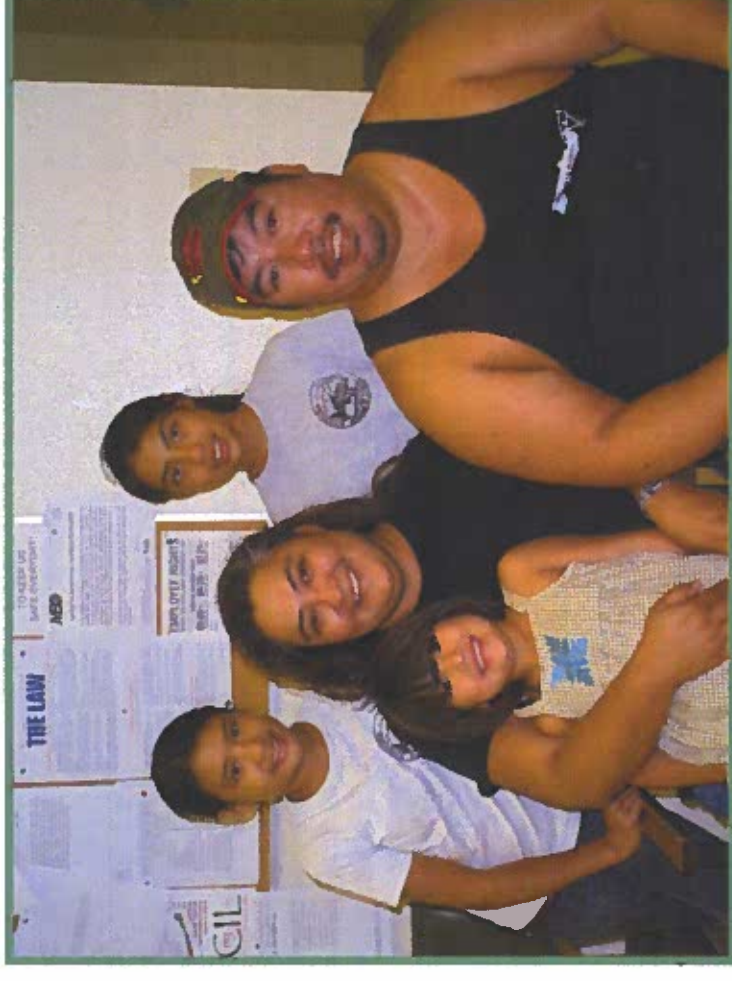
MEO Molokai Branch

Michael & Elizabeth Coleman and their three young children were at-risk of homelessness. Their previous landlord refused to renew their lease for no particular reason and the family were doubtful that they could afford to live somewhere else.

But with the help of MEO's County Rental Assistance Program Elizabeth and her family transitioned into a new home successfully. She completed MEO's Credit Counseling Classes and enjoyed learning about "Good and Bad Credit" where she was happy to find out that it's never too late to build your credit.

Elizabeth was able to utilize the tools she received from case management in budgeting and maintaining her finances. Elizabeth stated that because of MEO, Inc., she was given hope and strength to build a strong foundation for her family. She is thankful for the exceptional customer service she received from MEO, Inc. and is positive that she will succeed in long-term rental.

Elizabeth and her family all make good use of MEO's other programs. She applied for



LIHEAP and received an electric credit and her children utilize MEO's transportation services to get to after school programs then to come home. Elizabeth's family also utilizes MEO's monthly surplus distribution.

