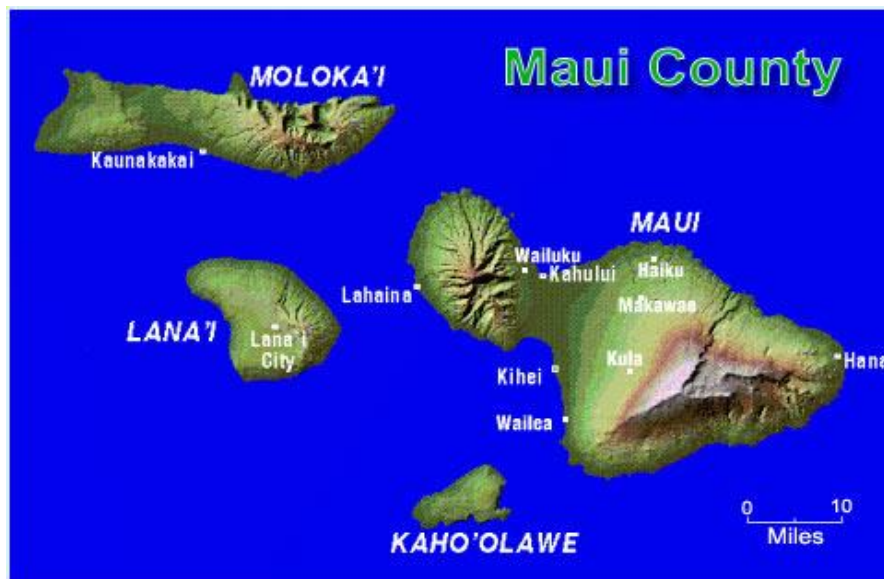


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**Maui Economic Opportunity, Inc.  
Community Needs Assessment and  
Community Action Plan 2020-2023  
A Survey on the Causes That Could Lead To Poverty**

Approved by the Board of Directors May 28, 2020



**The Promise of Community Action**

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

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## **Community Needs Assessment Team Members:**

**Contracted Consultant:** Lori Teragawachi, Ed.D.

### **MEO Staff:**

Debbie Cabebe, SPHR	Chief Executive Officer, (Team Leader)
Gay Sibonga	Chief Operating Officer
Debbie Lorenzo	Chief Fiscal Officer
Lianne Yoshida	Chief Human Resources Officer
Jennifer McGurn	Executive Administrative Assistant
David Daly	Business Development Director
Cassi Yamashita	Community Services Director
Debbi Amaral	Early Childhood Services Director
Jonnie Olivera	Hana Branch Manager
Chantelle Schilling	Lanai Branch Manager
Yolanda Reyes	Molokai Branch Director
Harry Johnson	Transportation Director
Gerry Lum	Transportation Administrator
Dane Ka'ae	Youth Services Director
Waco Muse	IT Director
Mark Hammer	Facilities Manager

### **MEO Board of Directors:**

Ned Davis	President (Senator Roz Baker)
Bard Peterson	Vice President (Representative Justin Woodson)
Cliff Alakai	Treasurer (Representative Troy Hashimoto)
Adele Rugg	Secretary (South Maui Seniors)
Leilani Aquino	Head Start Policy Council
Danny Lau	Kahului Seniors
Carol Inaba	West Maui Seniors
Dawn Bicoy	Molokai Filipino Community Council
Nancy Tamashiro	Lana'i Area Council
Mahalani Goo	Hale Mahaolu
Randy Piltz	Maui Native Hawaiian Chamber
Brandon Higashi	Central Pacific Bank
Sandy Ryan	Maui Economic Development Board
Gemma Medina	Hawaii Association of Young Children
Peter Horovitz	Maui County Bar Association
Joseph Aquino	ILWU
Carol Riemann	A&B Properties
Scott Okada	State House Representative Angus Mc Kelvey
Michael Nobriga	State House Representative Kyle Yamashita
Tasha Kama	Maui County Council
Darlene Endrina	Mayor Michael Victorino

**Advisory Boards, Community Agencies & Partners:**

Aloha House  
American Jobs Centers  
Association of Farmworker Opportunity Programs (AFOP)  
Commission on Persons with Disabilities  
Council on Aging  
County of Maui  
Good Beginnings Alliance  
Friends of the Childrens Justice Center  
Hale Mahaolu  
Hale Makua  
Hana Health Center  
Hawaii Department of Education  
Hawaii Community Action Program Directors Association  
Head Start Association of Hawaii  
IMUA Family Services  
Kalima O Maui  
Lanai Community Health Center  
Maui Adult Day Care  
Maui Chamber of Commerce  
Maui Community Correctional Center (MCCC)  
Maui County Senior Planning and Coordinating Council  
Maui County Workforce Investment Board (WIB)  
Maui Disability Alliance  
Maui Economic Development Board (MEDB)  
Maui Family Support Services  
Maui Homeless Alliance  
Maui Memorial Medical Center  
Maui Native Hawaiian Chamber of Commerce  
Maui Nonprofit Directors Association  
MEO Business Development Center Committee  
MEO Head Start Policy Council  
Mobility Management Task Force  
Molokai Community Service Council  
Paratransit Advisory Council  
Parents and Children Together  
Rocky Mountain HI  
Stakeholders and Recipients of Funding and the General Public  
State of Hawaii, Office of Community Services  
University of Hawaii Maui College  
Workforce Investment Board

