



JULY 1985 - JUNE 1986

*21 Years of Service
to Maui County*



WHAT IS

MAUI ECONOMIC OPPORTUNITY?

Founded in 1965, Maui Economic Opportunity is a Community Action Agency that provides community services for the low-income, elderly and handicapped of Maui County.

Celebrating its 21st anniversary this year, MEO has offices in Kahu-lui and Hana, Maui; on Lanai and Molokai with a total staff of 140 employees and a \$2 million budget of federal, state, county and private funds.

Programs include Head Start for 3- to 5-year-old children; bus, van and wheelchair transportation to medical facilities, social and recreational programs, educational facilities, shopping centers and county dining and nutrition programs; Chore Services for people unable to attend to their own personal and household needs; employ-ment and job training for the elderly and seasonal farm workers; energy conservation and surplus food distribution.

In carrying out these programs, MEO focuses on career develop-ment of its own clients, hiring them whenever possible, referring them to associated agencies and, once hired, encouraging them to further their educations.

Steering the organization in the direction of administrative self-sufficiency, MEO Executive Director Gladys Baisa has one goal in mind: "to promote maximum services for our clients with minimum costs, while still being fair to the staff. We're going to show this community we can stand on our own!"

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ON THE COVER:

Ron Tavares and Al Racadio admire the new gas pumps and dispensers at Sugar Mill Auto Care Center, an MEO Economic Development Project.

Ichiro Takahashi, senior citizen and basil grower, helps pack basil for shipping.

ACCEPTANCE SPEECH Of Chairperson

VELMA M. SANTOS
ANNUAL MEETING, MEO, INC.
Ming Yuen Restaurant June 25, 1986

Mr. Mayor, honored guests, members of the MEO Ohana, fellow officers, members of the Board of Directors, to whom I extend my sincere appreciation for the vote of confidence you have afforded me by electing me to a second term as your chairperson.

I feel very honored indeed and pledge to continue my commitment of time and energy to the fulfillment of the duties and responsibilities of this prestigious office, and in turn, call upon each and every one of you for your continued support and effort in behalf of the elderly, the handicapped and the economically disadvantaged of Maui County.

At the outset of my first term as your chairperson, the primary concern of the Board was ensuring the viability of MEO and a level of services to adequately meet the needs, desires and aspirations of our target populations. Our goal then was to identify and aggressively pursue alternative revenue sources to enhance and augment our dwindling federal and state dollars. Thanks to your collective efforts and to the "heroic" efforts of our Executive Director Gladys Baisa, whose persistence and perseverance know no limits, we have indeed weathered the proverbial storm and continue to exist as a vital agency in the Maui County community, advocating for and administering to our very special clientele.

In retrospect, I do wish to cite some of our major accomplishments in the year just past. The Board of Directors is finally at full complement with the seating of David Murata as the representative of the State House of Representatives. All Board meetings were well-attended and a quorum was constituted for each meeting. Board committees were extremely busy and the following partial listing of actions and activities is indicative of the Board's output during this fiscal year: revised Personnel Policies; totally overhauled and streamlined our Bylaws; planned and conducted Board Training Sessions to meet specified grant requirements; authorized a Salary Study and adopted

an equitable compensation plan; computerized our operations; audited our transportation component and reorganized it; devised a manpower reduction program to minimize impacts on personnel and service delivery; initiated an entrepreneurship as a Service Station Operator and look forward to a Snack Shop operation once all approvals have been secured; initiated an Employment and Job Placement Service; developed a Management Services Program and secured a first contract for such with Imua Rehab; intervened and lobbied for Lifeline Rates for our clientele on fixed incomes; conducted several successful fund-raising events to enhance our revenue base; and initiated Swap Meets to enable our clientele to buy, trade and/or sell goods at bargain prices.

The Board of Directors was ably represented at all State, Regional and National conferences and meetings by Vice-Chairman Riki Hokama, who will again be representing me at a National Conference in Miami in mid-September. I would like to take this opportunity to thank Riki and past Secretary-Treasurer Mary Lea Lopes for the assistance and cooperation they so unselfishly rendered throughout the year.

Our challenge for this year that's just beginning is one which will require everyone's support and total commitment. The continued viability of our organization is still at stake and on this we must be ever vigilant. However, the greater challenge that we will be confronted with, for which we must begin to plan and strategize now although its imminence may be five years hence, is the possible relocation of our facilities and services. As your chairperson, I have accepted this challenge and ask you to join with me in my efforts to ensure that MEO continues in service to the elderly, handicapped and disadvantaged of our community in a location that is readily accessible to the majority of our clientele.