Statistics

48 Disabled seniors benefit from Chore Services

37 Recipients of Community Rental Assistance

19 Recipients of Hawaii State Rental Program

269 Seniors received Farmers Nutrition subsidy

New riders for Transportation program

244 Recipients of The Emergency Food Assistance Program (TEFAP)

211 Families assisted with home energy bills

380 Seniors use Red Card discount program

852 Transportation Clients

14,239 Transportation Hours

Community / Social Services

Help with medical / dental costs

Entrepreneurship Services

Core Four business classes

Microenterprise loans Employment Programs

Case management

Pre-employment training

Head Start

Half and full day sessions

Transportation Youth Services

Transportation

Statistics

264,992
Passenger Trips provided
this year

37,314
Employment Trips,
including Ala Hou

Goals exceeded

Youth Trans—100%
Nutrition—112%
Employment To Work—
107%
Rural Shuttle—118%
Maui Adult Day Care—
108%

Transportation Services

for elderly—
nutrition and leisure
Rural shopping

for children and youth—
to/from Head Start school
activities
Youth centers

for disabled—
medical appointments
employment
Assisted shopping
enrichment trips

This year for our success stories we're going to let our clients speak for themselves. We received two letters that truly capture how much MEO means to people who use our shuttles.

October 18, 2010

To MEO Transportation: Office Staff; Drivers, and Vehicle Care and Management Team, I am just writing to Thank You All for keeping the transportation services running for us, and running so well at that!

Since I take the shuttles Monday, Wednesday and Friday, I have to tell you that the office staff; especially, has been wonderful to me. Because I often have bad days with my hip condition, I often have to cancel at the last minute, and I appreciate the extra work everyone there has to put in—and the "aloha attitude" you have about it! Without you, I wouldn't be able to get my banking, grocery-home shopping done, or go to the Library to borrow books for myself and for friends living in Hale Makua, as my own mother does.

You all are a part of our lives, and I just wanted to let you know and to say Mahalo nui loa — Thank you from the heart,

Ruth Lei Sacks

Wailuku, Maui Hawaii

October 28, 2010,

To— Mr. S. Baz and the whole MEO crew

From—Fumio Tsuji

It is all my heartfelt gratitude that I write this.

I never expected to live to 92 years in age but here I am 92 with no drivers license and no car—a predicament never expected.

However, the MEO transportation system has come to the rescue. I am provided, kindly, by MEO to go from my home to Hale Makua to visit my wife who is a patient there.

Thus, I am able to visit my wife regularly on Monday, Wednesday and Friday for week after week. Without MEO's kind and generous aid this would have been impossible.

Thank you all for providing this aid kindly and with a smile. I am certain that many others in the same predicament are receiving this aid. Thank you sincerely.

Sincerely,

Fumio Tsuji

Thank you Fumio and Ruth for your kind words. People like you are why we love our jobs. Mahalo and Aloha.



Youth Services

Vilivaka Keone Pinedo-Vehikite, a big name for a big hearted person. When he was 13-years-old Vili decided to make a few changes in his life. So he joined the MEO Youth Services program after learning about it through his friends from school who told him about what they did and all the places they went to. So it was an exciting feeling for him to be part of a youth program that all of his friends were a part of.

As any other teenager Vili had a few issues that needed to be addressed. He noted on his assessment form that there were two things that he disliked about himself. One was having bad grades and the other was being fat. He also mentioned that it's really hard for him to trust people and that he is always angry.



Through the years Vili has experienced many different types of struggling. But he has also shown great progress. Working with his peers side by side in the taro patches or working on the rock walls at the native fish pond he shows leadership and respect, although his weight is still a factor the Youth Services staff could see a big difference in his attitude and self-esteem.

As Vili searches for answer to many of his questions, he is also growing. But at the same time he found himself getting trapped into a wave of resentment, hostility and pain. Bad choices were made and he faced the consequences. He was ashamed of his actions and decided to pull himself out of the MEO Youth Services program for 3 months. This was a great punishment for himself and although staff members were saddened and shocked by his decision they agreed that it was justified. When he returned he apologized to the staff and his peers for making bad choices. He also expressed how wrong he was and shared his feeling of shame and disappointment. He said that he has learned from his mistakes, but there are times that he feels tempted to make those choices again. So he promised to try his best to turn away from the bad influences and pursue goals that will benefit him and his family. He shared that he loves his family very much and would not intentionally hurt any of them but that he had because of the bad choices he made. This was a hard lesson to learn, but Vili learned it well.

