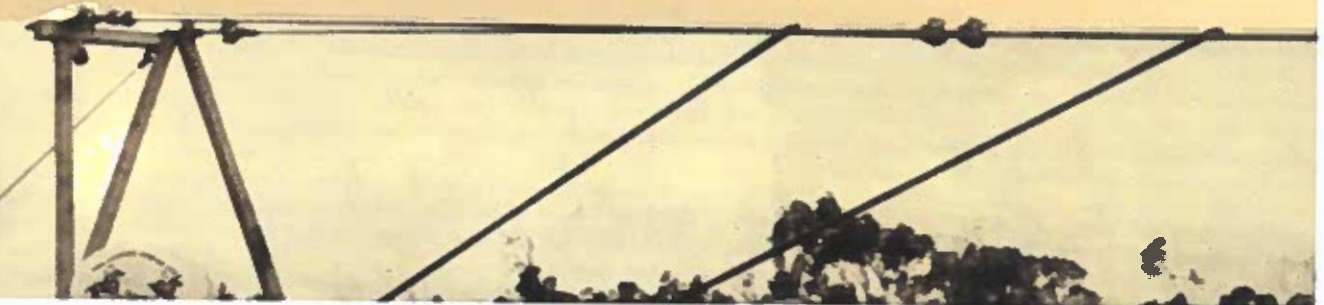


Maui Economic Opportunity, Inc.

Annual Report
July 1991 - June 1992



In Loving Memory



September 18, 1928 - February 16, 1992

Pauline V. Agres

Community Services Case Manager

*The LORD is my shepherd;
I shall not be in want.*

*He makes me lie down in green pastures
and leads me beside still waters.*

*He revives my soul
and guides me along right pathways for his Name's sake.*

*Though I walk through the valley of the shadow of death, I shall fear no evil;
for you are with me;
your rod and your staff, they comfort me.*

*You spread a table before me in the presence of those who trouble me;
you have anointed my head with oil,
and my cup is running over.*

*Surely your goodness and mercy shall follow me all the days of my life,
and I will dwell in the house of the LORD for ever.*

Psalm 23

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On the cover; MEO's Migrant workers at Maui Pineapple Company, Haliimaile Division, harvesting pineapples.

BOARD PRESIDENT'S MESSAGE

Dear Friends and Supporters:

Another year has quickly gone by. We can be proud of our many accomplishments.

Our Headstart program opened a new classroom in Makawao and we are working on a new classroom for Lahaina and hope to start construction soon.

We will also be operating a day care center in Makawao at our Headstart building and at the new Homeless Shelter in Wailuku.

Our Molokai staff will soon have a new home in the MEO building in Kaunakakai. The construction contract has been awarded by the County of Maui and it should be completed by this time next year.

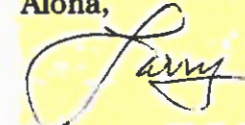
Transportation for our clientele is a major part of our program and we are constantly growing as the need for our services increases. Our goal is to be the main transporter of people on Maui.

We continue to provide economic opportunity for the residents of Maui County as well as the migrant farm workers.

The above is just a part of the many programs which MEO is involved with.

Gladys Baisa and her staff deserve the credit for the year's successes. The Board of Directors has continued to provide leadership and has given its full support to the MEO staff. We also need to thank our Mayor, Councilpersons and Legislators for helping us achieve our mission.

Aloha,



Lawrence N.C. Ing
President

MEO, INC. BOARD OF DIRECTORS

July 1, 1991 - June 30, 1992

RESIDENT SECTOR

Richard Abing, Molokai Community Action Council	Liette Corpus, Headstart Policy Council
Charlotte Smith, Maui Commission on Persons with Disabilities	
Nicolas Cabe, Central Maui Seniors	Haruko Nakata (Sec.-Treas.), West Maui Seniors
Ernest Otsuka, Molokai Community Action Council	Ben Keau Sr., East Maui Seniors
Maggie Masicampo, Lanai Transportation Consumers	

PUBLIC SECTOR

Abraham Aiona, Representing State House of Rep. Herbert Honda	
Stephanie Aveiro, Representing Mayor Linda Crockett-Lingle	
Councilwoman Leinaala Drummond	Councilman Patrick Kawano
Councilwoman Alice Lee (Alternate: Kimie Lane)	
Riki Hokama, Representing Councilman Goro Hokama	
John Perreira (Vice-President), Representing State Senator Mamoru Yamasaki	
Councilman Vince Bagoyo, Jr.	

PRIVATE SECTOR

Mary Kay Hofmann, ILWU	Lawrence Ing (President), Attorneys Group
Rose Duey, Alu Like	Charles Nalepa, Maui Chamber of Commerce
Sel Menor, Maui Filipino Community Council	Manuel Martins, Maui Portuguese Cult. Society
Tom Risko, Maui Visitors Bureau	Wayne Pak, Salvation Army

MEO, INC. BOARD OF DIRECTORS ANNUAL MEETING & INSTALLATION BANQUET

The beautiful Westin Maui Hotel in Kaanapali was the backdrop for this annual event which was held on June 25, 1992. Over one hundred Board members, senior citizen club presidents, business associates, agency representatives, elected officials, staff, and friends of MEO were in attendance. After a brief business meeting which featured the election of officers for the new year and a relaxed cocktail hour, the guests dined on a sumptuous buffet dinner prepared by the Westin staff. Soft, and very enjoyable contemporary and Hawaiian dinner music was provided by a duo of Jaimie Lawrence and Jay Molina known as Ho'olu. As a special treat from the hotel, Hawaiian dancing and music was also performed for the dinner guests by Anna "Mama" Dizon and her granddaughters.

Other highlights of the evening were the keynote address by Lt. Governor Benjamin K. Cayetano, who was introduced by Merwyn Jones, Director of the State Office of Community Services in Honolulu, and the installation of officers, Lawrence Ing, President; John Perreira, Vice-President; and Haruko Nakata, Secretary-Treasurer. The installation of officers was conducted by former MEO board member Velma M. Santos who used floral symbols in a very impressive, solemn and beautiful ceremony.