Aloha!



Maui Economic Opportunity, Inc. BOARD OF DIRECTORS PY 1985-1986

Government Sector

Abraham Aiona, Councilman
County of Maui

Riki Hokama
Representing Councilman
Goro Hokama

Velma Santos, Councilwoman
County of Maui

Chris Hart, Director
Dept. of Human Concerns, Representing
Mayor Hannibal Tavares

Manuel "Junior" Moniz
Representing Senator
Mamoru Yamasaki

Rick Medina
Representing Councilman
Howard Kihune

Diane Shimizu
Council Services
Representing Councilwoman E. Lee Liu

David Murata
Representing State House
Representative Herbert Honda

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Maui Japanese Society

Beatrice Barboza
Central Maui Hawaiian
Civic Club

Artemio Baxa
Maui Filipino Association

John Perreira, Jr.
LLWU.

Mary Lea Lopes, Director
Maui Kokua Services

Brian Hashiro
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Clark Nakamoto
Maui Senior Citizens Planning
and Coordination Council

Harry Chung
Molokai Community Action
Council

Jerome Ferguson
Haiku Area Council

Roy Ito
Lanai Area Council

Kenichi Nakata
Maui Senior Citizens Planning
and Coordination Council

Bernice Nitta
Lahaina Area Council

Alfred Oshiro
Molokai Community Action
Council

Les Aoki
Head Start Policy Council



Dear Members of the MEO Board and the Maui Community:

Challenging, scary, rewarding, demanding, all describe the past year here at MEO. So much has been done in such a short time, a result of splendid cooperation by Board, staff, volunteers, funding sources, and the community—all working together.

The short-term goals we set for ourselves this year, have almost been met, and the vision we had two years ago is materializing slowly—maybe more slowly than we hoped, but steadily.

New activities have brought new enthusiasm and increased productivity to the programs. A future exists once more, and the gloomy threats of phase-out and close down pushed back to a possibility, not a probability. Even the likelihood of MEO having to relocate has been dealt with, and assurances of help in this dilemma have been received from our mayor and state legislators.

It's been a good year! Much, much more needs to be done. We rededicate ourselves to our mission, and pledge to continue our efforts to help the disadvantaged of Maui County by providing the means for them to help themselves, and the services to alleviate some of their problems to the maximum extent possible, with all of the resources available to us.

With my fond aloha,

Gladys C. Baisa

Gladys C. Baisa
Executive Director

MOLOKAI'S 20th ANNIVERSARY CELEBRATION

In October Molokai Community Action Council, MEO's Molokai branch, celebrated its 20th anniversary with a full day of festivities, exhibits and a slide presentation recounting MCAC's 20 years of community services and activities.

Special guest Lieutenant Governor John Waihee joined the 300 attendees, and Maui Mayor Hannibal Tavares flew over for the evening.

The event was chaired by Fred Bicoy, MEO Molokai coordinator, another charter employee, and refreshments were generously donated by Molo-

kai merchants.

MEO Molokai had more cause for celebration this year with the installation of a wheelchair ramp near the entrance to the office. Even though the agency exists to assist the handicapped, the office was inaccessible to many of its clients. MEO supplied the materials, and the county designed and built the ramp. No longer do MEO's wheelchair bound clients have to converse with Fred Bicoy and his staff through the window!



Lt. Gov. John Waihee was the featured guest speaker at Molokai Community Action's 20th anniversary celebration in October.



Molokai Staff: kneeling, E. Otsuka. Standing left to right: John Souza, Rose Aurello, Chas. Kamai, Gertrude Fratz, Kamee Wright, Renee Kahui, and Fred Bicoy.



A Filipino group sings a 20th anniversary song composed by Romulo Casino for the occasion.

FIRST LADY'S OUTSTANDING VOLUNTEER AWARD



Norita is deluged with lets and surrounded by First Lady Jean Ariyoshi, Mayor Hannibal Tavares and David Lawrence at the awards ceremony.

Norita Gay Delima was named the Outstanding Individual Adult Volunteer of Maui County by First Lady Jean Ariyoshi at the 10th Annual First Lady's Outstanding Volunteer Awards ceremony held on Maui on July 15th, 1986.

Delima is a full-time volunteer at MEO in the Transportation Division. She is a victim of cere-

bral palsy, but this never stops her from putting in a full day's work.

She enters data into MEO's new computer system, writes the weekly schedules for 11 drivers and assumes management responsibilities when the division manager is gone.



Norita back at work, with her awards.

