

# MAUI ECONOMIC OPPORTUNITY, INC.

## Annual Report

October 2010—September 2011



STRENGTHEN THE COMMUNITY.

HELP PEOPLE IN NEED.

RESTORE THEIR HOPE.

REACH THEIR POTENTIAL.

ENRICH THEIR LIVES.



Maui Economic Opportunity, Inc.  
99 Mahalani Street, Wailuku, HI 96793  
808-249-2990

[www.meoinc.org](http://www.meoinc.org)  
[info@meoinc.org](mailto:info@meoinc.org)

# THE PROMISE OF COMMUNITY ACTION



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.



# WHAT'S INSIDE



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MEO's Mission:  
Strengthen the community while helping people in need restore their hope, reach their potential and enrich their lives.



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## A NOTE FROM THE BOARD PRESIDENT

Another eventful year has passed, and the dedicated staff and volunteers at Maui Economic Opportunity Inc. are continuing the nonprofit's mission to help those most in need, particularly during these most challenging times.

Early this year, former MEO Chief Executive Officer Sandy Baz resigned to join Mayor Alan Arakawa's administration as budget director. Fortunately, the board didn't need to look far for a replacement.

We promoted Programs Chief Lyn McNeff to become MEO's new Chief Executive Officer. And, it didn't take long for her leadership to be recognized as she was selected a finalist in Pacific Business News' Business Woman of the year.

Another highlight this year was the Weinberg Foundation's award of \$1,025,000 to MEO for its Vineyard Street Facility, which will be named the Harry and Jeanette Weinberg Residential Training Center. We are also very grateful to our partners in state and Maui County governments. MEO received a \$4 million appropriation from the state and \$250,000 from the county to fund the first phase of construction for MEO's transportation facility in Puunene. It's very possible that by next year's annual report we will have broken ground on a very exciting venture.

Another positive development this year was the approval to merge operations of MEO Business Development Corp. into MEO, a move that will reduce duplicative administrative costs and take advantage of other operational efficiencies.

It is with much pride and humble gratitude that I thank all of MEO's dedicated board of directors, staff and volunteers for their ongoing commitment to making MEO the premier agency in Maui County to support those most in need. We know you take our Promise of Community Action very seriously and we are a stronger organization because of your commitment.

Aloha,



Board President Scott Sakahihara



Scott Sakahihara



## A MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

Maui Economic Opportunity Inc. helps to create success stories.

For example, there's Raynelle Pelekai. The 25-year-old woman was eight months pregnant, caring for two toddlers and at risk of becoming homeless when she sought help from MEO's Molokai Branch. She received emergency rent assistance and help from our organization and the Queen Lili'uokalani Children's Center. "I'm glad I came to MEO for help," she said.

Then there's Frank Visconti of Rot-O-Rooter. Also known as "Mr. Rotten," Visconti specializes in repairs and renovates termite-eaten homes. But he knew that to expand his business he needed help. He found it with MEO Business Development Corp. "MEO helped me become successful on Maui," he said.

These are just two examples of how MEO is "helping people . . . changing lives." Our agency annually provides services to more than 18,000 people and touches more than 55,000 lives throughout Maui County and the State of Hawaii.

This year it has been my honor and privilege to take on the duties of chief executive officer and continue the leadership begun by House Speaker Emeritus and current State Rep. Joe Souki (1965-1983), Maui County Council Member Gladys Baisa (1985-2005) and County Budget Director Sandy Baz (2005-2010). Part of the joy of my job is working with MEO's dedicated and hard-working staff, including senior veteran Bus Driver Carolyn Freitas, our Chief Operations Officer Mona Kailiponi who leaves us this year after two decades of service. All five of these people enjoyed their time at MEO; it's evident in what they have to say in this report.

No nonprofit including ours is strong without partnerships in the community. We are fortunate to have a reliable and encouraging board of directors; financial supporters in both the State of Hawaii and County of Maui, the Weinberg Foundation, and in our fellow nonprofit partners including Kaunoa Senior Services, Hale Mahaolu and the island's commercial banks.

Finally, I want to thank and applaud our staff for ensuring that MEO succeeds in its mission to strengthen the community while helping people in need restore their hope, reach their potential and enrich their lives.

Doreen Pascua at our Lanai Branch summed it up quite nicely when she said in part: "It's wonderful to be able to be in a place that I can help people."

With your help, I look forward to more success stories.



Lyn McNeff

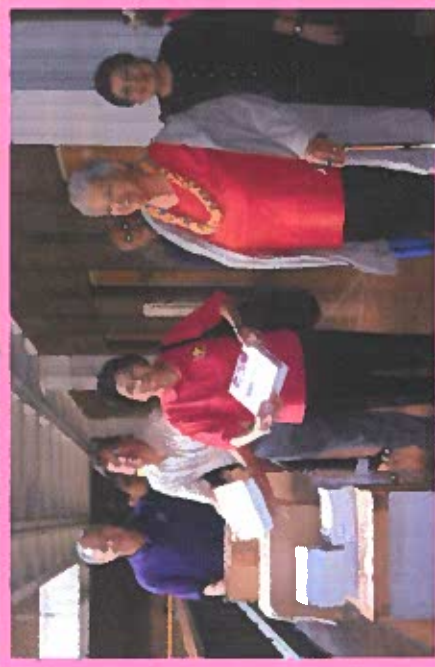


Lyn McNeff



STRENGTHEN THE COMMUNITY.