All members of the Board were recognized, with special recognition of members with perfect attendance: Ernest Otsuka, Lawrence Ing, and John Perreira. Retiring board members: Benjamin Keau Sr., Leslie Kuloloio, Maggie Masicampo, Sel Menor, and Wayne Pak were also recognized and thanked for their service to MEO. Board member Tom Risko was singled out for a special mahalo for his assistance with the evening's hotel arrangements. It was truly an evening which everyone enjoyed and continued to remember with pleasure for many weeks after it was over.



Velma M. Santos, former MEO Board member installs the new officers.



Lt. Governor Ben Cayetano chats with MEO staff at the Annual Board Installation Dinner.



Installation Dinner guests enjoy a social hour prior to the meeting and dinner at the beautiful Westin Maui Hotel.



MEO Board members and staff pay close attention during MEO Board meeting.

MEO ADMINISTRATION

EXECUTIVE DIRECTOR'S MESSAGE

Dear Friends:

The year ended today marked 27 years of MEO's dedicated service to the community. Like every year before, Program Year 1992 was filled with many exciting challenges and successes as well as problems and disappointments. Through it all, a strong and committed Board of Directors, outstanding and hardworking staff, and a consistently supportive community stood together to continue the operation of a wide array of human service programs vital to the total welfare of our people.

The dedication of the new Makawao Headstart Center, the new Lanai MEO Branch Office, finalization of plans for the new Molokai Office Building, the struggle to obtain increased appropriations for our valued transportation program, a decline in the labor project's dormitory management program, rumors of MEO's Kahului office location being taken away from us, increasing demands for services to Hispanic immigrants, more homeless families needing our assistance, deteriorating families, large increases in our frail elderly clientele, and declining State support due to the recession, coupled with less federal support, were all challenges dealt with during the past year. In spite of it all, MEO continued to grow and prosper.

The upcoming year will challenge us as never before, with the cloud of a zero-growth State budget, the tremendous federal deficit, and new faces in all levels of government suspended over us. This will make our task more difficult, but with creativity, hard work, effective networking, and maximization of every resource, we will continue to overcome and meet the challenges posed as they emerge.

With my fond aloha and a sincere mahalo to all,



Gladys C. Baisa
Executive Director



The MEO "A" team (left to right), Don Medeiros-Deputy Director, Gladys Baisa-Executive director, and Bill Bates-Deputy Director.

ADMINISTRATIVE CLERICAL STAFF



MEO's Fiscal Department whiz Mona Kailiponi, Fiscal Director (center front row) with her support staff of Sylvia Keyhani (left front), Debbie Lorenzo (right front), Marcie Maguddayao (left back), and Juliana Perreira (right back).



MEO's secretarial team in the Kahului administrative office; Natalie Akuna, administrative secretary (left) and Annette Spenser, executive secretary.

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 company, and to encourage the search for excellence among the staff. Employees of the Month were chosen by committees of their peers and awarded a day off of their choice plus a \$100.00 cash award. A short article was submitted for publication in the *Maui News*.



July 1991
Pasita Pladera
At large



August 1991
Julie Kuoha
Molokai Staff, except Headstart



September 1991
Paulina Santiago
Chore Service Staff, county wide



October 1991
Laurie Kaukini
Community Svc. Staff, county wide



November 1991
Dan Flavin
Maui Central Office Staff



December 1991
Lenny Carpio
At large



January 1992
Roberta Higgins
At large



February 1992
Irene Kaahanui
Molokai Staff



March 1992
Brian Kawakami
Maui Transportation Staff



April 1992
Julia Sato
Molokai Headstart Staff



May 1992
Carnation Nanod
Maui Headstart Staff



June 1992
Bill Gearon
At large

COMMUNITY SERVICES

VOLUNTEERS

Devoted MEO volunteers, staff, and guests were honored at the 7th annual Valentine's day Volunter Recognition Luncheon on February 15, 1992 at the Maui Beach Hotel Red Dragon Room. Gladys Baisa, MEO Executive Director began the gala event with a welcome message. MEO Board President, Lawrence Ing, was assisted by John Perreira, MEO, Inc. Board Vice-President and Haruko Nakata, MEO, Inc. Board Secretary-Treasurer in presenting the certificates of appreciation and gifts to the honorees.

The 3rd year recipient of the MEO "Volunteer Hall of Fame" award was Ichiro Takahashi who was cited for his loyalty, dedication and hard work in helping the agency's "Senior Herb Gardening Project." He has spent countless hours the past 8 years assisting the seniors to start their garden from preparing the ground, techniques of selecting and preparing seedlings, to fertilization. He has also provided on site demonstrations on how to prepare the produce for marketing and coordinates daily shipment of their products.

MEO HANDI-SHOPPERS AND MEO'S HELPING HANDS VOLUNTEERS

These two groups of volunteers continue to provide countless hours to help the low-income, disadvantaged, and homebound residents of Maui County.

The MEO Handi-Shoppers list of clients is getting longer and longer as many of our clients become dependent on their services.

This group of volunteers plays a very important roll in the lives of the frail and vulnerable seniors at the Hale Mahaolu Housing facility. This service allows them to enjoy their days outside of an institution and enjoy the company of their friends in their own surroundings longer.

The Community Service Department relies on volunteers to man the office, and to provide over-the-counter information to the seniors and low-income families and individuals who continuously drop in for this type of assistance.



Our MEO Volunteer Hall of Fame winner for 1992 Ichiro Takahashi accepts his award from MEO Vice-President John Perreira and President Larry Ing.



MEO Board officers assist with the presentation of mahalo certificates and gifts to our volunteers.