THE ROLE OF VOLUNTEERS

Volunteers have always played a large part in the successful operation of organizations like MEO, but recently we have come to depend on them more than ever. The Vietnam Veterans and the Retired Senior Volunteer Program (RSVP) were most helpful during the surplus food distributions. Head Start relies on parents and other

volunteers in the classroom as teachers' aides. Volunteers are even more important this year in the basil project.

We honored our 1986 volunteers at a luncheon at Maui Palms restaurant on Valentine's Day, at our 1st Annual Valentine's Day Volunteer Recognition Party.



RSVP volunteers at MEO's First Annual Volunteer Recognition Luncheon.



Maui's Viet Nam Vets were feted at MEO's volunteer recognition luncheon on Valentine's Day.

ADMINISTRATION

MEO Bylaws were revised this year, with the result that Lahaina, Haiku and Lanai no longer have separate area councils. The seats for the area councils of Lahaina and Lanai were replaced by transportation consumers from those areas, and a representative from the handicapped community replaced Haiku's seat.

A new seat was created on the Board of Directors, to be filled by a member of the handicapped community. This year the seat is filled by Pauline Higa, chairman of the Mayor's Advisory Committee on the Handicapped.

Uniforms were a big plus for MEO this year. The design contest was won by Olivia "Olly" Pacheco, who placed our logo and a handful of bright pink, white and yellow plumerias on a beige background.

The project was conceived as a way to foster pride among our employees and volunteers, and to increase our visibility and identity within the community.

Stella Medeiros, one of our bus drivers, took on most of the sewing duties, making up a selection of outfits in our fabric. The fabric was also offered to our staff members, who used it with their own choice of patterns. The result is a lively collection of outfits, worn by our field staff and any others who wish to participate. Now Maui County knows exactly who we are when we go out to do our work. We're the envy of all the other human services organizations!



David Lawrence was promoted this year from Administrative Assistant to Deputy Director. His responsibilities, which formerly included supervision of the Energy, Transportation, Community Services, and Chore Services divisions have increased to include working with the Board of Directors, the Puunene Ventures, Basil Project, and total agency direction in the absence of the Executive Director.

Lawrence came to us from the private sector where he was owner-operator of his own business, Custom Solar. He is currently enrolled in an MBA program.



MEO's transportation department show off their snappy new uniforms.



Board Chairperson Velma Santos and Secretary Mary Lea Lopes conduct a workshop in parliamentary procedure for the MEO Board of Directors.

As mandated by the State Office of Community Services, MEO board members received an annual training session conducted by Board Chairperson Velma Santos, Board Member Mary Lea Lopes, and Executive Director Gladys Baisa, and various other department heads. The training was aimed at explaining the various facets of MEO to the board members, and helping them understand their roles on the board.

Training will continue with mini-sessions prior to our monthly board meetings.

The installation of 1985-'86 Board of Directors took place at our annual meeting in June at Ming Yuen restaurant.

Mayor Tavares was the keynote speaker, and Bob Agres, the new chairman of the County De-

partment of Human Concerns, was the installing officer. Entertainment was provided by Plunkett's Plunkers.

A highlight of the evening was the arrival of the entire transportation department, showing off their new uniforms with great pride.

Mayor Hannibal Tavares visited MEO this year for his first formal inspection of the facility and its programs. He arrived on a day when the basil packing was in full swing, and various other activities were going on. He left feeling very impressed with the agency's vitality and its commitment and usefulness to the community.

In this year when MEO is threatened with the possibility of forced relocation, Mayor Tavares assured us that he supported MEO all the way, and that he would do everything he could to see that the relocation, if indeed it comes to that, would receive every assistance from his office.



All eyes were on Mayor Hannibal Tavares, featured speaker at the installation banquet.



Bob Agres, left, swears new MEO board officers and committee chairs into office.

FINANCIAL INDEPENDENCE

In last year's annual report Executive Director Gladys Baisa indicated that MEO's major effort in the immediate future would be in the direction of financial self-sufficiency in the administrative area. "We're going to show this community we can stand on our own," she declared.

Major cuts in federal and state community services funding have necessitated this thrust. MEO has taken the cuts in stride this year by vigorously pursuing previously untapped avenues of private and government funding, morale building within the agency, enhancing our public image by a carefully applied program of public relations, tightening of staff efficiency, and most important of all, by independent fundraising.

As a result, on Molokai only three full-time federally funded staff members have been cut back to three-quarter time, and on Maui one and three-quarter state funded positions were not filled and dropped by attrition. At the same time, MEO has added two new full-time bus driver positions, a full-time resource developer, a full-time training and employment assistant, and a full-time swap meet coordinator.

Of the five new positions, three were created with the express purpose of developing income opportunities for MEO. All five are supported by program income generated by program expansion and innovation.