## Executive Summary

### Background

Maui Economic Opportunity, Inc. (MEO) chartered on March 22, 1965 is a private non-profit Community Action Agency. MEO provides outreach, resource information, and administers human service programs for low-income persons, the youth, elderly, immigrants, ex-offenders, persons with disabilities or medical needs, and other disadvantaged individuals and families residing in Maui County. The agency was organized as a Community Action Agency under the Economic Opportunity Act of 1964 to strengthen and coordinate efforts to eliminate poverty by providing opportunities in education, employment and training, transportation and other areas to help people help themselves. In the fiscal year ending 2019, MEO served more than 14,500 individuals and 5,000 families. There are five departments within MEO that help to strengthen the community:

1. MEO Community Services provides a range of assistance from employment and training programs, energy and rental assistance, reintegration, senior services, support for persons with disabilities, acculturation and translation services for the Hispanic/Latino community, legal services and more.
2. Early Childhood Services provides toddler care, and the Head Start Preschool program to promote school readiness, social/emotional development and parent involvement.
3. Youth Services trains and mentor youth eleven to eighteen and facilitates prevention related programs and activities. AmeriCorps offers volunteer opportunities for individuals 18 and older to perform service work with the goal of helping others and meeting critical needs within the community and environment.
4. Transportation Services provides rides for low-income individuals, persons with disabilities, seniors, and youth allowing them to be independent and remove barriers to improve their quality of life.
5. MEO Business Development Center provides business classes, technical support and start up microloans to individuals with poor, little or no credit with a focus on women and minority owned businesses.

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

MEO's vision is to improve the community by promoting economic independence and sustainability. Its mission is to strengthen the community while helping people in need, restore their hope, help them reach their potential, and enrich their lives.

MEO embraces the core values of Teamwork, Integrity, Personal Excellence, Empathy, Creativity, and Flexibility.

## **Purpose**

Federal organizational standards encourage agencies to conduct a Community Needs Assessment every three years. The needs assessment takes into account the perception of the causes of poverty and the breath of community needs addressing these causes, with the intention of sharing the assessment outcomes with community resource partners. The information gathered will assist the MEO staff and board members with determining a strategy to address any gaps identified that are in alignment to their mission and determine the resources and next steps.

## **Assumptions and Methodology**

Poverty is a complicated social issue and there are competing theories as to the cause of poverty in our community. MEO's services are diverse and numerous. Many of their services address and impact poverty within the community. Poverty is often defined in two ways: 1. Absolute Poverty where individuals do not have what they need for maintaining life. They are short of basic food, shelter, clothing, and adequate health care. 2. Relative Poverty which is viewed as subjective. The poor are those who lack what is needed by most Americans to live decently because they earn less than half of the nation's median income. The Maui County Data Book 2018, in the section entitled Census Bureau Quick Facts, Maui County Persons in Poverty is 10%, with Maui's Median household income (in 2018 dollars) at \$72,762.

A Survey was developed addressing the various causes of poverty. Each item had two corresponding questions. The first question asks for the person's opinion on the importance of addressing the issue pertaining to poverty with a range from very important to completely unimportant. The second question asks about the person's satisfaction regarding the community's current services that address the issue. The range utilized was very satisfied to completely unsatisfied.

Assumption 1: Respondents of the survey may not have the same definition of poverty, or be knowledgeable of all the services MEO currently provides within the community that address poverty.

Assumption 2: The Survey provides an opportunity to obtain respondent's individual perceptions on the various causes of poverty and their satisfaction regarding the services that are provided.

Assumption 3: If respondents do not complete sections of the survey, it can be assumed that they were not knowledgeable of the services currently provided, and the responses that were provided, will be utilized in the compilation.

## **Summary of Data**

More than 1,200 surveys were distributed. Of the 1,200 distributed surveys, 344 were returned which calculates to a 28.7% response rate. In addition to the survey, focus groups were conducted to acquire additional information to clarify gaps to information gathered from the survey. A total of 36 individuals participated in six focus groups.

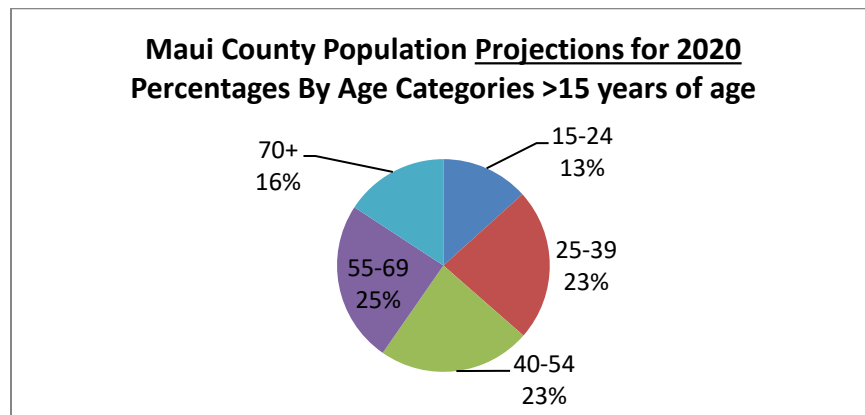
## County Geography and Population

The County of Maui consists of the inhabited islands of Maui, Molokai, and Lanai and the uninhabited island of Kaho’olawe. Maui County is the second largest of the four counties that make up the state of Hawaii. According to the 2010 census Maui County has 1,161.52 square miles of land. The population per square mile is 133.3