## BOARD INSTALLATION LUNCHEON



*"We have some very efficient, very akamai people on the MEO board. It's enjoyable to work with them all. Everyone is very cooperative, we represent all walks of life and we all want to help."*

*May Fujiwara, MEO Board Vice President*



Scott Sakakihara  
President



May Fujiwara  
Vice-President



Scott Okada  
Secretary/Treasurer

### MEO Board of Directors

Resident Sector	Private Sector	Government Sector
Vonda Stone	Kai Pelayo	Clifford B. Alakai
Charlotte Asato	Scott Sakakihara, (President)	Agnes Hayashi
May Fujiwara (VP)	Tom Reed	Scott Okada, (Secretary/Treasurer)
Marv Paularena	Julie Powers	Michael Nobriga
Benito Piros	Herman Andaya	Grant Chun
Lorraine Dyer	Thomas Welch	Mercer "Chubby" Vicens
Betty DeLima	Stephen West	Kathleen Louis
Eileen Miranda	Joseph Williams	Michael Molina



MEO CEO Lyn McNeff and Terryl Vencil of Maui Visitors Bureau with newly installed board officers Scott Sakakihara, May Fujiwara, and Scott Okada.

**HELP PEOPLE IN NEED.**

## LEADERS PAST AND PRESENT



*"Of course, every year MEO has grown. We didn't quite imagine it would grow the bus fleet it has today, but the public keeps asking and MEO keeps delivering. I get a feeling I did something worthwhile there. I feel very good about it."*

*Joe Souki, ED: 1965-1983*



*"When I think of MEO, of course I'm very proud. Their challenges are so much greater today, with the economy down, they have to be become more effective because the resources are so limited."*

*Gladys Baisa, ED: 1984-2005*



*"Day in and day out, the individual lives and families that MEO helps to change are the best reward for me. Seeing people work toward self-sufficiency and achieve success is so uplifting."*

*Sandy Baz, ED/CEO: 2005-2010*



*"My first year as CEO has been busy and yet so rewarding. The staff and I spent a lot of time rebuilding relationships and strengthening partnerships so that we can serve the Maui community and continue to restore hope and enrich lives."*

*Lyn McNeff, CEO: 2011-*

### BOARD PRESIDENTS

Marion Hanlon, 1965-67  
Melville McGuire, 1967-71  
Richard Kibe, 1974-74  
Masami Fukuoka, 1974-76  
Edward Perreira, 1976-78  
Richard Kibe, 1979-83  
Alfred Oshiro, 1983-85  
Velma Santos, 1985-87  
Riki Hokama, 1987-88  
Kimie Lane, 1989-90  
Abraham Aiona, 1990-91  
Lawrence Ing, 1991-93  
John Perreira, 1993-95  
Beatrice Kahanu, 1995-97  
William Wong, 1997-99  
Rose Marie Duey, 1999-2001  
Jeffrey Kuwada, 2001-03  
Brian Klaschka, 2003-04  
Mercer "Chubby" Vicens, 2004-06  
Riki Hokama, 2006-07  
Grant Chun, 2007-09  
Scott Sakakihara, 2009-11



## VOLUNTEER OF THE YEAR 2010



David Jorgensen

*"Through my education and experience, I have knowledge I can use to help. It's just something I believe needs to be done, providing pro bono services to people who can't afford an attorney."*  
David Jorgensen

Maui Economic Opportunity Inc.'s staff nominated attorney David M. Jorgensen for MEO's 2010 Volunteer of the Year Award. As the former managing partner of the law firm of Ing & Jorgensen, Jorgensen has unselfishly provided pro bono work for 14 years to senior citizens at MEO. He gives legal advice at no charge to residents 60 years or older who have little or no property at all. Work varies from assistance with health care directives to power of attorney and estate planning. He also accommodates clients with document preparation and mailings. "These services have saved people a lot of money and have given them a peace of mind," said his nomination. "It's the most feel-good work I've done in my career," Jorgensen said. He now works as a partner at Takitani Agaran and Jorgensen, but continues to take time to help MEO and its clients.



2009—Tim Eleneki



2008—Joseph Williams



2007—Tommy Lau Hee

### Volunteer Hall of Fame

Lawrence Ing 1989-1990	Frank Lee 1996-1997	Louise Borsella 2003-2004
Violet Pszyk 1990-1991	Beatrice Kahanu 1997-1998	Eddie Nishihara 2004-2005
Ichiro Takahashi 1991-1992	Lawrence Ing 1998-1999	Merton G. Kekiwi 2005-2006
Harold Shimoda 1992-1993	Lanky Nagata 1999-2000	Tomoe Takeuchi 2006-2007
Virginia Freitas 1993-1994	Jeffrey T. Kuwada 2000-2001	Tommy Lau Hee 2007-2008
Jim Whitehead 1994-1995	Edward Oliveira 2001-2002	Joseph Williams 2008-2009
Yukiko Kanoholani 1995-1996	Haruko D. Nakata 2002-2003	Tim Eleneki 2009-2010

## BENEFACTOR OF THE YEAR 2010



Scott Sakahihara with Hawaiian Electric Industries, Inc. representatives

*"Connie Lau of Hawaiian Electric Industries Inc. and Senate President Shan Tsutsui were co-chairs of this year's capital campaign because they understand the importance of public transportation and the need to provide the service to our community."*

Lyn McNeff, MEO CEO

The new MEO Transportation Center Project came closer to a reality in 2011, much to the success of a capital fundraising campaign co-chaired by Connie Lau, president and CEO of Hawaiian Electric Industries Inc., and Hawaii Senate President Shan Tsutsui of Wailuku. The two co-chaired this year's capital campaign, raising thousands of dollars that will contribute to a \$4.25 million project. MEO is expected to pull permits and start construction on a 10-acre facility at the hub of Kuihelani and Mokulele highways and Puunene Avenue and Dairy Road in Kahului. The facility will house all transportation operations in the same location.