RESOURCE DEVELOPER

"Our investment in a full-time resource developer was a gamble," said Baisa. "We created the position with the idea of bringing into MEO a person whose sole responsibility was to generate income for the agency."

Dan Flavin, formerly director of Imua Rehab was hired in August of 1985 and turned loose to do just that. His idea of basil farming was totally foreign to MEO staffers. "Basil?" they asked, "That's something they use on the mainland. It'll never sell on Maui."

"Herbs are in," Flavin assured them. "And, yes, the market is on the mainland where the growing season limits basil farming to the warm months. Here in Hawaii we have the perfect year around growing conditions."

Maui has the perfect farmers, too, although they have no farms and don't need any. Herbs can be grown in small backyard plots by senior citizens whose gardening skills date back to the Victory Gardens of World War II.



Senior basil growers grade and pack basil for shipping.

With a \$75 investment in basil seeds, the project began. There were a number of false starts as no one, neither the farmers nor Flavin, had any experience with herb gardening. But with enthusiasm and a willingness to experiment, the crop began to thrive in gardens in Wailuku, Kahului, Lahaina, Paia, Makawao, Hana, Kula and Kihei.



Candido Tumacder and Carlos Palacio wash basil for packing.



Alu Like trainees tend basil patch.



Karen Higa, MEO chief accountant, hands basil grower Nicolas Cabe the first basil check as Dan Flavin, project developer, watches.

No pesticides were used — very important to the purists on the other end of the marketing chain — and every leaf was harvested and washed by hand to eliminate bugs that might prevent a clean bill of health from the agricultural inspector when leaving Maui and arriving in California.

The next hurdle was packing and shipping. After much experimentation Flavin found a way to keep the basil fresh while in transit, avoiding customary methods of vacuum packing or crushing the leaves in a box. The result is "gourmet fresh basil," worth \$1.75 to a whopping \$12.00 a pound, depending on the season.

By summer MEO was shipping 700 pounds of fresh leaves a week, a mere fraction of our goal of 10,000 pounds a week. A marketing agent was hired to develop that end of things initially.

MEO's primary objective in conceiving this project was to generate income for the agency, but a very valuable side benefit is the opportunity it affords our senior citizens to enhance their incomes. Since this is a major goal of MEO, we are delighted with the project's two-pronged promise of success.

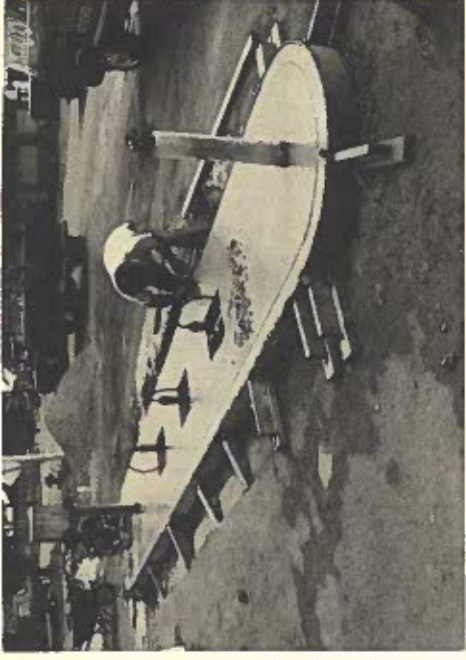
"Now basil, then chives, dill, rosemary, oregano, tarragon....the sky's the limit," said Balsa.

SERVICE STATION/REPAIR SHOP

In November, 1985, MEO opened its first major profit-making venture, a vehicle repair shop, and on June 30, 1986, a Chevron gas station. While saving considerable money by servicing its own fleet of 25 vans and busses, Sugar Mill Auto Care Center invites business from the community by offering a convenient Puunene location and competitive prices on gas and service.

A fast food outlet will open at the same location in November, offering early morning "local style" meals to mill workers, and plate lunches to go at discount prices.

"Our mission is to help people live on what they've got," said Balsa, "to help everyone in the community to stretch their resources as far as they can go."



Renovations progress as gas pump island is built at Sugar Mill Auto Care Center.

COMMUNITY AGENCY MANAGEMENT

A "totally revolutionary" means of producing revenue for MEO was initiated on June 30, when we signed a contract to provide management services to Imua Rehab, the Society for Crippled Children and Adults of Maui County.

Imua Rehab was in dire need of an executive director. After researching the situation it was determined that MEO could provide the services of an executive director and certain clerical support in return for the salary Imua had planned to pay such a person, and still turn a worthwhile profit.