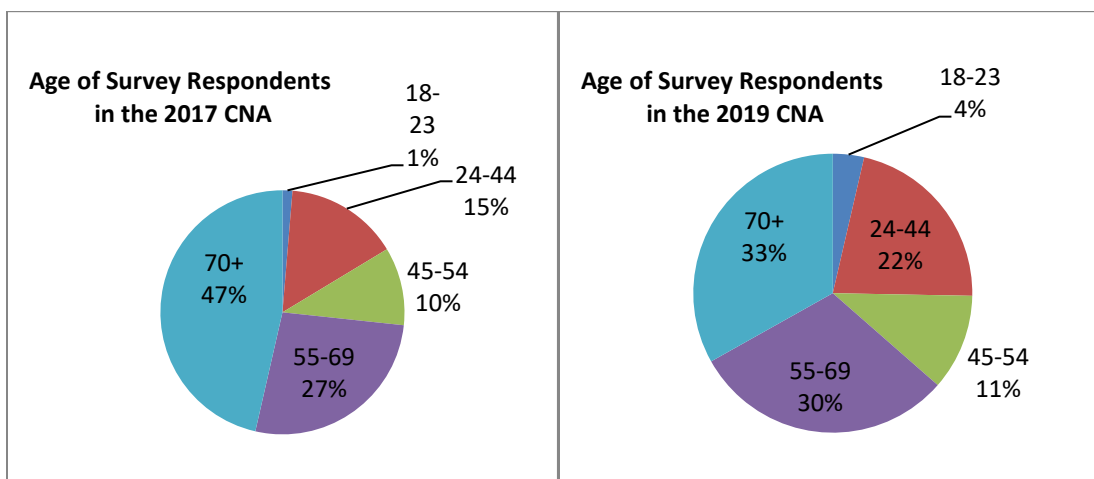
The 2010 Census Report indicated the Maui County population at 164,726. The Maui County Data Book 2018 states the population estimates as of July 1, 2018 for Maui County to be 167,207.

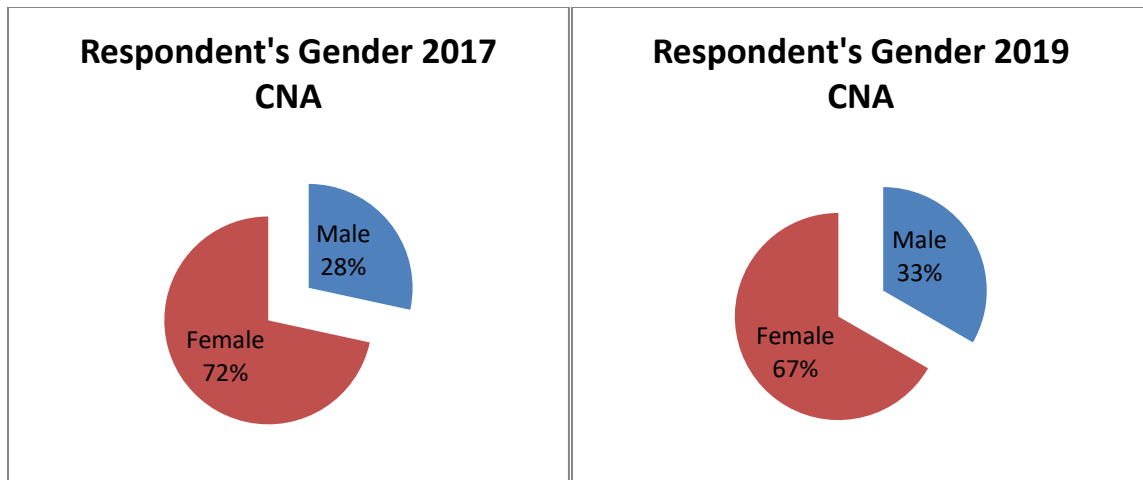
## County Demographics and Comparison to the Demographics of the Survey Respondents

The median age of Maui County’s current population is 39.6 The following is a pie chart illustrating Maui County’s projected population in 2020 for age range 15 years and older. Please note that age categories are slightly different than the age categories collected with the survey respondents.



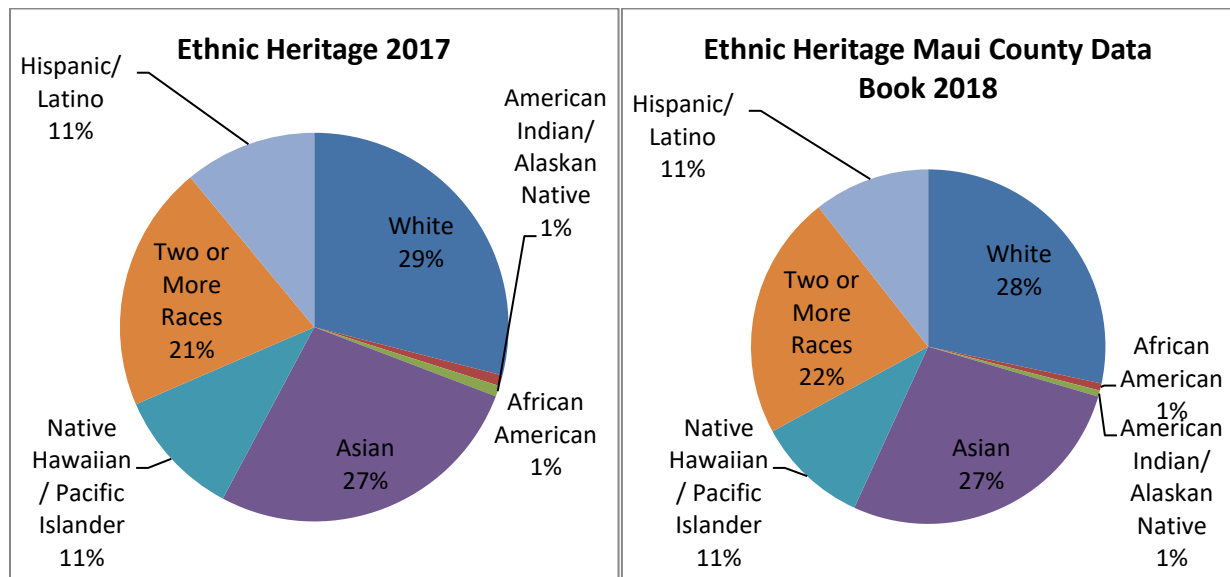
Below is the Survey Respondents Age and Gender illustrated demographics:





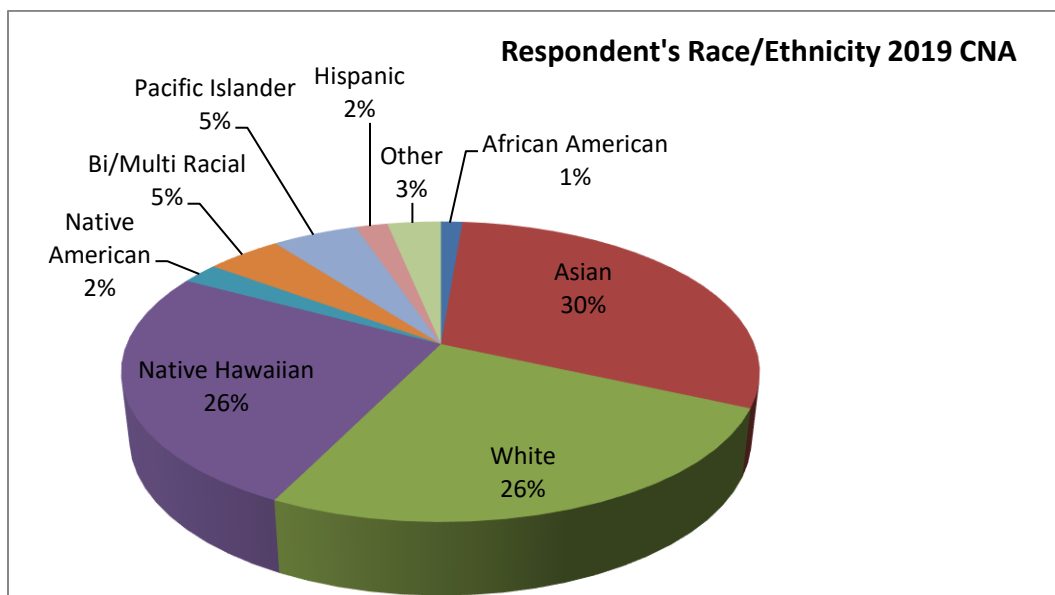
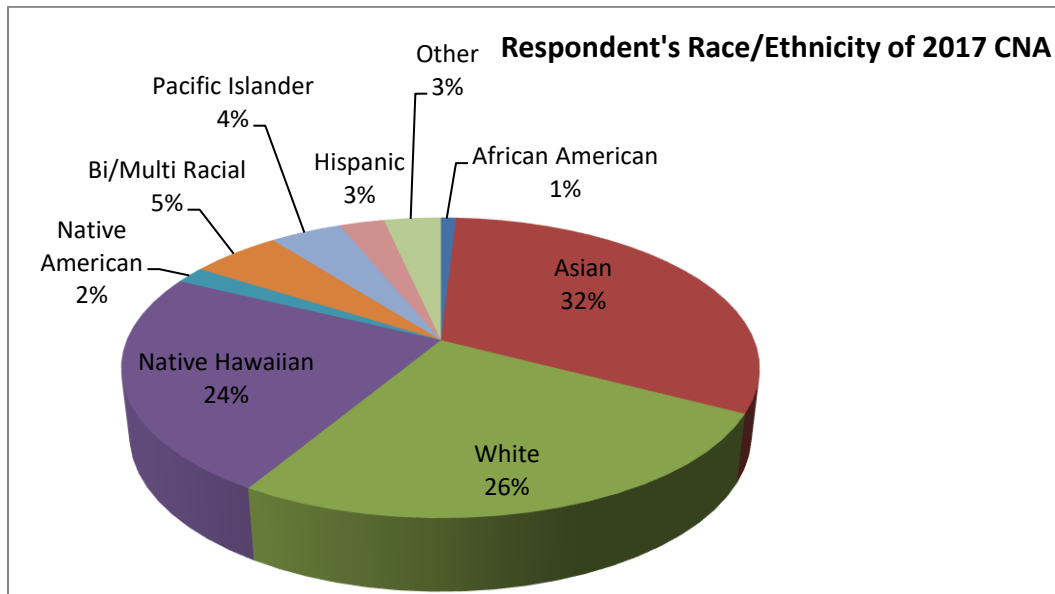
Please note that the surveys were not distributed with the intention to mimic the age or gender demographics of Maui County. This comparison is done to provide an awareness of the type of survey respondent participating in this needs assessment.