VOLUNTEERS

SURPLUS FOOD

The Temporary Emergency Food Assistance Program makes surplus agricultural commodities available to low income people. The U.S. Department of Agriculture (USDA) is responsible for purchasing and packaging the TEFAP commodities and for transporting these items to designated delivery points throughout the United States. In Maui County, MEO, Inc. is the designated delivery point. Through the hard work of a group of dedicated volunteers called MEO'S HELPING HANDS, the low income, homebound, isolated, homeless, and hungry receive commodities on a regular monthly schedule.



Crew chiefs for the monthly distribution of the surplus food commodities. Left to right, Violet Rodrigues, Lucille DeMello, and Harold Shimoda.



Community Services Director Loreta Pacubas assists with food surplus distribution at the MEO Lanai branch office.



Surplus food distribution on Molokai at the MEO Molokai branch office in Kaunakakai.



Smooth handling of the distribution of thousands of pounds of commodities is easily handled by MEO's dedicated volunteers.

TRANSPORTATION



MEO bus driver Leona Salomon helps a passenger off the bus in front of her home.



(Left to right) MEO's Transportation Administrative staff, Geri Kaina-Assistant Transportation Manager; Agnes Groff-Manager; and Lenny Carpio-Computer Operator.



Mayor Linda Lingle and MEO Executive Director Gladys Baisa untie the maile lei at the dedication of the new MEO Molokai bus. Molokai driver Charles Kamai assisted.



"Uncle Charles Kamai" with his Headstart passengers on Molokai.



The proper use of wheelchair restraints is taught to all MEO transportation personnel.



MEO Passenger Assistance Technicians Doralynn Kahookele and Mary Feiteira lift wheelchair passenger into the bus.



Lanai MEO staffer Victorio Agtarap helps his passenger off of the Lanai bus.



MEO bus driver Valerie Pacheco gives TLC to her passenger while helping her onto the bus.

MEO's Transportation service is our most vital, visible, and necessary service provided to Maui County, due to the lack of public transportation in the County. MEO operates a fleet of over 30 vehicles county-wide with a capacity of 3 to 44 passengers each. During the past year, this service provided transportation to 6,271 low income elderly, children and adults with disabilities and pre-school children with over 266,154 passenger trips county wide.

Transportation services, included transportation of children to Headstart, and of persons with mental and physical disabilities to recreational and work activities. The elderly were afforded trips to shopping centers, financial institutions, government offices, social agencies, medical centers, and social recreational programs, education facilities, and county congregate dining and nutritional programs. The general public is eligible to ride on the buses as space is available. Charters are also available to the public.

On July 16th MEO went before the P.U.C. (Public Utilities Commission) on a request for a certificate to transport non-ambulatory clients for a fee, on the islands of Molokai and Lanai which was granted.

A County Social Grant proposal for \$45,500 was developed and funded, which allowed MEO to purchase one (1) wheel chair accessible/20 passenger bus for Molokai. This bus was delivered and a blessing ceremony with Mayor Linda Crockett-Lingle attending, was held in May.

MEO's Deputy Director, Don Medeiros was appointed by Mayor Lingle to serve on a nine (9) member committee to develop a mass transit plan for the island of Maui. The result of the work of this TRAM Committee was an administrative proposal almost doubling funding by the County to purchase four (4) new buses, double the present shuttle system, provide employment transportation to employable persons with disabilities, and inaugurate transportation to low income residential locations. In March, a legislative delegation comprised of ten MEO Senior Citizen Club Presidents met with our Maui legislators, to express their support for MEO's Transportation Grant-in-aid request. The result was an appropriation of \$99,500 in State funds for MEO's program.

On April 6, 1992 at the request of the Maui County Council Budget Committee, MEO testified on the Administration Budget Proposal. This resulted in the County Council increasing the funding for FY 93 to a total of \$1,203,092, and adding the purchase of two additional buses, for a total of six (6); and funding for a pilot project to provide transportation to work for persons with disabilities. MEO's Transportation service is the key to the programs of many other non-profit agencies in the county, such as Ka Lima O Maui, Maui Adult Day Care, Hale Hauoli Day Activity Center, congregate dining, Kaunoa Senior Center, Headstart, Renal Dialysis, Maui Aids Foundation, Imua Infant Child Development Program, Hale Makua Day Health Program, American Cancer Society, Hospice Maui, Hawaiian Language Immersion Program, Seabury Hall and the Wailuku Hongwonji Japanese Language School. These programs could not get their clients to needed services without MEO's transportation.

Our goal in Transportation Service is to become the centralized agency for the transportation of senior citizens, persons with disabilities, and low-income residents of Maui County. This will eliminate duplication of services provided by MEO and other non-profit agencies and make transportation more time and cost efficient to the State and County. In spite of all that we are doing we are still just scratching the surface on the transportation needs in Maui County. Daily, we turn away requests for service as we are working to capacity with the resources we have.

JTPA 402 MIGRANT & SEASONAL FARMWORKER PROGRAM

Our expectations were greatly exceeded this program year with the enrollment of a whopping 285 participants, 164% over plan. Even more gratifying were the 170 program participants who were placed in unsubsidized employment, 142% over plan. Their average wage earning at placement was \$7.15 per hour, more than double the participant's earnings prior to enrollment in MEO's 402 program. The phenomenal growth in our program is due to the combination of a low unemployment rate experienced in the State of Hawaii throughout most of the year, and the addition of Wailuku Agribusiness in January, which added 92 men to the Rocky Mountain High Coalition program.

The goals of the program are to provide low-income farmworkers with opportunities for quality job-training, work experience, vocational education and emergency aid, to elevate them from the migrant and seasonal cycle, and to place them in long term unsubsidized employment; enabling them to become economically self-sufficient.

To qualify, program applicants must have: 50% of earned income in farmwork, a minimum of 25 days in farmwork, earned at least \$400 in farmwork within the previous 24 months prior to enrollment, and fall within the "lower living standard income level" guidelines. Dependents of qualified participants are also eligible for services. The program is available to farmworkers throughout the entire State of Hawaii.