MEO's proposal was accepted with great enthusiasm by Imua's board of directors, who expressed great confidence in MEO's ability to provide a firm hand in management without sacrificing Imua's individuality and sense of its own mission.



Dr. Marion Hanlon, president of the board of directors of Imua Rehab, and Gladys Balsa, MEO's executive director, sign the historic contract.

Balsa sees this as only the first step towards much greater interdependence between non-profit agencies who often duplicate one another's services or spend a disproportionate amount of money on administration.

"By consolidating certain overlapping management services the agencies' funds and manpower can be freed to concentrate on the services they are charged with providing for the community," Balsa stated. "We promised Imua that we'd be able to increase the number of people they are able to serve by 30 percent by increased administrative efficiency and by a heavy outreach program to bring in the ones who aren't aware of the very valuable services they offer."



Virginia Parr, left, MEO's director at Imua Rehab

SWAP MEET

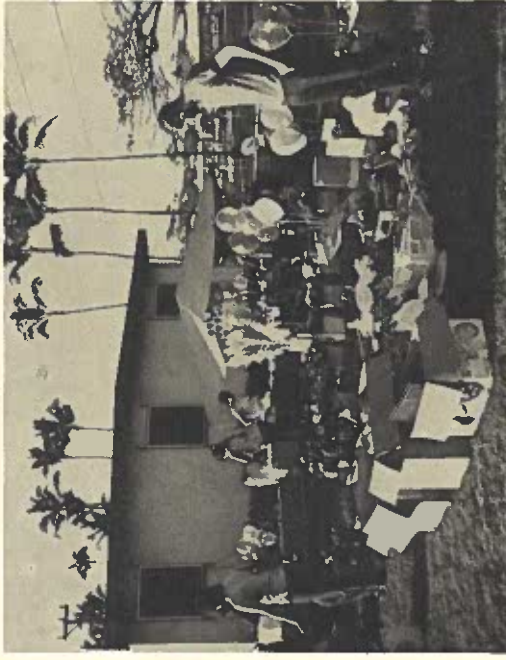
As newly hired Swap Meet Coordinator, Millie Falk has to earn her own keep, or she is out of a job. She organizes the monthly (soon to be weekly) swap meets held on our MEO grounds on Saturdays, inviting senior citizens, Head Start parents' groups, staff members and other interested parties to bring their home grown produce, useable discards, books, and handicrafts to sell. There is no charge for booth or ground space; sellers simply give MEO 10 percent of their take.

"We see this as an opportunity for individual MEO clients to supplement their incomes, for MEO groups to add to their treasures, to generate



MEO staff organizers with swap meet coordinator Millie Falk: Dan Flavin, Millie Falk, Loudie Garcia, Barbara Young-Fujimoto and Arthur Fernandez.

good publicity and corporate identity for MEO, and for all parts of the MEO family to come together for fun and sharing," said Balsa. "The demand is definitely there — everybody loves a swap meet!"



Head Start parents raise funds for their classes at MEO Swap Meet.

MORE EMPLOYMENT OPPORTUNITY

Loudie Garcia is now a licensed employment counselor, which enables us to advertise and compete with other employment agencies on an equal footing and earn a proper fee for More Employment Opportunity, our full service employment agency.

For most of our low-income, disabled and elderly clients, the ticket to independence is employment, often an elusive goal for these people. Loudie and her assistant, Barbara Young-Fujimoto, scour the business community for employment opportunities for their clients.

Then they coach the clients in dressing for business, interview techniques, filling out applications, resume writing, and related skills. They acquaint businesses with tax incentives for targeted jobs, and arrange for on-the-job training and/or subsidized employment. This service is free to program qualified clients; others pay a modest fee.

Barbara Young-Fujimoto is Loudie Garcia's full-time employment and training assistant on this project. She has to earn her keep by generating the income to cover her salary every month. Much of it comes from the fees-for-services aspect of the employment agency, which is open to the public and has proven very successful in recruitment and placement.

ON-GOING FUNDRAISING

T-shirts were a steady seller this year, with a new design by Silk Graphics of Hawaii. MEO also participated in the Makawao Rodeo, selling hot dogs, teriyaki plates and hamburgers.



MEO staffers and volunteers manned the MEO booth at the Makawao Rodeo with trail mix, candy, seeds, pronto pups.



The Phillippino Legislative Group tours social projects on Maui on a MEO bus.

PHILIPPINE LEGISLATIVE STUDY PROGRAM

MEO was awarded a contract by the United States Information Agency to provide legislative study information and experience to 12 representatives of the Filipino government. During their four day stay on Maui in June, they were hosted by the local Filipino community, and their activities were coordinated by MEO.