Maui County's population is composed of multiple heritages including Hawaiian, Japanese, Caucasian, Filipino, Chinese, Korean, Tongan, Samoan, Micronesian, and others. The following breakdown was provided from the 2014 Maui County Data Book.



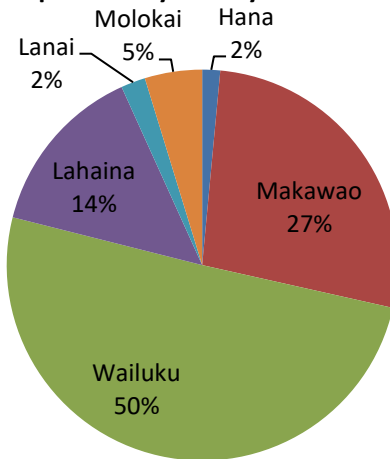


In comparison, here are the demographics for the survey respondents:



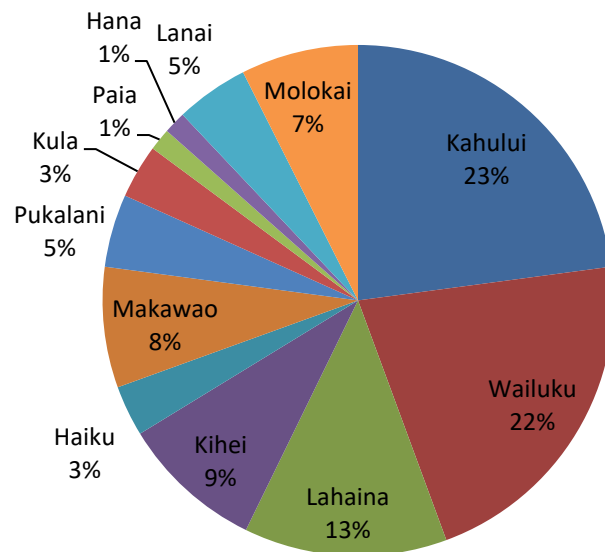
The 2010 Census Data identified the percentage of population by County "District" areas. Specific populations for each city within Maui County, or the specific "Census Tract" can be obtained from the 2010 Census Report. There were 31 tracks for Maui Island alone.

**Percentage of Population by County "District" - 2017 Statistics**

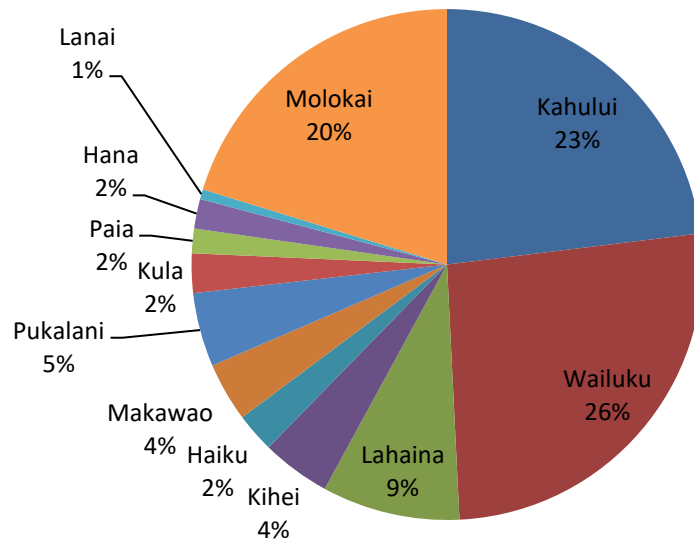


In comparison, here are the Survey Respondent's place of residence:

**Survey Respondents Place of Residence during the 2017 CNA**

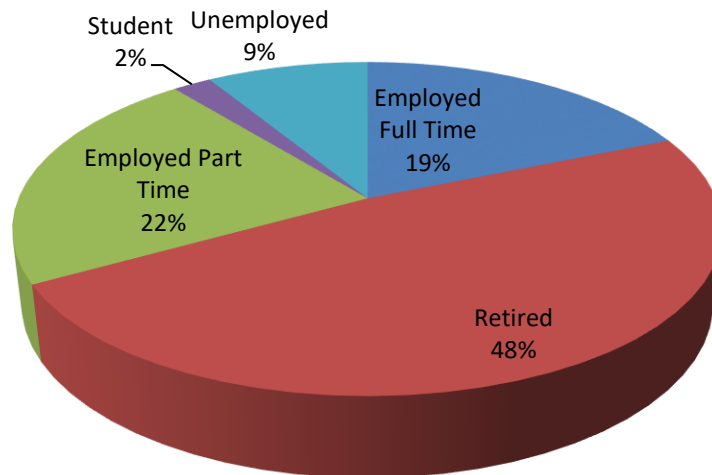


### Survey Respondents Place of Residence During the 2019 CNA

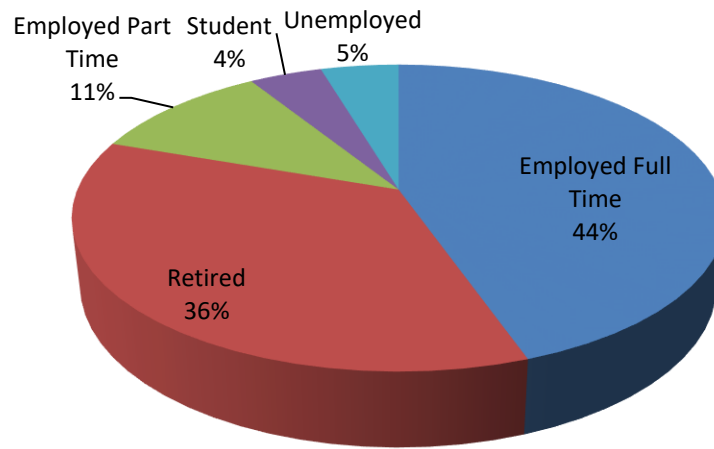


The Survey also asked the respondents to share their employment status, and to indicate the number of children under the age of 18 living in their household, along with whether they currently utilize services provided by MEO.