2009—Bank of Hawaii



2008—Quill Group



2007—Grand Wailea Resort Hotel & Spa

### Benefactors of the Year

Stanford Carr, 2005
Alexander & Baldwin, 2006
Grand Wailea Resort Hotel & Spa, 2007
Quill Group, 2008
Bank of Hawaii, 2009

RESTORE THEIR HOPE.



# B.E.S.T. REINTEGRATION AND KE KAHUA

(BEING EMPOWERED AND SAFE TOGETHER)



Nicholas Burns

*"I have never felt so secure about myself and what the future holds for me! I am doing everything right so I could be one those successful statistics."*

*Nicholas Burns, MEO B.E.S.T. Reintegration Program participant*

Nicholas Burns was enrolled with the MEO B.E.S.T. Reintegration Program in October 2010. After becoming eligible for the work furlough release program, Mr. Burns received help from MEO Case Manager Varna Naklhei with obtaining the required documents for job placement in the community.

Within months, Mr. Burns secured a full-time job as a prep cook at at Bubba Gumps and a part-time cook position at Hard Rock Cafe, both restaurants located within a block of each other in Lahaina. Mr. Burns also completed three months of the work furlough program and then was granted parole and permission to reside at Hale O Wainee in Lahaina. The jobs he holds have helped him to qualify for a possible management position in the future.



### Statistics

45 Clients participated in employment training

1 Client participated in CDL training

47 Clients provided w/jobs

55 Clients provided w/assistance (clothing, bus passes, etc)

83 Assessments

2 Given housing assistance

### Workshops

90 Workshops:

Hawaiian Agriculture  
Hawaiian Lend Tenure

Hydroponics

Aqua-culture

Aqua-ponics

Hawaiian Relish

Traditional Hawaiian vs.

Contemporary Irrigation Techniques

Traditional Structure (Hale Halawai)

# COMMUNITY SERVICES



Joel Magarin, Sr.

*"I'm very happy that I was able to help Joel and his family. It's our job, MEO's purpose is to help."*

*Carlina Cabbat, Community Services*

Joel Magarin Sr. gave up a 17-year teaching career in the Philippines to join his parents on Maui and build a better future with his four children. Initially, he faced disappointment as employers failed to respond to his numerous job applications and requests for employment interviews. He was about to return to the Philippines when his mother suggested he turn to Maui Economic Opportunity Inc.

In this past year, as many as 287 immigrants have turned to the Community Services Department for help with job placement. Carlina Cabbat provided Mr. Margarin with a referral to Hawaiian Commercial and Sugar Co. He now works there as an electrical journeyman, and two more of his adult children are also being assisted with job placements by MEO.



### Statistics

4,144 Senior Service Clients

4,212 Clients provided with immigrant services

1,136 Households given energy assistance

287 Individuals served with employment services

485 Clients provided with rental assistance

### Energy related services:

287 solar systems  
200 compact fluorescent light (CFL) kits  
50 Low flow shower heads  
50 smart strips  
82 refrigerators

### Services Provided:

Chore / Housekeeping  
Rental subsidy

Employment Core Services for Low-Income Persons

Enlace Hispano (Hispanic Link) to assist acculturation

### Legal services for seniors

Low Income Home Energy Assistance Program (LIHEAP)

National Farmworker Jobs Program (NFJP)

Senior Coordinating services

Senior Scoop newsletter

Senior Community Service Employment Program (SCSEP)

Senior Discount Red Card  
Weatherization Assistance Program (WAP)

# EARLY CHILDHOOD SERVICES



Jessica Caudill



*"I would recommend preschool and Head Start. It really gets young people ready for school.... I do remember my time at Head Start. Every time I drive by it, I think about it and how it was such a good experience for me."*

*Jessica Caudill, MEO Head Start graduate and now a nursing instructor at the University of Hawaii Maui College*

A Maui college nursing instructor, Jessica Caudill is reminded almost on a daily basis about her first experience with "school." It was at Head Start, a program administered by Maui Economic Opportunity Inc. Caudill's learning site was in Haiku where she resides and is currently raising a young son, who has been enrolled in a private preschool. "I remember I wanted to go to school so bad. My teacher was Mrs. Kathy Middleton and I loved her and Head Start," Caudill recalled. "There was a lot of playing inside and outside and I think it really prepared me for school in general."

Caudill graduated from Baldwin High School in 1989, earned an associate degree in nursing in '94 and a bachelor's degree in nursing in '97, all while living on Maui. She works as a obstetrics nurse with a certification in neonatal intensive care and as a board certified lactation consultant.



## Statistics

332 Children served in Head Start  
 218 Volunteers assisting Head Start  
 31 Head Start children With disabilities  
 109 Parents and children served by Ohana Strengthening  
 34 Kahi Kamali'i Infant/Toddler enrollees  
 225 Working families served with full -day options  
 36% Percentage of employees who were / are Head Start parents

## Services Provided

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

# LANAI BRANCH



Wanette "Nani" Eskaran

Lanai Branch Manager Doreen Pascua says she remembers Wanette "Nani" Eskaran from her junior high school days at Lanai High and Elementary School. "I remember seeing her with friends, always smiling with her kind and sweet personality," Pascua said. After 21 years of being away from home, Pascua returned to Lanai, first employed at the Lodge at Koele where she met up with Nani in the resort's security office. Now, Pascua works for MEO's Lanai Branch and coordinates services for Lanai residents including her buddy, Wanette. "For me to be available and get services to people I know, it's wonderful."

Dozens of residents on Lanai received services in 2011. These services include assistance with home energy bills, home chore services for the disabled, a shopping shuttle and food distribution. Lanai MEO also has a Head Start partnership with Keiki O' Lanai, a Lanai Area Council and participates in a Microenterprise program.