Through the involvement of Former Mayor Elmer Cravalho, Mayor Hannibal Tavares, Councilwoman Velma Santos, the County Planning Department, federal, state and county parks staff, the CINCPAC rear admiral and his staff and many others who shared their knowledge of our government and how it works, these visitors agreed that they acquired more practical knowledge during their short stay on Maui than they did in their previous month on the mainland.

TRAVEL BUREAU

Because of Maui's unique geographical situation, and MEO administrators' frequent travel inter-island and to the mainland, we decided to set up our own in-house travel agency. This would eliminate the middleman at a retail travel agency and thus cut our costs.

We also realized that our senior citizen clients are frequent travellers, and the opportunity existed to book their reservations and turn the commissions over to MEO.

Assistant Accountant Donna Santos attended travel agent training at Maui Community College, and training sessions at Davis Travel in Wailuku. She now handles all MEO travel bookings, and actively solicits business among our clients, with Karen Higa our chief accountant. One month she arranged over \$36,000 worth of travel for a group of seniors going on a Royal Viking Cruise.

TRANSPORTATION

Because Maui County lacks adequate public transportation MEO's transportation program is one of its most vital and necessary services. Operating with a fleet of 23 vans and buses, each with a 15 to 44 passenger capacity, this service provided 1,050 low-income elderly, handicapped and preschool children with over 220,000 passenger trips on Maui, Molokai and Lanai in 1985-'86.

The weekday service included transportation of children to Head Start, and of the mentally and physically disabled to recreational and work activities. The elderly were afforded trips to shopping centers, financial institutions, government offices, social service agencies, medical centers, social and recreational programs, educational facilities, and county congregate dining and nutritional programs.

This year saw a marked increase in passenger trips, with considerably more wheelchair and handicapped transportation. This was facilitated by the gift of a second hand wheelchair van from the County.



MEO Wheelchair Van Driver Rosa assists MEO board member Pauline Higa off the bus in her wheelchair while transportation aide Ernest Laborte mans the lift controls.

Our goal in transportation services is to become the centralized agency for all senior citizen and handicapped transportation in Maui County. We believe this will eliminate overlapping services and make transportation more efficient and less costly.



Lucas Reyes, MEO transportation assistant, helps Hauoli client off the bus.

In 1986 we took the first step in this direction by becoming the transportation coordinators for Maui Center for Independent Living and Kaunoa Senior Citizen Center, along with our own services. MEO is the primary transportation provider, and when we can't handle the load, we refer to the other agencies.

MEO also began offering leisure transportation this year, to senior citizen clubs on outings. The income generated by this has enabled us to hire two more drivers.

All of this expansion in services would have been impossible without the addition of larger vehicles to our fleet. Fortunately, just when we encountered this need, St. Joseph School in Makawao decided to sell two school busses. MEO purchased the two 44 passenger vehicles at a very reasonable price, and we are now able to make much more efficient use of our drivers.

With the help of a newly installed computer, MEO staffers and volunteers are able to make efficient use of our growing fleet.



Molokai Head Start children ride to and from school with MEO Driver Charles Kamai.

CHORE SERVICES

New ground was broken in July of 1985 in the area of inter-agency cooperation when DSSH gave MEO a contract (previously given to Ka Lima 'O Maui) to provide Chore Services to the elderly at Hale Mahaolu. MEO subcontracted the workers of Ka Lima 'O Maui, a sheltered workshop and training agency for the handicapped, to provide this service (as they had done previously). We are into our second year of this cooperation, and all parties concerned are pleased with its outcome.

The Chore Services program enables 200 elderly, sick or disabled persons to live independently in their own homes and defers, as long as possible, the necessity of institutionalization in boarding care or nursing homes.

Services provided include household tasks, simple household repairs, light yardwork, essential shopping and urgent transportation for medical care. A feeling of dignity and self-respect, an ability to remain in the mainstream of family and community life, and significant financial savings over the cost of institutionalization are among the benefits of this program. Chore Services, available to the community at large on a fee basis, is planned for the future.



Rosita Montiz, Chore Service aide cleans client's home.

ENERGY

WEATHERIZATION ASSISTANCE

The Weatherization Assistance program provided energy conservation assistance to 122 low-income residents by installing water heater insulation jackets, shower flow control devices, electric water heater timers and hot water pipe insulation. The overall anticipated savings on electricity bills is 15 percent.



Evelyn Wilson, Vista volunteer inputs energy program stats into the computer.