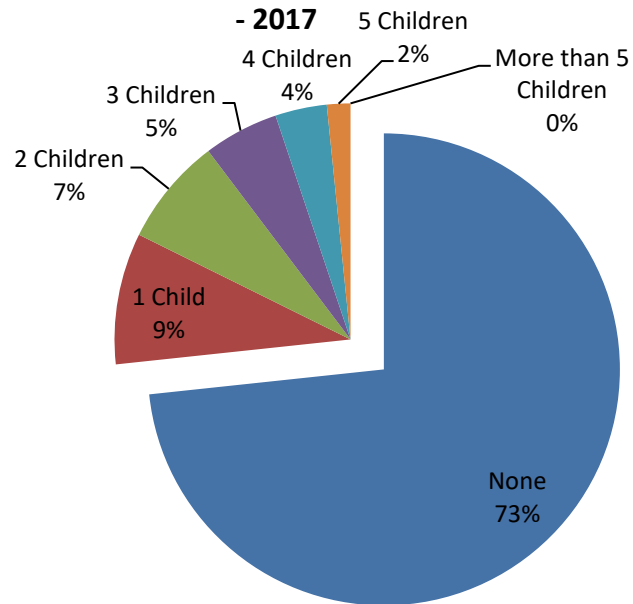
### 2017 Respondent's Current Employment Status



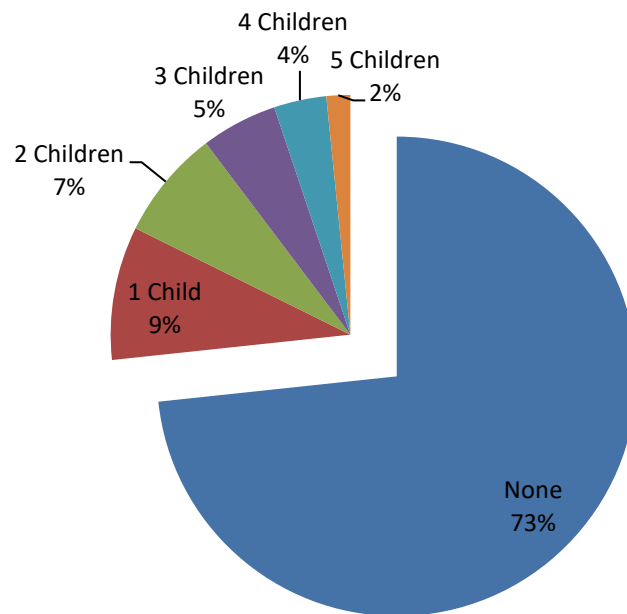
### Respondent's Current Employment Status During the 2019 CNA



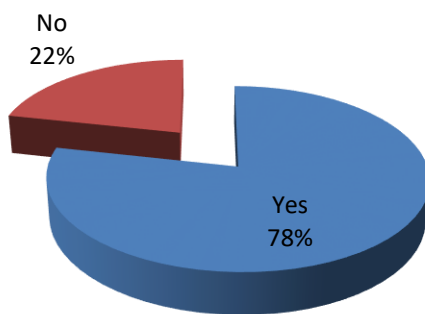
### Number of Children Under 18 in the Respondent's Household



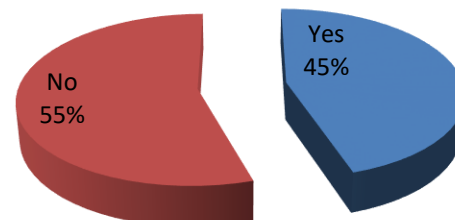
### Number of Children Under 18 in the Respondent's Household 2019



### Does the Survey Respondent Utilize MEO Services - 2017 Survey Respondents



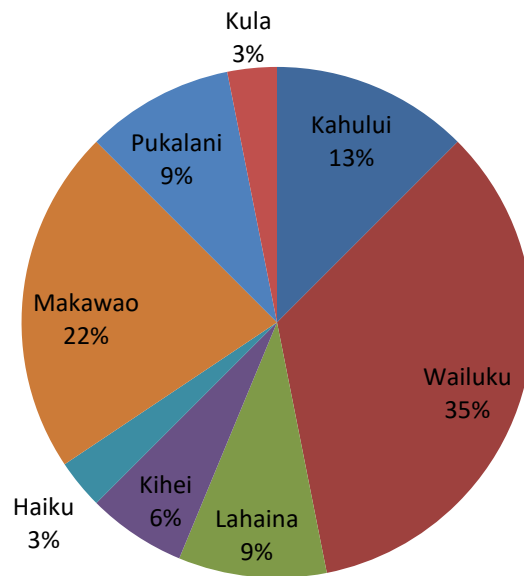
### Does the Survey Respondent Utilize MEO Services - 2019 Respondents to Survey