Doreen Pascua, Lanai Branch Manager

*"It makes me smile to know MEO can accommodate the people of Lanai. This is where I was raised and it's wonderful to be able to be in a place that I can help people. ... I like what I'm doing and being here for people like Wanette and her family, it's awesome."*



## Statistics

Transportation- provided 6,340 trips  
 TEFAP (Food surplus Distribution)- 864  
 Energy assistance- 60 households  
 Senior Discount Red Card- 15 seniors

## Services Provided

Community/ Social Services  
 Chore Service  
 Lanai Area Council  
 Transportation  
 Seniors  
 Medical needs  
 Shopping Shuttle  
 Microenterprise  
 Head Start partnership with Keiki O' Lanai



ENRICH THEIR LIVES.

# MEO BUSINESS DEVELOPMENT CORP. (BDC)



**Frank Visconti**

*"MEO helped me become successful on Maui. They've taken me from being a brand new resident to a member of the business community."*

*Frank Visconti, Owner and Operator of Rot-O-Rooter*

Known to many as "Mr. Rotten", Frank Visconti of Rot-O-Rooter repairs and renovates termite eaten homes as a handyman.

He came to Maui Economic Opportunity Inc.'s Business Development Corp., enrolling in business classes and later taking advantage of the BDC's micro loan program. After that he used MEO assistance to set up his first Website "FixRot", launch an advertising campaign, purchase equipment and hire a bookkeeper. In this past year, Frank received his second MEO micro loan and launched another website called "Replacement Windows Hawaii." He now holds a C-Contractors License specializing in building renovations and has expanded his business to Oahu.



## Statistics

34 Microloans granted this year  
 \$334,394 loaned this year  
 185 Graduates of Business Planning Course this year  
 58 Jobs created / retained by graduates this year

636 Microloans granted since 1998  
 \$3.2 million loaned since 1998  
 1,554 Graduates of Business Planning Course since 1998  
 1,531 Jobs created / retained by graduates since 1998

STRENGTHEN THE COMMUNITY.

# MOLOKAI BRANCH



*"I felt comfortable coming to MEO for help. The people were friendly and I tell others that MEO can help you."*

*Raynelle Pelekai, single mom with three children*

At age 25, Raynelle Pelekai became at risk of homelessness this past year. She turned to Maui Economic Opportunity Inc.'s Molokai Branch for help in June 2011. "My friends told me where to go," she said.

Born and raised on Molokai, Raynelle said she had nowhere to go. Her children's father was incarcerated for two years and her own family cut ties from her. She found a place to live and with emergency rent assistance from MEO, settled into a new home with two toddler children and a baby that turns five months old in December. Raynelle also received help from the Queen Liliuokalani Children's Center. "I'm glad I came to MEO for help," she said.

Aside from Raynelle, dozens of other Molokai families have tapped into MEO services included its expanded rural shuttle, the Emergency Food Assistance Program, a Red Card discount program for senior citizens, pre-employment training and case management.



## Statistics

Trans Molokai provided 9,121 hours and served 568 passengers

Recipients of Rental Assistance- 20 households

Employment training and job placement- 2 individuals

Energy assistance- 281 households

Seniors using Red Card Discount- 183

TEFAP (Food surplus Distribution)- 4,613

Molokai Emergency food fund- 20 individuals

## Services Provided

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



# TRANSPORTATION



**Michael Tom**



*"When we first began our journey, MEO was the only viable form of transportation on the island for individuals with disabilities. Considering this, I can truly say that without MEO, I would not be where I am today! Mahalo nui MEO for all you have done for me and continue to do for our community."*

*Michael Tom, A former avid passenger who has since acquired his own vehicle and now sees students riding the bus*



### Statistics

329,150 Passenger Trips  
 26,731 Employment Trips, (including Ala Hou)  
**Goals exceeded**  
 Ala Hou - 198%  
 Dialysis - 104%  
 Ka Lima O Maui - 144%  
 Maui Adult Day Care - 116%  
 Youth Trans - 123%

### Transportation Services

*for elderly—*  
 nutrition and leisure  
 Rural shopping  
*for children and youth—*  
 to/from school activities  
 Youth centers  
*for disabled—*  
 medical appointments  
 employment  
 assisted shopping  
 enrichment trips

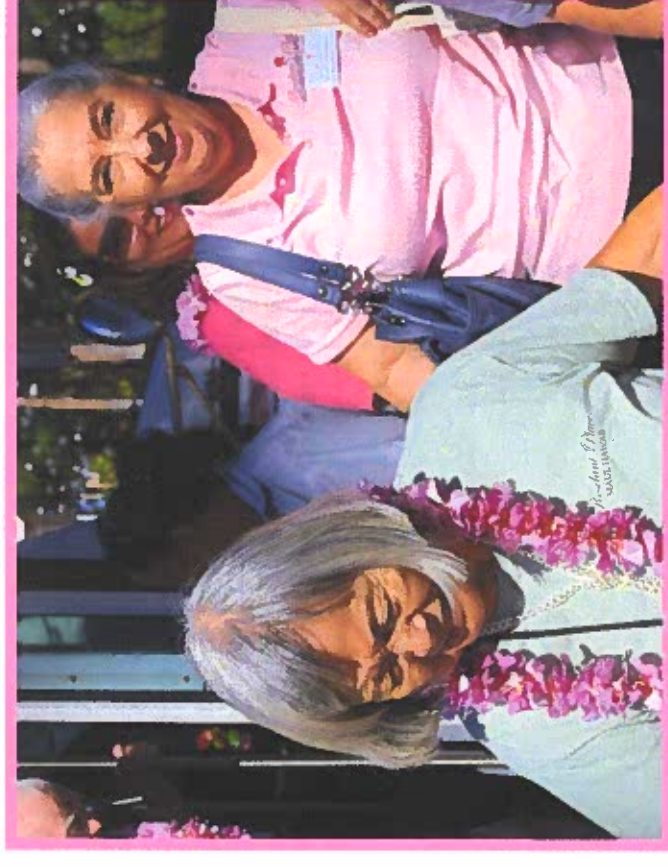
# DRIVER OF THE YEAR



**Marvin De Castro**

*"I focus on my job and I pray every day it'll be a good day. When I'm finished, I thank God for a good and safe day."*