ENERGY CONSERVATION

Funded by VISTA/ACTION, this energy conservation program also provided energy audits and education to 500 low-income Maui County homes. Two hundred homes received assistance in WAP applications.

ENERGY AUDIT

MEO was proud to initiate the first Energy Audit program of its kind in the state of Hawaii three years ago. This year 1,200 audits were performed in low-income homes throughout the Tri-Isles. Recipients received instruction in home energy conservation, and were assisted in applying for installation of energy saving devices through Weatherization Assistance program. The program has served as a model for one which the Department of Economic Development plans to implement throughout the state.

SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM

The Senior Community Service Employment Program provides job training and placement for low-income individuals aged 55 and over in non-profit agencies in Maui County. This year there were many applicants, but with limited funding, many seniors could not be served. Placement goals were met and exceeded for the first time since 1970. A training time limit of one year was set with the goal of training the participants to become unsubsidized wage earners in that time. An effort was made this year to realign the positions available with the population distribution.



Justina Domingo and Elena Abuay, former SCSEP trainees hired by Henry Ito Orchids, Inc.

OLDER INDIVIDUALS

Through the federal Job Training Partnership Act MEO offered job training and placement in private enterprises to low-income individuals aged 55 or over.



Barbara Young-Fujimoto (staff), Jan Dapitan (sponsor), Loudle Garcia (staff) and Gervieve Ahonen, SCSEP trainee.

Under the guidance of Loudie Garcia, our employment and training coordinator, the program exceeded, for the first time, all placement goals. She worked with the Hawaii State Employment Service and encouraged employers to give senior trainees the six months allowed in on-the-job training (during which the program reimburses the employer for half of the trainee's wages). As the result of this training it is hoped that they would become proficient enough at their jobs to be offered full-time, unsubsidized employment.



Macarla Rebolledo, SCSEP handicapped trainee and MEO receiptonist.



Former SCSEP enrollee Faustina Paet now works in MEO Chore Service Program

SENIOR COMPANION PROGRAM

Person-to-person assistance and supportive companionship to 20 seniors with physical, emotional or mental disabilities was provided by enthusiastic volunteers through this program. The part-time companions helped with family visits, letter writing, arts and crafts, assistance in dealing with social service agencies, personal hygiene, escort service to the doctor, assistance with home management, meal planning and preparation, shopping and paying bills.

The Senior Companion Program was transferred to Kaunoha Senior Citizen's Center on June 30 when a request for funding by the Department of Social Services for MEO's administrative costs was denied.

COMMUNITY SERVICES AND SENIOR SERVICES

The consolidation of Community Services and Senior Services, which until two years ago were operated as separate entities, has eliminated wasteful overlap, made the department more useful and responsive to its clients' needs, and made better use of MEO staff and resources.

Cuts in state and federal funding this year necessitated staffing reductions, but the program was able to absorb the cuts without reducing services. CS assists low-income individuals and families by providing outreach, informational and counseling services to help them partake of community resources that will enable them to meet their immediate needs and ultimately rise above poverty level.

Comparative buying, home budgeting workshops, a discount club and consumer protection education are among the services offered the elderly, as well as educational and recreational programs and a variety of social club activities, with transportation to these activities. The activities are designed to reduce boredom, supplement their limited incomes and stimulate good health.

As a consumer advocate, CS identifies and takes action on community needs and issues affecting the poor and elderly. This year MEO effectively filed a PUC intervention and worked to get the telephone company and state legislature to establish reduced "lifeline" telephone rates for people who are 60 years of age or older and whose total annual household income is \$10,000 or less; and people who are physically or mentally disabled and whose total household income is \$10,000 or less.

Although we had hoped that non-handicapped and non-elderly low income households would also be included, we feel this still represents a major advancement in offering financial help to the disadvantaged. We will continue to pursue our ultimate goal in the next legislative session.

Surplus food, supplied by the U.S. Department of Agriculture to distribution sites across the country, is handled in Maui County by MEO's Surplus Food Program.

We are the only community action program in the state that has a regular distribution once a month, and that handles up to four food items at a time. Butter, cheese, low-fat powdered milk, rice, corn meal and honey were among the items distributed to low income families to help stretch their limited food budgets.

Ora Latham, a 21-year charter MEO employee, coordinates the program with the generous help of the Retired Senior Volunteer Program (RSVP), the Vietnam Veterans of Maui and others.



1986 Outstanding Male and Female Senior Citizens Masao Sato and Eva Muller were honored at MEO Aloha Party



Tony Tomoso and other volunteers distribute surplus food monthly



The mayor and his entourage visit with MEO volunteers as they distribute surplus food.