MEO's commitment to education serves as the basis in our partnership with the D.O.E.'s Adult Education program. Through this partnership MEO's 402 program has been able to exceed our planned enrollment in classroom training by 280%. The majority of the 285 program participants served experienced limited English language proficiency, and were enrolled in



The intricacies of American lifestyle, electronic banking, is explained to our MSFWP clients by Coordinator Dan Flavin.



ESL classes provided by the Adult Education Program. Additionally, 16 participants earned their GED; 10 participants earned their citizenship; and 4 participants earned a Commercial Drivers License (CDL). These positive results are directly attributed to our case management approach with our participants, and our successful counseling that promotes the importance

On site counseling with Kula farmers and our MSFWP clients is handled by our Coordinator, Dan Flavin.

JTPA 402 MIGRANT & SEASONAL FARMWORKER PROGRAM

of an education and its long term benefits. The success of the participants is largely due to the dedication and commitment of the MEO staff, who light the candles of hope and success in the hearts and minds of those they serve.

Acculturation activities are a key component of our program and are paramount to a participant's successful transition into our Hawaiian culture. A variety of activities took place throughout the year. Among them were day trips to Hana, Haleakala, Lahaina, (including swimming and a picnic), attending an authentic Hawaiian Luau, and boat trips to beautiful Molokini. The cornerstone of these successful activities are the numerous fiestas and dances. The gala third Annual Cinco De Mayo Fiesta, held at the posh Diamond Resort in Wailea on May 2nd, drew over three hundred. Additionally, the Puerto Rican community dances are looked forward to with great anticipation and are well attended. These types of functions bring together the local community and the Hispanic farmworkers in our program. Friendships are begun at these functions that last long after the party is over. These relationships are vital to understanding the local life styles and mores. As a result of the acculturation program, the Hispanic race has truly become an integral part of Hawaii's unique multiethnic community.



MSFWP Coordinator, Dan Flavin, provides transportation to program participants to enable them to obtain assistance with immigration concerns.



Travel arrangements are handled for clients by MSFWP with Coordinator Dan Flavin, serving as interpreter.

ROCKY MOUNTAIN HIGH COALITION (RMHC)

The Rocky Mountain High Coalition (RMHC) is composed of a consortium of community based agencies assembled to provide employment opportunities to migrant seasonal farmworkers. Moving into its third year of operations, the RMHC has been instrumental in securing much needed laborers for the local agricultural community. This year, workers were recruited primarily from the Arizona and Southern California areas for placement with Maui Pineapple Company, Wailuku Agribusiness, Del Monte Corporation (Oahu), various farms on the Big Island, and upcountry farmers here on Maui. The general membership of the RMHC consists of agencies from California, Arizona, New Mexico, Oklahoma, Montana, Colorado, and Idaho. Each agency is a JTPA 402 grantee providing support services to farmworkers.

During the 1992 year the RMHC signed new contracts with Wailuku Agribusiness and Del Monte Corporation to provide recruitment and referral of 150 field workers for their harvesting operations. The contract with Wailuku Agribusiness also included the management and supervision of their fieldworker dormitory. With the inclusion of this facility, MEO currently manages the operations of two dormitories for Maui Pineapple Company, one dormitory for Wailuku Agribusiness, and support management services for Del Monte Corporation. RMHC program participants living in the company dorms receive benefits provided by MEO under various titled program services such as JTPA-402 and Community Services. In addition, MEO provides round the clock supervision of program operations, meals, transportation, and support services such as recreational/social activities, ESL/GED classes, assistance with medical needs, family services, housing, immigration problem-solving, and an array of other services and assistance.

As a catalyst for the infusion of mainland agricultural workers into the local job and market economy, the RMHC has been enormously successful. The program has grown from a pilot



RMHC projects - Wailuku Agribusiness dormitory residents enjoy an acculturation trip to Lahaina and the beach.



RMHC participants who reside in the Maui Pineapple Company men's dorm at Haliimaile - MEO's first male dorm.

ROCKY MOUNTAIN HIGH COALITION (RMHC)



The beautiful Maui Pineapple Company women's cannery dormitory in Kahului managed by MEO.



RMHC labor project - Assistant Director Alex Weaver (left) helps coordinator of the Haliimaile men's dorm Cesar Florez (right) with some paper work.

project into a premier labor program having served over 500 fieldworkers, cannery workers, and CDL truck drivers. RMHC participants continue to benefit from the support and assistance provided by MEO and in significant numbers are being assimilated into the local community.

MEO's commitment to the participants of the RMHC Program continues to be the driving force behind its success. The legacies of the immigration of agricultural workers to Hawaii is evident all around us in the faces of the local population. The worker participants of the RMHC have now joined this circle and constitute the forebearers of Hawaiian descendants yet to come. MEO and the RMHC Program have been instrumental in forging the bridges of support to carry these immigrants out of the migrant stream of poverty and into a brighter future here on Maui and throughout Hawaii.

HEADSTART

Headstart, the most popular Federal program in Congress, has survived all Federal budget cuts and continues to expand. The MEO program has existed for twenty-seven years, offering comprehensive services to three to five year old children who meet the Federal poverty income guidelines. There are nine centers (5 on Maui, 4 on Molokai) and three home base programs (2 on Maui, 1 on Molokai).

Preference for Headstart is given to children with disabilities (10% of the children must be those with disabilities), high risk (parents who are drug addicts, alcoholics, mentally ill, disabled, child/spouse abusers), and low income three to five year old children. Priority is given to the low income four year old child.

Headstart has survived because of its commitment to serving the whole family, especially the Headstart parents. Headstart believes that a happy and healthy child, whose needs are met in education, health, mental health, dental, nutrition, and transportation will be a child ready to learn when he enters kindergarten. Headstart also believes a safe and happy home, where family needs are met, will make it possible for the child to succeed in life.

The Headstart program assist parents by direct or referral services. It also trains parents to become primary educators of their children. It offers "wrap around" Headstart afterschool care so parents may continue working. In addition, Headstart offered summer pre-school care for working parents.

Yes, Headstart will continue to grow because of its dedicated staff and outstanding educational program.