*Marvin DeCastro*



**Valerie Kalihiwa**  
 DOY 2009-10



**Barbara Sentel**  
 DOY 2008-09



**George Rosa**  
 DOY 2007-08



### Cash for "No Crash"

Minimum 1600 Hours	Ajay Gerard	3	Davidette Pa-Kala	1
Eric Amaral	Kip Green	1	Doreen Pascua	1
Yolanda Aquino-Cox	Robert Heath	2	Lenora Peleholani	2
Alma Castellanos	Roland Iniba	1	Karen Redo	2
Delfinn Castroverde	Chad Kaahanui	1	Juan Tabbilos	2
Dionisio Dalit	Valerie Kailihiwa	5	Nelson Umemoto	1
Marvin De Castro	Shawnalison Kanae	3	Esmeralda Venegas	1
Ronald DeGuzman	Dawn Kawelo	2	<b>Minimum 800 Hours</b>	
Darrell Demello	Japhet Lunes	1	Loretta Divina	3
Donald Dudoit	Iris Malaikini	3	<b>Minimum 400 Hours</b>	
Larry Enfield	Jeanell Moepono	1	Charlene Montalvo	1
Charles Falcam	Charlene Montalvo	1	Jonnie Oliveira	6
Carolyn Freitas	Jonnie Oliveira	1	Julio Rüssi	2

**HELP PEOPLE IN NEED.**

# YOUTH SERVICES



Melissa Figueroa

*"It became clear that by using MEO's Ka Wili Pu program, Melissa was not only going to graduate from high school but also prepare herself to attend college."  
MEO Youth Services staff report*

Moving to Maui from the fast pace lifestyle in California can take a toll on any teenager. It's what happened to Melissa Figueroa, a pregnant high school sophomore who had virtually no support from the father of her baby. With perseverance and the support of a special Maui High School program and the Ka Wili Pu Program at Maui Economic Opportunity Inc., Melissa achieved her goal to graduate from high school and prepare for studies in college. All the while, she maintained regular child care for her baby daughter. She also successfully completed the Ka Wili Pu Program and earned a certificate in CPR Adult/First Aid. She's now enrolled in Culinary School in California.



### Statistics

**COM Youth Services**  
198 Youths served  
55 Youth completing 100 hours of service  
339 Life Skills & Career Skills sessions offered  
7,808 Service Learning hours

**AmeriCorps**  
47 Members served  
21,043 Federal hours contributed  
\$146,078 FLA earned  
\$72,796 Scholarships

**Ka Wili Pu**  
164 Students Served  
121 Students receiving afterschool tutoring  
448 Mentor hours contributed  
1,988 Service Learning hours  
3,710 Hours of Tutoring completed

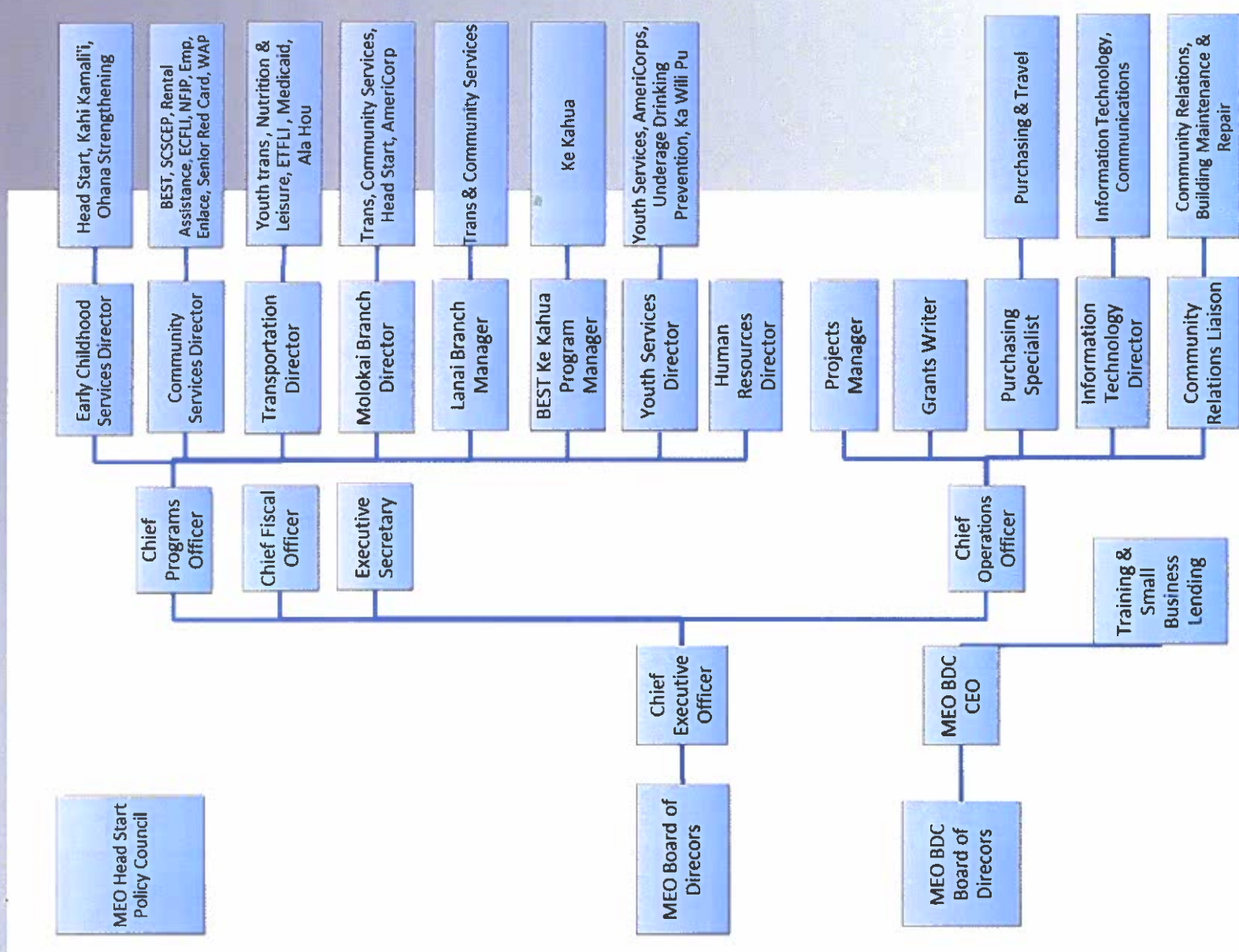
**Underage Drinking Prevention Program**  
391 Youths served  
94 Classroom hours  
362 Surveys collected  
4 Middle and 3 High Schools in collaboration  
54 Peer leaders trained