INTER-AGENCY COOPERATION Alu Like Summer Employment Project

Furthering our goal of inter-agency cooperation, MEO accepted four youths from Alu Like's Summer Youth Employment Program, with the intent of providing them meaningful training and an opportunity to earn their keep. This is the second year MEO has participated in this program.

At first the students, three boys and a girl aged 14-15, were assigned to wash busses, maintenance and secretarial chores. Noticing the boys lack of interest, we reassigned them to "The Running Chef," our new lunch wagon based in Puunene.



MEO's lunchwagon, the Running Chef, was manned by Alu Like trainees, volunteer Anthony Balsa and MEO's Millie Falk this summer.

Within two weeks they had learned to cook, clean, plan the menu, purchase supplies and reconcile the cash.

This turned into one of the best training programs MEO has ever had. The students were enthusiastic and very committed. We were all sorry to say goodbye at the end of the summer.

In another attempt at inter-agency cooperation, we offered to include Teen Challenge in our new basil growing project. We saw it as an opportunity for Lahaina's senior citizens and the disadvantaged teens to work together and learn from one another. The seniors were enthusiastic, but unfortunately Teen Challenge had some difficulties with their part of the project. It's still a good idea, however, perhaps next year.

HEAD START

1986 was a "phenomenal" year for Head Start, according to MEO Executive Director Gladys Balsa. "We've served more handicapped children than our federal grant requires, more children than required, and surpassed every goal we set for the program."



Birthdays are special in Head Start and enjoyed by all.

Head Start is a charter MEO program, celebrating its 21st anniversary on Maui and Molokai this year. The program serves 166 three- to five-year-olds from disadvantaged families who might otherwise be unable to attend preschool. Head Start aims at total development of the child through curriculum and parent involvement, focusing on the development of intellectual skills, promotion of self-concept and ethnic pride, emotional development and support, and parent education in child growth and development. Medical, dental, nutritional and mental health services for participating children are provided.

Four part-time classes operate on each island, with a fifth class on Molokai for full-time care of children of working parents and children in abusive home situations.

An important focus at Head Start is the hiring of parents as aides and sending them to Maui Community College for more schooling, thus encouraging them to break out of their low-income situations.

Credit for Head Start's success goes to Head Start Director and Molokai Supervisor Carnation Nanod, who lives on Molokai, but flew to Maui once a week at her own expense to oversee the entire operation; and Kathy Middleton, Maui supervisor and 15 year veteran employee.

Head Start was computerized this year to provide better record keeping and facilitate reporting. Debra Crozier, Head Start secretary was responsible for the transition, doing much of the work by following a manual and trying things on her own with help from David Lawrence, deputy director.



The top parent volunteers were honored at the Parents Conference: Joyce Wong, Tuyet Koomoa, Elizabeth Lopez and Jennie Hart.

EMPLOYEE OF THE MONTH

The Employee of the Month Program was started in January, 1985 to recognize MEO employees for superior performance, promote increased morale in the office, and to encourage excellence among the salaried staff. Employees of the Month were chosen by their peers and awarded a day off of their choice plus a bouquet of flowers or a fruit basket. Photos and a short article were also submitted for publication in *The Maui News*. Each Employee of the Month is eligible for Employee of the Year honors, which include a certificate and a trip to an outer island of his or her choice.

MEO KEY STAFF MEMBERS

Gladys Baisa Executive Director
 David Lawrence Deputy Director
 Annette Spenser Administrative Secretary
 Loreta Pacubas Community Services Director
 Fred Bicoy Molokai Area Coordinator
 Arthur Fernandez Planner
 Carnation Nanod Head Start Director
 Karen Higa Chief Accountant
 Millie Falk Swap Meet / Sales Coordinator

SUPERVISORS

Agnes Groff Transportation Manager
 Loudie Garcia Employment and Training Coordinator
 Ora Latham Food and Community Services Supervisor
 Jennifer Hotta Energy Specialist
 Hannah Davis Chore Service and Transportation Supervisor - Molokai
 Ron Tavares Manager / Mechanic, Sugar Mill Auto Care Center



Kay Yamamoto
July



Elizabeth Kauai
August



Kamee Wright
September



Stella Miyamoto
October



Agnes Groff
November



Ottiva Pacheco
December



Donna Santos
January



Ernest Otsuka
February



Esther Luczon
March



Clare Merrill
April



Genevieve Chang
May



Henry Koa
June



Perfect Attendance Awards 1986. Seated: Karen Higa, Arthur Fernandez, Gladys Baisa. Standing: Ora Latham, Gwen Kaniho, Stella Miyamoto, Annette Spenser, Velma Santos and Genny Chang.