Busy Headstart Staff teach students shapes and other skills.

Nutritious snacks and refreshments are a favorite part of the Headstart day.



Veteran teacher, Stella Miyamoto, teaches her Headstart children days of the week.

Sometimes hugs and cuddles help children adjust to the new school environment.



MEO Executive Director, Gladys Baisa, with Makawao Headstart graduates.

Headstart Administration - Office Staff (front row, left to right), Roberta Higgins-Secretary, Carnation Nanod-Headstart Director, (back row left to right) Pasita Pladera-Social Service Worker and Sheri Rourke-Nutrition Educator/Health Coordinator.



COMMUNITY SERVICES

HEALTH CARE ASSISTANCE

Since MEO is well known all over the State for the high quality of care and services that we provide to our clients, the Hawaii Community Foundation awarded grants to MEO to help our needy clients of Hawaiian ancestry under the Lillian Wilder and Irving S. Singer funds. MEO also received Alice M.G. Soper Funds to assist underprivileged individuals 50 years or older.

These grants provide financial assistance to families or individuals that are in need of special assistance, medically or in any financial difficulties or problems that would affect their health, safety and independence. Grants are awarded only if the client and MEO staff cannot obtain their needs from other resources in the community.

Some of the guidelines of this program are:

- The individual is without resources to resolve financial needs.
- No other resources are available in the community to assist the applicant nor can family or friends.
- The individual need can be met with financial assistance from the grants program or with assistance of several collaborating agencies.
- The individual can resume independent life style if financial assistance is provided.
- The health and/or safety of individual is at risk if assistance is not provided.
- The financial assistance is not available for death related costs, education or entrepreneurial related response.

MORE ASSISTANCE TO MAUI COUNTY'S LOW INCOME RESIDENTS

Similarly, as a result of MEO's favorable image in the field of human services in Maui County, the Department of Human Services Office in Honolulu has subcontracted the application process of the HEAP (Homeless Emergency Assistance Program) and LIHEAP (Low Income Home Energy Assistance Program) to MEO. MEO staff assists applicants in completing applications, verifying income and assists in submitting whatever required documents to the DHS office in Honolulu for clients eligibility determination. MEO staff also provide home visit services to assist the home-bound and disabled applicants. They act as liaison between DHS workers, and clients. This year we processed 979 LIHEAP applications and 205 HEAP applications.

HOMELESS PROGRAM

MEO received a Homeless Emergency Assistance Program Grant from Homeless Aloha, a state funded program, and a federal homeless grant from the Stuart McKinney Act Fund dispersed through the State's Office of Community Service.

With every applicant, MEO Case Managers do case management to make sure that once housing assistance is provided, the client will be able to maintain their shelter expenses in the following months.

Shelter assistance payments were paid to the vendors on behalf of the clients. The vendors were landlords, agencies, schools, utilities or retail merchants.

Emergency assistance included: *Food and Health* to assist an individual or family with needed special diet supplement in food, medication or formula on an emergency basis only, to assist in addressing an immediate need while working with the family to find long term solutions or while advocating on behalf of the person or family to ensure on going assistance.

COMMUNITY SERVICES

HOMELESS PROGRAM (continued)

Housing to avert eviction; pay for temporary housing or other short term facility; assist with partial rent supplement while in the waiting period for rental assistance to begin; to assist by deposits and first month's rent in order to allow family to move into a home.

Employment to assist an individual or a family in overcoming obstacles in employment including required clothing, physicals, union dues, purchase of tools or equipment as well as job training and skill development opportunities.

Utilities to assist an individual or family with deposits, hook up charges, and late payments in order to obtain or maintain needed services.

MEO assisted 42 clients under the Homeless program this year.

SENIOR CLUBS

MEO Community Services staff provides on-going technical assistance to 28 MEO Senior Ku clubs with a total membership of over 6,000 senior citizens. Membership enables the seniors to increase their knowledge and awareness of the various services available for them. Resource speakers on current and informative topics from community agencies, businesses and other community organizations are asked to attend the monthly meetings of these clubs.

The Ku clubs provide Maui County's seniors with a forum for their mutual concerns and a place to socialize, learn and share. These clubs were organized in 1965 and continue to grow and prosper. They are a powerful political force in Maui County.

FREE LEGAL CLINIC

This is the 5th year that Attorney Lawrence Ing has helped MEO's seniors, 60 years and older, with their legal problems. Persons who own no real property other than their home, are eligible for the assistance. He maintains his weekly legal clinic every Friday afternoon at the MEO office from 1:00 p.m. to 4:00 p.m. Mr. Ing's free legal services include wills, trusts, powers of attorney and property transactions. He is able to see an average of 6-7 clients a week. Mr. Ing is assisted by the MEO Community Service staff with appointments and other paralegal work.

CASE MANAGEMENT PROGRAM

This program provides a vast array of services for the senior citizens and low income families of Maui County. It gives the seniors the feeling of being a very important segment of the community and the low income a sense of being part of the community. Through MEO's network service, clients develop their problem solving ability to improve their well being and obtain self-sufficiency. Case Management facilitates easy access to the many different types of services available in the community for our clients.

Our family development program has been a very successful program for the last 2 years, accomplishing our goals of preventing clients from becoming dependent on the welfare system by helping them develop their natural abilities to become self-sufficient.

This year the program has helped 86 families/individuals to become self-sufficient, thus representing a considerable savings to the State of Hawaii.

Some of the support services that were provided to our family development clients include: rental assistance, food and clothing assistance, child care, legal services, transportation, counseling and many other solutions to problems identified as barriers to steady employment and self-sufficiency.

COMMUNITY SERVICES

OUTREACH INFORMATION REFERRAL

This is a service that assists the seniors and low income residents in obtaining services from various human service agencies. MEO staff accompanies and assists the clients through the entire eligibility determination process, from completing necessary forms, to acting as their official personal representatives for interviews and redeeming their food stamps authorization coupons. This year we made 1,619 referrals to various agencies and organizations.