### Services Provided

**Youth Services**  
Leadership development  
Family strengthening  
Life skills  
Employment skills  
Acculturation activities  
Outdoor experiential activities  
Tobacco prevention

**AmeriCorps**  
Conservation career experience  
Resource mgmt techniques  
Biweekly living allowance  
Educational award  
Helicopter safety training  
Wildland fire fighting

# ORGANIZATIONAL CHART



RESTORE THEIR HOPE.

## EMPLOYEE OF THE MONTH

*"For me, being a former Head Start parent, it's so rewarding to be able to give back to parents in this program. It's just wonderful."*



**Regina Agcaoili**  
Early Childhood Services  
November 2010

*"I am so blessed, so happy to be working here. I feel like I can talk to anybody openly, whether it's Lyn, HR or my own supervisor. You can always walk in and talk. There's very much an open doors policy."*



**Kris Jackson**  
Fiscal  
February 2011

*"I have so much joy in what I do. ... People come to us with a lot of time incarcerated and at first I was afraid, but now I'm able to look at them differently and it's truly wonderful to be able to think you can make a difference in their lives."*



**Momi Medeiros**  
BEST Ke Kahua  
October 2010



**Marsha Pascua**  
Human Resources  
December 2010



**Patty Corden**  
Community Services  
January 2011



**Frank Estrella**  
Transportation  
March 2011



**Carlina Cabbat**  
Community Services  
April 2011



**Iris Malakini**  
Transportation  
May 2011



**Edwina Greenleaf**  
Molokai  
June 2011



**Leonardo Sequeira**  
Enlace Hispano  
July 2011



**Kacia Sakugawa**  
Community Services  
August 2011



**John Min**  
Administration  
September 2011

## EMPLOYEE SERVICE AWARDS



**Carolyn Freitas**

*"It's hard to believe I've worked 30 years. I don't feel bored at all. Every day, there's something different. I'm happy and I feel comfortable in my job."*

*Carolyn Freitas*

Carolyn Freitas has worked at Maui Economic Opportunity Inc. more than any other employee currently on the payroll.

Her 30 years of service as a bus driver has taken her to all parts of the island and given her the opportunity to meet all kinds of people. Among her favorites are the loyal senior citizen riders. "I love my seniors. We have fun together and I feel like we're doing something very important for them," Freitas said.

Freitas has one rider in particular, 91-year-old Alice George of Haiku, who has been a regular passenger on shopping shuttles and doctor visit rides. "I call her my co-pilot," Freitas said. Ms. George doesn't ride as much as she used to, but now Freitas takes her 69-year-old daughter on trips more regularly. "I feel like I'm part of their family and that makes me feel good."

Freitas said she doesn't know what to make of her feat as the longest serving employee. "I guess it's great, when you think nobody else has more years than you."

### 20 Years

Liz Pszyk  
Barbara Sentel  
Lani Koki  
  
25 + Years  
Fred Baisa, 26  
Debra Spencer, 28  
Agnes Groff, 29  
Carolyn Freitas, 30

### 10 Years

Debbie Cabebe  
Stacy Meyer  
Tyron Della  
Jeanie Mendes  
Dennise Engano  
Eric Amaral  
Anthony Vierra  
Kathy Matsuoka  
Kamaka Freitas  
Janelle Curman  
Nani Duvauchelle

### 15 Years

Mae Koyanagi  
Deborah Amaral

### 3 Years

Jennifer Riglos  
Marvin DeCastro  
Lourdes Rafanan  
Virginia Viernes  
Delia Wilson  
Terry Sato  
Jacqueline Wine  
Kristen Gadson  
Evette Lau  
Leslie Lau Hee  
Edwina Greenleaf  
Jennifer Okamura  
John Min  
Viviana Hahn  
Kelcy Miyahira  
Veronica Brady

### 5 Years

Ryna Ventura  
Sheila Yamamoto  
  
Dee Doucette-Wilson  
Michelle Olsen  
Solana Adachi  
Mathilda Shadd  
Karen Redo  
David Bulliment  
Ronald DeGuzman  
Doris Angel  
Juan Tabbilos  
Ricky Torres  
Marian Ringius



REACH THEIR POTENTIAL.