Vilivaka turned 16 this year and is a Junior at Maui High School. He has a part time job that he loves and still spends quality time with his family and friends. He keeps himself busy working and on his days off you'll find him at the beach fishing, diving or body boarding.

His grades have improved tremendously but his attitude has improved even more. He's gone from being a rough and tough little boy to a respectful, confident and happy young man with a huge heart.

Statistics

YouthBank
Youths served—270

99.5% 269/270
Graduation rate or Grade
Advancement

Events and Experiences—240

13,104
Service Learning hours in the
community

AmeriCorps
Members served—47

18,147.5
hours contributed

\$136,836.82
Federal Living allowance
earned

\$57,925.00
Federally awarded
Scholarships

Ka.Will.PU

Students Served—68

Students receiving afterschool
tutoring—52

Service Learning projects
hours—200

Students CPR/FA certified—35

Youth Services

YouthBank

Leadership development

Family strengthening

Life skills

Employment skills

Acculturation activities

Outdoor experiential activities

Tobacco prevention

AmeriCorps

Conservation career
experience

Resource management
techniques

Biweekly living allowance

Educational award

Helicopter safety training

Wildland fire fighting

MEO Executive Staff As of September 30, 2010



Sandy BAZ
Chief Executive Officer



Lyn MCNEFF
Chief Programs Officer



Mona KAILIPONI
Chief Operations Officer



Debbie CABEBE
Chief H.R. Officer



Debbie LORENZO
Chief Fiscal Officer



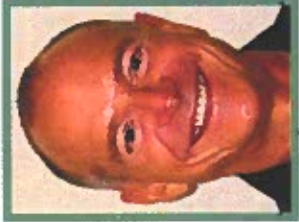
Jennifer OKAMURA
Executive Secretary



Debbi AMARAL
ECS Director



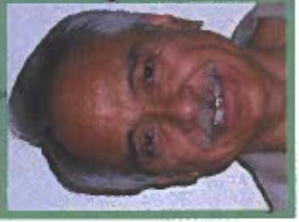
Donna BORGE
Youth Services Director



David BULLIMENT
I.T. Director



Bill CURTIS
Transportation Director



Gerry LUM
Community Services Director

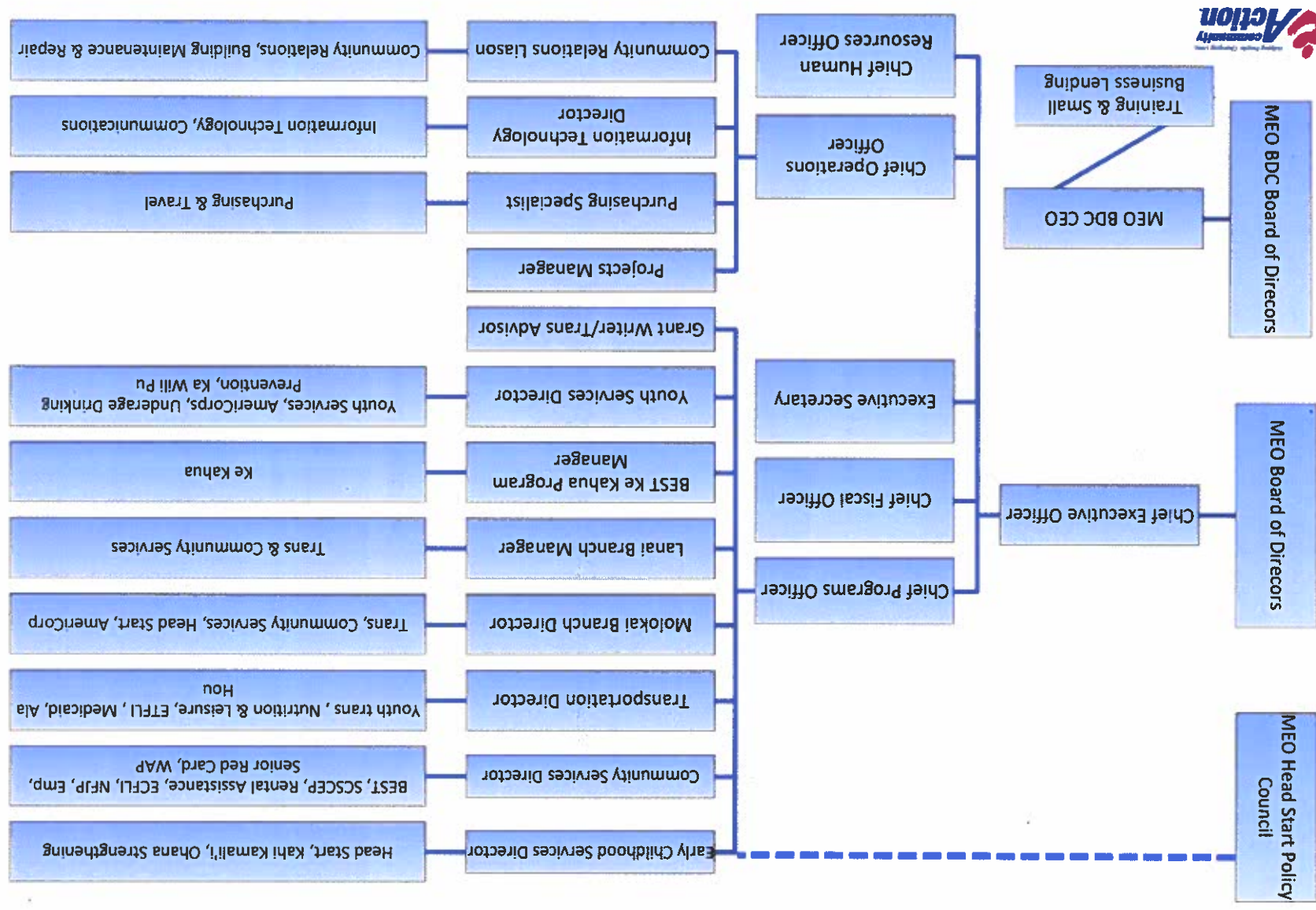


Yolanda REYES
Molokai Branch Manager



Susie THIEMAN
CEO, MEO BDC

MEO Organizational Chart





MEO 45th Legislature



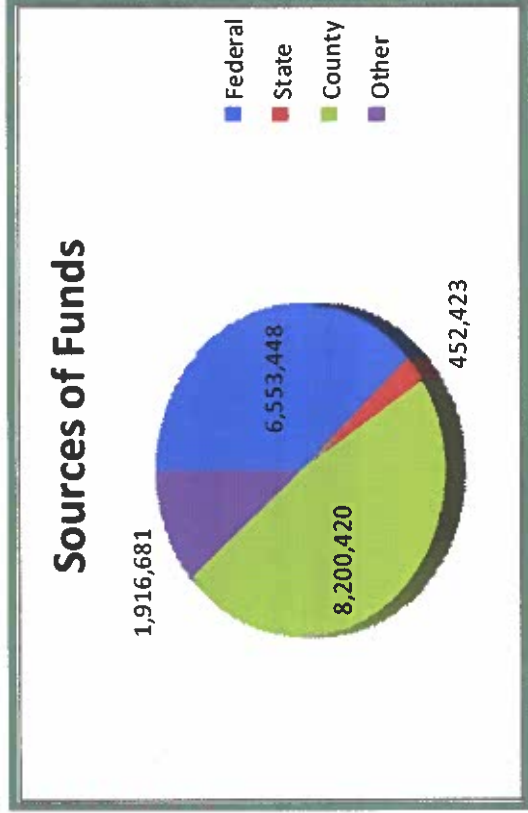
Rally



Budget Hearings

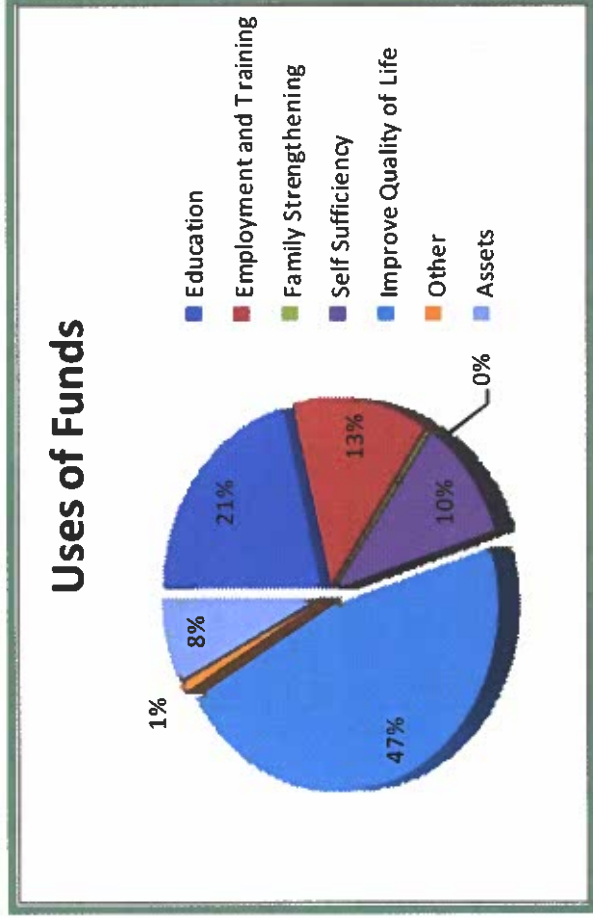


Senate Finance Ways & Means Committee Visit



Revenue

Federal	\$6,553,448
State	\$452,423