SENIOR "RED CARD" PROGRAM

This program is so popular that we no longer have to approach the stores and businesses for their participation. They call in to inquire how they can be included in MEO's list of participating stores and businesses for the Senior Discount Program.

Once an individual turns 60 years old, often on their birthdays, they come to the Community Service Department and apply for their "Red Card". Sometimes their family will come in and apply for them, and present it as a special birthday surprise for them.



MEO's Maui Case Management Staff - (front row, left to right) Loreta Pacubas, Kay Yamamoto. (back row, left to right) Ora Latham, Bernie Meno, and Lilibeth Baluran.



Office volunteer Feliza Constantino provides over the counter information to senior citizens.



Filipino speaking MEO Case Manager Lilibeth Baluran does an intake on an elderly client.



Volunteer Attorney Larry Ing assists seniors with estate and real property matters.

CHORE SERVICE PROGRAM

The main goal of this program is to sustain and maintain 250 disabled and elderly individuals in independent living as long as possible. It also allows them to continue to enjoy and entertain their families and friends in their own homes. At an average cost of \$50,000 per person per year in a nursing home, this program is most cost efficient at an annual funding level of about \$200,000.

The program is also intended to help participants recover faster in a home environment since the majority of our clients are in and out of the hospital and other long term care facilities.

The greatest accomplishment of this program this year was the expansion of this type of service to 28 individual clients in Lanai. Client participation went up 75% in the year.



MEO's Maui Chore Service Crew - (left to right) Teofila Arroccena, Stella Siwain, Sr. CS Aide, Peggy Kaina, Fausta Paet, Paulina Santiago, and Elizabeth Montero.



Chore Service Molokai - Alfredo Esplanada (on the left) with his Chore Service client at the job site.

ENERGY

WEATHERIZATION ASSISTANCE PROGRAM (WAP)

The WAP Program completed another great year, our third straight year, where MEO completed all our goals of installing energy saving devices and education surveys. Our success can be contributed to our well-experienced and educated staff comprised of Fred Baisa, Doreen Galam and Evelyn Wilson.

The federally funded program, channeled through the State of Hawaii's Office of Community Services, assists low income households with incomes at and below 150% of the poverty guidelines. "Income", for the purposes of determining eligibility for the WAP project, means wages and salaries before deductions, self-employment receipts and income less operating expenses and deductions, social security benefits, worker's compensation, strike benefits, veteran's benefits, training stipends, pensions, insurance, and annuities. Specifically excluded from income are assets from bank withdrawals, sales of property and one-time insurance payments and lump sum compensations for injury, food stamps assistance payments, resources from grants, scholarships, fellowships, and income required for an approved program of self-support, and black lung disability payments.

Qualified clients received educational instruction in ways to conserve energy and installation of timers, heater jackets, and heat pumps. We are optimistic that next year we will be able to install solar water heaters on Molokai and Maui.

This year MEO installed 35 timers, 90 heater jackets, 50 heat pumps, and 167 educational surveys were completed on Maui, Lanai, and Molokai.

LOW INCOME HOME ENERGY ASSISTANT PROGRAM (LIHEAP)

The LIHEAP Program assists low income clients, with incomes at and below 150% of the poverty guidelines whose needs qualify them for energy crisis assistance (a payment to the utility company to prevent termination of utility services) and energy credits (recipient receives financial aid in the form of a credit).

The federal contract is administered through the State of Hawaii's Department of Human Services which subcontracts with MEO to run the program. MEO is responsible for implementing and informing the public of the program's two month intake, qualifying period. This is accomplished by various methods of networking throughout the community by utilizing radio public service announcements, newspapers, personal staff visitations and telephone calls. After the program's information is disseminated, clients enroll during the months of May and June. with the assistance of our staff, clients fill out applications and decide whether to apply for energy crisis or credit. The application data is verified and reviewed for accuracy to determine the eligibility of the household. Application approval or denial must take place within 30 days. Upon acceptance, the application is processed by computer and data submitted to the Department of Human Services. MEO provides the office space, computer and hires a person for data entry.

Due to MEO's extremely effective networking by our Community Service and Energy Staff the number of qualified clients was increased to 979, an increase of 202 or 26% over the previous year. An excellent accomplishment for a very stressful ordeal.

LANGUAGE ARTS MULTI-CULTURAL PROGRAM

Since June 1988, MEO has managed and operated the Language Arts Multi-Cultural Program (LAMP), at Kilohana Elementary School, located on the east end of Molokai. The program's purpose is to provide educational and support services to school-referred third and fourth grade academic and social under-achievers. The program works to improve the students academic and social abilities to a level appropriate with their respective ages and grades through utilization of comprehensive curriculum and teaching strategies specifically adjusted to and responsive to the needs of these students with the involvement of their parents and community in general to turn them into self-motivated learners. The selection of LAMP students is attributed to recommendation of the principal, faculty and parents, to the MEO staff.

The program curriculum has two in-school components. In the first component, the LAMP staff provides tutoring to individuals or small groups each morning under the direction and supervision of DOE teachers. In the second component, the LAMP after-school program from 2 p.m to 4 p.m., implements the LAMP curriculum, special projects and utilizes parent involvement.

This year, weekly attendance ranged for 18 to 28 enrolled students. Their pre and post tests results in reading averaged an increase of 1.3, which achieved the required goal for overall improvement. In writing 70% of the class showed substantial improvement. An important factor of the LAMP program is internalism, where the student takes on more responsibility to expressing themselves as to their likes and dislikes, realizing that what happens to them in their lives depends a great deal upon themselves. This is demonstrated in their approach to their academic work and testing.

The class experienced many wonderful activities and field trips. Many volunteer resource persons assisted, instructing arts and crafts, cooking, and geography or history lessons. Field trips include visiting a taro chip factory, fire and police stations, wagon ride, and a year-end excursion to Maui. We are fortunate to have a capable and dedicated staff, teacher Larry Clark and teacher assistant, Olivia Riel.