# EXECUTIVE STAFF



**Lyn MCNEFF**  
Chief Executive Officer



**Mona KAILIPONI**  
Chief Operations Officer



**Debbie CABEBE**  
Chief Programs Officer



**Debbie LORENZO**  
Chief Fiscal Officer

*"I'm grateful to have worked here. I learned a lot and I've always enjoyed working with the staff. ... Everyone here is trying to do their best to serve and when you see all the programs and people we're helping, it makes accounting more meaningful."*

*Mona Kailiponi, Retiring with 22 years of service*



**David BULLIMENT**  
I.T. Director



**Vern OATO**  
HR Director



**Jennifer OKAMURA**  
Executive Secretary



**Debbi AMARAL**  
ECS Director



**Donna BORGE**  
Youth Svc Director



**Agnes GROFF**  
Community Liaison



**Gerry LUM**  
Com. Svc Director



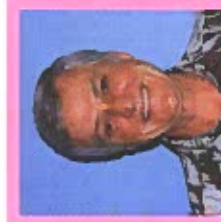
**Kathy PARKER**  
Grant Writer



**George REIOUX**  
Trans Director



**Yolanda REYES**  
Molokai Branch Manager



**Craig SWIFT**  
BDC Director

# ADVOCACY



The Weinberg Foundation awarded more than \$1 million to Maui Economic Opportunity Inc. in 2011.



Maui Economic Opportunity Inc. staff and board members were on hand for the historic installation of State Sen. Shan Tsutsui as the Hawaii Senate president. A Wailuku resident, Tsutsui became the youngest and first-ever Senate president from Maui in January 2011.



MEO's Chief Executive Officer Lyn McNeff rejoices as Hawaii Gov. Neil Abercrombie announces the release of state funds to build a new transportation center on Maui.



**ENRICH THEIR LIVES.**

## SPECIAL EVENTS / ACTIVITIES

Maui Economic Opportunity Inc. partnered with the Senior Planning & Coordinating Council to celebrate the 39th Annual Senior Aloha Party. The oldest male and female in attendance were given special awards.



MEO's Enlace Hispano program hosted a special project with the Mexican Consulate and the County of Maui to ensure that more than 400 people received their passports and immigration papers in 2011.



On Molokai, MEO honored its 20-plus volunteers at a luncheon that took note of efforts to distribute surplus food to the homebound and those in need on the Friendly Isle.



**ENRICH THEIR LIVES.**

## SPECIAL EVENTS / ACTIVITIES

Maui Economic Opportunity Inc.'s Youth Services division marked Global National Service Youth Day with a cleanup at Kanaha Beach Park. The effort was part of a collaboration with the County of Maui.



MEO staff provided transportation and assistance to approximately 180 senior citizens and disabled attending the annual Maui County Special Fair.



Box car derby was just one of the activities that 322 children and their families engaged in at the annual Family Fun Night coordinated by MEO's Early Childhood Services.



## COMMUNITY PARTNERS



*"Without transportation, a number of our seniors and our families could not get where they need to go without MEO. We're grateful they've created a system that's advantageous to us and our clients."*

**Roy Katsuda, Hale Mahaolu CEO**

At Hale Mahaolu, senior citizens rely on bus transportation provided by Maui Economic Opportunity Inc. to get their shopping done and their doctor visits fulfilled. CEO Roy Katsuda estimates that as many as 1,000 people -- young and old -- receive rides on a regular basis. Families in the affordable housing rentals managed by Hale Mahaolu also use MEO bus services, particularly the youth whose parents are unable to give their children rides after school so they can attend extracurricular sports events and other activities.

MEO is fortunate to have over 170 community partners to help with the mission of strengthening the community, while helping people in need restore their hope, reach their potential and enrich their lives.

Each year, and 2011 isn't any different, as many as 15 MEO senior SCSEP trainees visit the Maui Adult Day Care sites where they do what they can to make a senior citizen's daytime stay that much more enjoyable. It's part of a partnership with MEO's Community Services Employment Program, which aims to promote self-sufficiency for older individuals. "The seniors are the first smile our families see in the morning and sometimes the last," Executive Director Sandy Freeman said.



*"MEO's trainees are a lifesaver. They fill in the pukas for us. They greet people in and they do all kinds of things throughout the day."*

**Sandy Freeman, Maui Adult Day Care Executive Director**

## COMMUNITY PARTNERS



*"Our seniors love their bus transportation. I would imagine that if it were not for MEO, they would probably not come out."*

**Kathy Collins, Kaunoa Senior Services Congregate Nutrition Meal Program**

With the help of MEO, dozens of senior citizens make their way each day of each year to the Congregate Nutrition Meal Program operated by Kaunoa Senior Services. The program provides meals at 12 sites on Maui and a few more on Molokai and Lanai. Senior citizens in the program get to catch up with old friends and make new ones while ensuring their nutrition needs are met. Every now and then, they also get to go out on excursions, all possible because MEO has been the vehicle of transportation for such activities.

Commercial banks such as First Hawaiian Bank, Central Pacific Bank and American Savings Bank have been particularly strong supporters with MEO's Business Development Corp. The bankers provided client referrals, funding for economic development services and volunteered their time to participate in a Bankers Night Event and served on the BDC Board and Loan Committee. In addition to the local bankers, the Maui County Office of Economic Development has also been an essential partner with funding assistance, support for client referrals and providing facilities and space to hold workshops and seminars.



*"As a business banker, I work closely with my clients to help meet their business goals. It always feels good to work with MEO and its program participants. It certainly stands out and whenever I make a referral to MEO, I know that the business or client is going to be helped."*

**Bard Peterson, First Hawaiian Bank Vice President and Business Banking Team Member**

STRENGTHEN THE COMMUNITY.



# EMPLOYEE EVENTS

Maui Economic Opportunity Inc.'s Fiscal staff members enjoyed a team building activity on Spirit Day.



Head Start students were amongst the entertainers at the MEO general staff meeting held in October 2011.