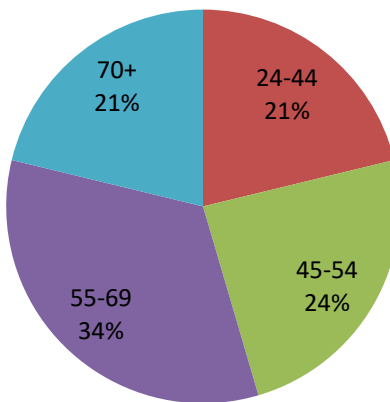
### Demographics of the 2019 Focus Group Participants:

The 2019 Community Needs Assessment process included an opportunity for focus groups participants to provide additional comments with regards to brainstorming ideas on services that MEO and other organizations within Maui County could START, STOP, or CONTINUE. During the six Focus Group sessions which each lasted approximately an hour, a total of 36 participants reviewed the survey results and provided input for each area addressed in the survey. Following is a summary of the focus group participant demographics.

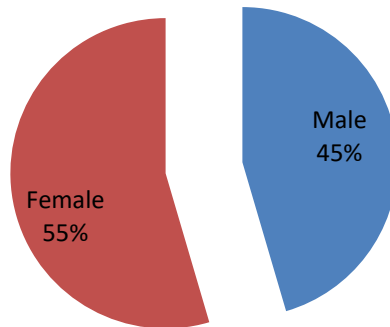
**Focus Group Respondents Place of Residence**



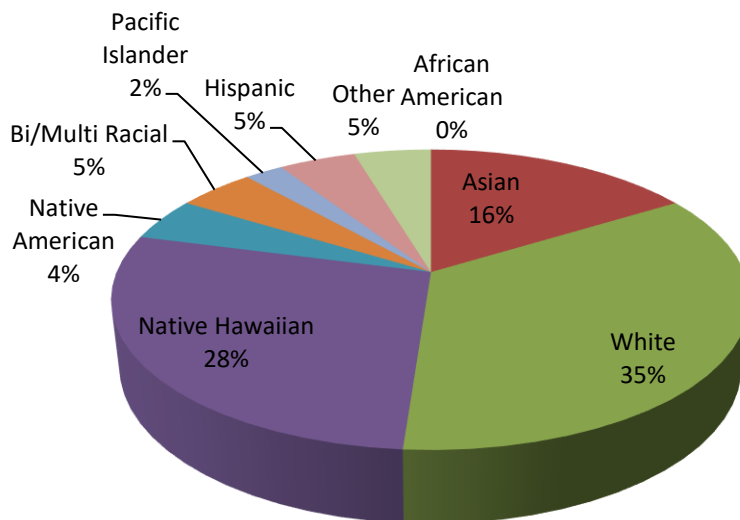
**Age of Focus Group Respondents**



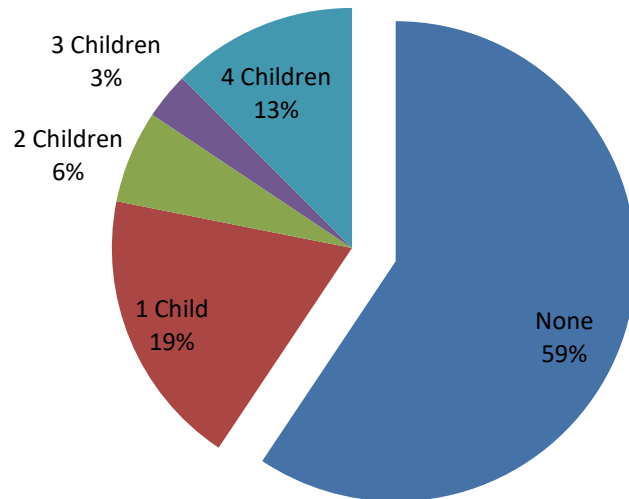
### Focus Group Participant's Gender



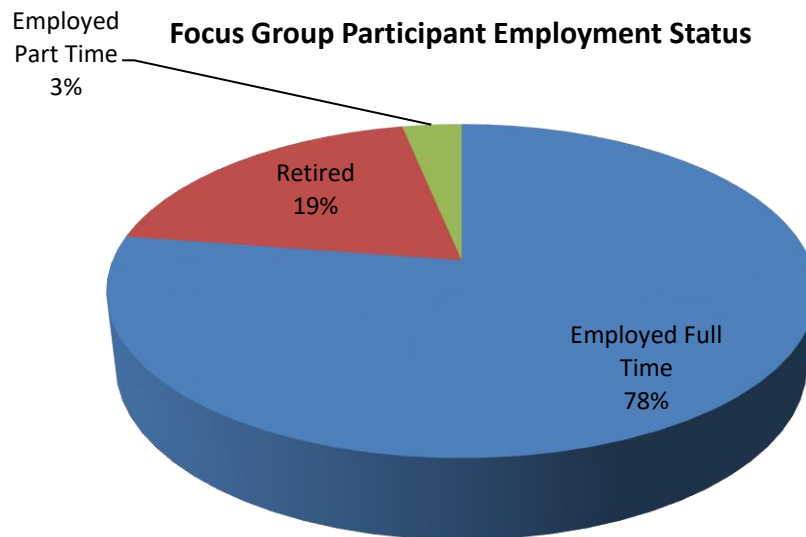
### Focus Group Participant's Race/Ethnicity