Celebrating holidays is part of LAMP's multi-cultural program as we see in this Halloween costume designed by this LAMP student dressed up as a Pizza Hut delivery boy.



Kilohana School principal Stephen Petro shows MEO Board members the MEO Molokai LAMP classroom.



All aboard the sugar cane train during a class excursion to the Maui Tropical Plantation.

SENIOR HERB GARDENING PROJECT

The unique backyard MEO Senior Herb Gardening Project is in its 7th year and continues to be a profitable venture for the senior growers and MEO, Inc. this year's project gross revenues exceeded \$117,920, fulfilling project goals.

Via air freight to cities on the East Coast, growers shipped over 20,000 pounds of fresh basil, marjoram, oregano, thyme, sage and rosemary; earning over \$47,000.

The uniqueness of the Senior Herb Project lies in our determined group of senior citizens, who are well aware of the plight of those living on a fixed income. The volunteer area coordinators are vigilant to new directions and solutions for added productivity and profits. This year's recipient of the "MEO Volunteer of the Year Award", Mr. Ichiro Takahashi, is an active member of the Senior program. This innovative group of seniors, with the enviable record of mainland shipments every week, has reduced the product loss percentage to less than 5%. A loss of 20% is considered normal by produce shippers.

This year's experiment with lettuce as an alternative crop has turned to radicchio, a higher priced gourmet variety. Preliminary results on radicchio are encouraging and will be put to the test this winter.

The recession has not diminished the orders for our high quality products; demand still exceeds our production. If you are a senior citizen tired of mowing your lawn, we will show you how to turn your grass into cash by growing herbs in its place. Phone 871-9591 for information on joining the MEO Senior Herb Gardening Project.



MEO's charter herb growers - (left to right) Tsugio Yamaguchi, Nick Cabe, Ichiro Takahashi, and Pedro Macadangdang pose at the volunteer awards ceremony.



Ichiro Takahashi, volunteer herb grower and Project Director Dan Flavin tape herb boxes for shipping.

EMPLOYMENT AND TRAINING

SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM

The Senior Community Service Employment Program provides part time, temporary work experience and training opportunities for low income individuals 55 and over. Enrollees are assigned to a worksite host agency to upgrade job skills and to learn new skills for success in the competitive labor market. Assigned to various types of community services as schools, hospitals, senior citizens centers, nutrition programs, county beautification projects, day care centers and agencies within the community, enrollees work an average of 19 hours a week.

Funded under Title V of the Older Americans Act, and administered through the Department of Labor, the Senior Community Service Employment Program is operated by MEO on Maui, Molokai, and Lanai. Priority for enrollment in the program is given to those 60 years or older and for those who are re-applying or were terminated from the program because of an extended illness or unsubsidized employment. The program provides enrollees an annual physical examination, personal and job related counseling, earned wages and placement into employment in private industry or the public sector. Forty-three individuals were enrolled in the program and placement goals were met.



Bazie Brandt, Employment and Training Director and Victorio Agtarap, Lanai Office Manager, discuss the training opportunities offered to older workers.



Irene Kaahanui and Henrietta Mokiau, SCSEP Molokai Staff, visit Janet Pedro at the Kilohana School library for an on-site visit.

EMPLOYMENT & TRAINING



Romulo Casino feels that the work experience that he is receiving at Maui Community College AG farm on Molokai will assist him in finding a future job placement.



Pillar Villaros enjoys her work experience at the MEO Molokai Office as a SCSEP Clerk and receptionist.

JTPA, TITLE II, TRAINING PROGRAM FOR OLDER INDIVIDUALS

The Older Individuals Program provides on-the-job and classroom training, counseling, job placement and support services for individuals economically disadvantaged who are 55 and over. Employers are reimbursed up to 50% of the hourly wages during a designated period to assist with training of program participants who lack the skills and experience to retain employment. ESL (English as a Second Language) was provided to program participants on Molokai to prepare and assist the older worker to overcome those barriers which may adversely affect their participation in the program. Nineteen participants were provided with program services.

EMPLOYMENT & TRAINING FOR ECONOMICALLY DISADVANTAGED PERSONS

The purpose of this grant is to provide economically disadvantaged individuals and their families who are facing serious barriers to employment with re-employment skill building, training and related services to enable them to become economically self-sufficient. The program is an integral component of MEO's networking with the Family Development/Case Management, Headstart, and other Employment & Training Programs MEO administers. The success of these programs is directly related to this critical piece of MEO's program coordination, as self-sufficiency is linked to full employment. MEO enrolled and provided services to 150 individuals this past year.

SUGAR MILL AUTO CARE CENTER



Fleet Manager, Bill Gearon, checks out a bus before the day begins.

Sugar Mill Auto Care Center Service Station continued its normal operation throughout most of 1991 staffed by Station Manager Bill Gearon, Mechanic Chad Lee, and Delfin Dameg. By October, in anticipation of the impending EPA Regulations governing underground storage tanks, and the high cost of complying with them, combined with the expiration of MEO's lease with A&B, the MEO Administration regretfully made the decision to close the station in Puunene. So, after seven years of serving the community, SMACC, a full service station, closed its doors. However, in the time tested tradition of MEO . . . the story did not end. We believe in change, as one door closes,

another always opens. With the cooperation of A&B, MEO was able to secure a space at 140 Hobron Street, near the Kahului Harbor, at a reasonable cost. SMACC no longer functions as a full service 'Service Station', however, it did maintain its complete vehicle repair shop capability. Today it primarily services the MEO Transportation fleet, however, repair services are available to the general public. Senior clients still receive a substantial discount on parts and labor. SMACC mechanics are able to repair air conditioning systems, both diesel and gas engines, electrical systems, all brake systems, drive train and fuel systems.



Chad Lee, MEO's star mechanic at work at SMACC.