Staff members led for the first time a blessing for the newest of the 100-plus buses in the MEO bus fleet.



HELP PEOPLE IN NEED.

# EMPLOYEE EVENTS

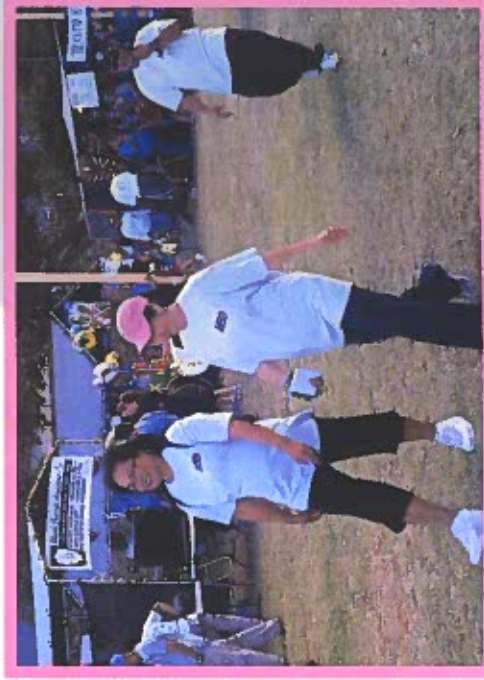
Certified trainer Dr. Lori Tergawachi of the University of Hawaii at Maui College provided a two-day training for Maui Economic Opportunity Inc. staff. Tergawachi's presentation was based on The 7 Habits of Highly Effective People by Stephen Covey.



MEO department supervisors and assistants honored their administrative professionals including Executive Secretary Jennifer Okamura and receptionist Kai Oliver.



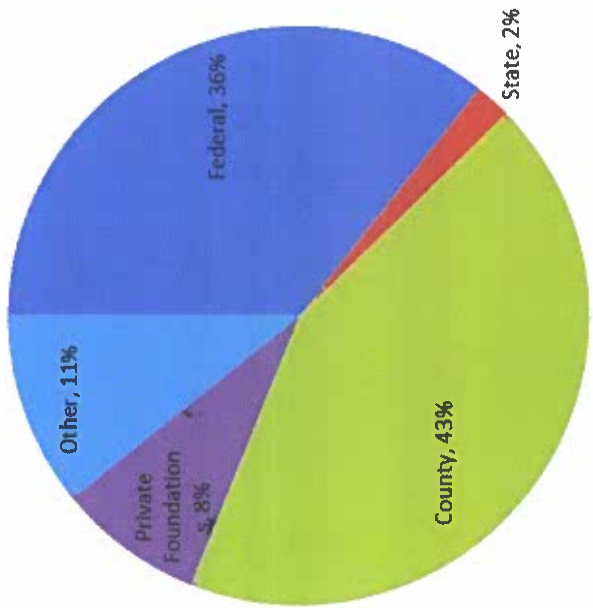
For years now, MEO staff have been tackling charitable causes in their community. This year was no different as employees raised cash and participated in the American Cancer Society Maui Relay for Life.



# FISCAL SUMMARY

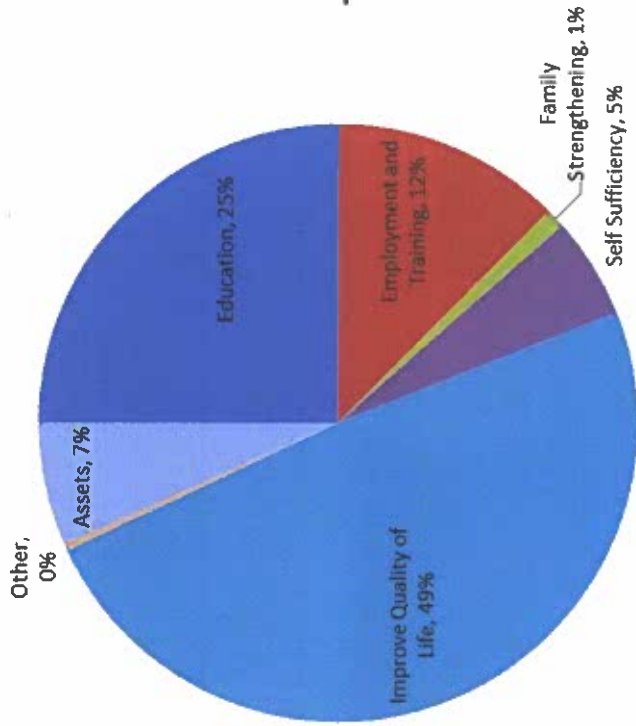
## Revenue

Federal w/State pass through \$5.4  
 State \$ .3  
 County \$6.6  
 Other \$1.6  
 Private Foundation \$1.2  
 Total \$15.2 million



## Expenditures

Education \$3.80  
 Employment & Training \$1.88  
 Family Strengthening  
 Self Sufficiency \$ .16  
 Improve Quality of Life \$7.45  
 Other \$ .04  
 Assets \$1.02



# MEO DIRECTORY

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

## Harry & Jeanette Weinberg Family Center

99 Mahalani Street  
 Wailuku, HI 96793  
 info@meoinc.org  
 Tel: 249-2990  
 Fax: 249-2991

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

## Branch Offices

### Hana

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

### Lana'i

1144 Ilima Avenue, Ste 102  
 P.O. Box 630068  
 Lana'i City, HI 96763  
 lanai@meoinc.org  
 Tel: 565-6665  
 Fax: 565-7263

### Moloka'i

380 Kolapa Place  
 P.O. Box 677  
 Kaunakakai, HI 96748  
 molokai@meoinc.org  
 Tel: 553-3216  
 Fax: 553-3776



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	www.hawaii.gov
County of Maui Government	www.mauicounty.gov