County	\$8,200,420
Other	\$1,916,681
Total	\$17,122,972



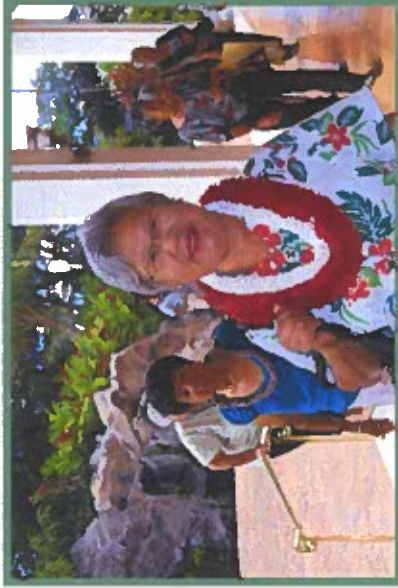
Expenditures

Education	21.2%
Employment and Training	13.4%
Family Strengthening	0.2%
Self Sufficiency	10.3%
Improve Quality of Life	46.4%
Other	88%
Assets	7.57%

Special Events / Activities



Senior Aloha Party, 2010



Senior Aloha Party, 2010



Senior Health Fair 2010



Senior Health Fair, 2010



Kahekili Terrace Egg Hunt



Kahekili Terrace Egg Hunt

Special Events / Activities



Youth Services, Clean Up at Kahoolawe



Youth Services, Clean Up at Olowalu



Weatherization Program



Weatherization Program



Head Start Family Fun Night



Head Start Family Fun Night—Lanai

Special Events / Activities



Bus Blessing



Bus Blessing



Volunteer Luncheon — Molokai



Volunteer Luncheon



Ke Kahua — Planting Tomatoes



AmeriCorps Volunteer Teaching Youth

Special Events / Activities



Administrative Professional Breakfast



Memory Walk



Employee Spirit Day — Molokai



Youth Services — Akaku



Head Start Family Fun Night — Molokai



Head Start Family Fun Night — Molokai