MEO SENIOR STAFF

Gladys C. Baisa
Executive Director

William Bates
Deputy Director

Annette Spenser
Executive Secretary

Carnation Nanod
Headstart Director

Bazie Brandt
Employment & Training Director

Rudy Esquer
Labor Project Director

Kathy Middleton
Education Coordinator

Donald Medeiros
Deputy Director

Mona Kailiponi
Fiscal Director

Loreta Pacubas
Community Services Director

Fred Bicoy
Molokai Branch Director

Agnes Groff
Transportation Manager

Irene Kaahanui
Molokai Office Manager

Dan Flavin
*Migrant Seasonal Farmworker Program Coordinator
Agribusiness Director*

PERFECT ATTENDANCE - 1991

Annette Spenser
15 Years

Susan Souza
5 Years

William Gearon
1 Year

Barbara Planesi
1 Year

Ora Latham
10 Years

Bill Bates
4 Years

Roberta Higgins
1 Year

Lana Richards
1 Year

Carnation Nanod
8 Years

Pasita Pladera
3 Years

Lydia Joao
1 Year

Julia Sato
1 Year

Sheri Rourke
5 Years

Mona Kailiponi
2 Years

Bernadette Meno
1 Year

Laurie Kaukini
1 Year



MEO's Special Perfect Attendees for the 1991 calendar year were treated to a magical evening at The Westin Maui's Sound of the Falls Restaurant in early February. They also received cash awards.

MOMENTS TO REMEMBER



MEO's Senior Planning and Coordinating Council officers (left to right) President Kenzo Takumi, VP Lucille DeMello, Recording Sec. Marianne Bullock, Corresponding Sec. Bea Kahanu, and Treasurer Wally Miyahira.



MEO Board Member Kimie Lane relaxes at Kilo-hana Headstart Center with Kupuna volunteer.



MEO staff work hard to put together a float for the Maui County Fair Parade.



Harmonica players show their talent at the annual Lahaina-Honolua Seniors Club picnic.



Representative Roz Baker (left) and Mrs. Evelyn Bicoy (right) enjoy the entertainment at the annual MEO Molokai Branch Christmas party.



(Left to right) MEO Board President Larry Ing, OCS Director Merwyn Jones and MEO Deputy Bill Bates check out Coffees of Hawaii during a MEO board visit.

MOMENTS TO REMEMBER



MEO staff testifies at the County's budget hearing for MEO transportation before a huge crowd of MEO supporters and the council.



MEO's senior legislative trainees prepare for a day at the legislature learning how projects they need are funded.



MEO's transportation staff celebrate Christmas with a department pot luck and their own Santa.



MEO Executive Director Gladys Baisa installs Lahaina-Honolua Senior Citizens Club President Larry Minami and gives him the title of "Captain Marvel - Superhero"



MEO Board Members (left to right) Mary Hofmann, Haruko Nakata, Councilperson Leinaala Drummond and Lt. Governor Ben Cayetano.



MEO staff enjoy an appreciation gift from happy consumers.

MOMENTS TO REMEMBER



MEO Molokai's transportation staff with Mayor Lingle and new bus paid for with county funds at the dedication.



Our Executive Director Gladys Baisa, MC for the Annual Board Dinner with Lt. Governor Cayetano, Keynote speaker.



MEO senior clients of Hale Mahaolu enjoy a Chinese New Year celebration with our Community Services Director Loreta Pacubas.



Molokai Branch Director Fred Bicoy entertained at the annual Molokai Christmas party.



MEO bus drivers train their peers in the handling of visually impaired passengers.



The new MEO Lanai branch office was dedicated April 10, 1992.

MOMENTS TO REMEMBER



The wonderful MCCC Workline Crew constructs the fair parade float here at MEO.



OCS Director Meruyn Jones (left) and Board President Larry Ing congratulate Community Services Director Loreta Pacubas on her departments outstanding Family Development Project.



Santa Claus, also known as Brian Kawakami, MEO bus driver, spreads Christmas cheer in the MEO office.



Deputies Bill Bates (left) and Don Medeiros (right) enjoy a rare moment together in the employee kitchen.



Accountant Marcy Maguadayao celebrates her birthday with a breakfast birthday cake - the true MEO tradition!



Mr. Abbate of Coffees of Hawaii hosted the MEO Board on a tour of their Molokai farm.

WHAT IS MEO?

Founded in 1965, under the Economic Opportunity Act of 1964, MAUI ECONOMIC OPPORTUNITY is a private non-profit Community Action Agency that provides services for the low-income, elderly, immigrants, persons with disabilities, and other disadvantaged residents in Maui County and other locations in the State of Hawaii.

Celebrating its 27th anniversary this year, MEO has offices in Kahului and Hana on the island of Maui and on the islands of Lanai and Molokai. With a total staff of 165 employees and an over four million dollar budget of federal, state, county and private funds, MEO's funding level remains fairly constant in spite of consistent cuts in funding from traditional grants. New revenue sources are constantly under development and research.

Programs include: Headstart for disadvantaged 3 to 5 year old pre-school children; bus, van, wheelchair, and gurney transportation for the elderly and persons with disabilities to medical facilities, social and recreational programs, educational facilities, and county dining sites; chore services for people unable to attend to their own personal and household needs; employment and job training for the elderly, seasonal farmworkers, and other hard-to-serve; energy conservation; surplus food distribution; legal services; and in the area of economic development, MEO's ventures include Sugar Mill Auto Care and a very successful herb gardening project.

In carrying out these programs, MEO focuses on career development of its own clients, hiring them whenever possible, or referring them to associated agencies and businesses, and once hired, encourages them to further their education and training. MEO's motto is to "help people help themselves".

While continuing to steer the organization in the direction of long term stability, MEO Executive Director Gladys Baisa states; "Our challenge continues to be to meet the rapidly increasing demands of our services while our resources from traditional sources continue to decrease. This calls for creativity, a continual striving for excellence, and increasing the community's awareness of the agency and the value of its services. Our most pressing immediate goal is to secure a permanent home for our Kahului operations. With the support of the community, this vision will become a reality".