**Number of Children Under 18 in the Focus Group Participant's Household**

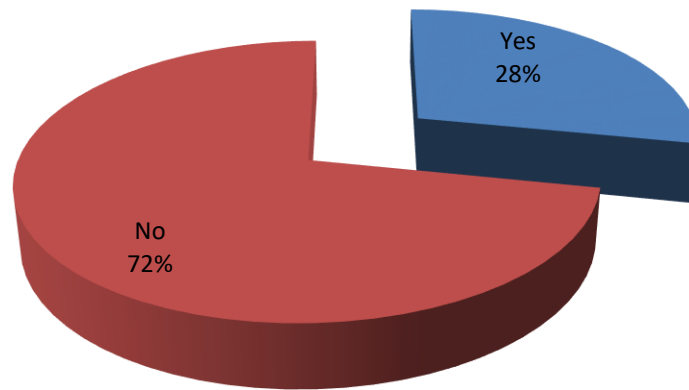


**Focus Group Participant Employment Status**





**Does the Focus Group Participant Utilize MEO Services**



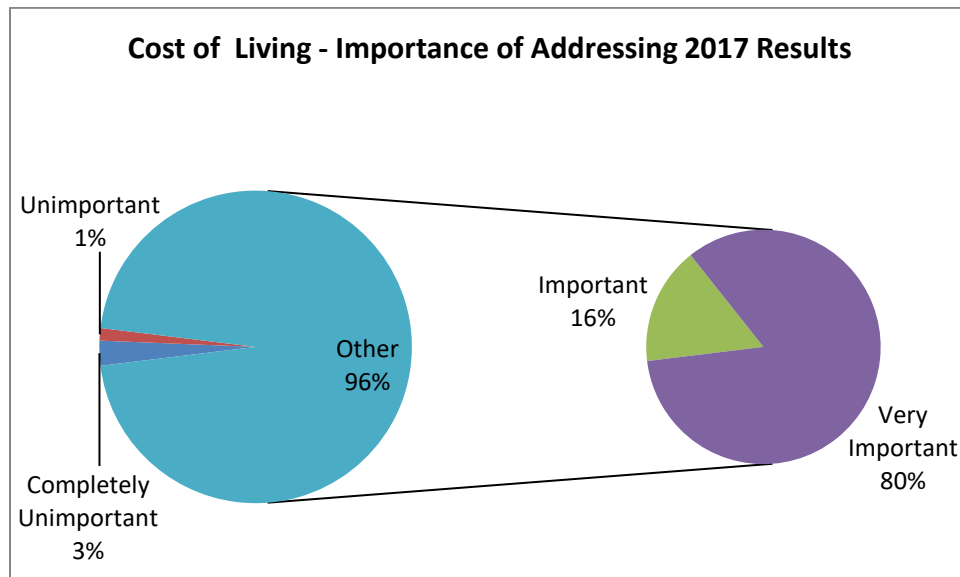
## Maui Economic Opportunity, Inc. - 2019 Community Needs Assessment Survey Results

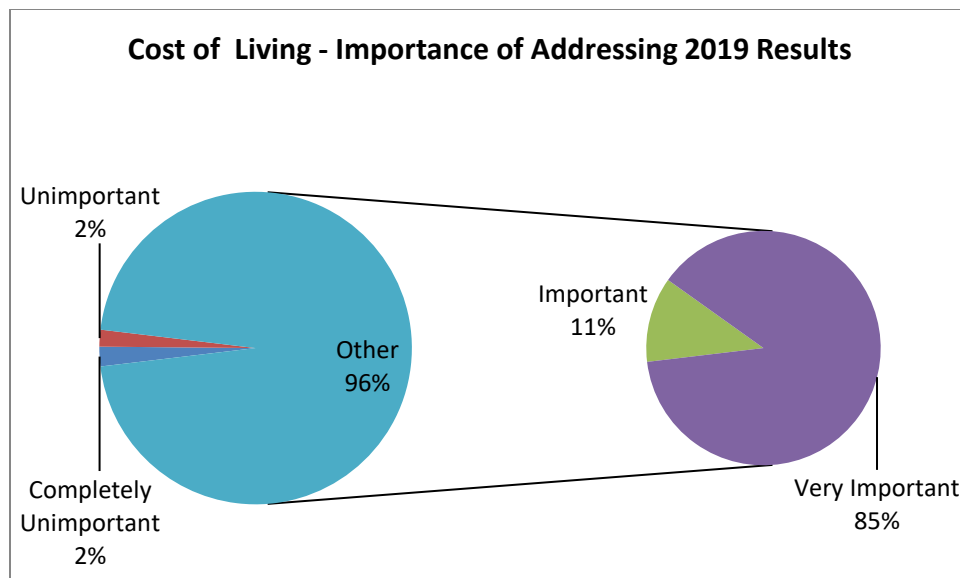
### A Survey on the Causes That Could Lead To Poverty

Overview - A Survey was developed addressing the various causes of poverty. Each item had two corresponding questions. The first question asks for the person's opinion on the importance of addressing the issue pertaining to poverty with a range from very important to completely unimportant. The second question asks about the person's satisfaction regarding the community's current services that address the issue. The range utilized was very satisfied to completely unsatisfied.

When an issue is identified as very important or important (part one) AND the second question is answered with completely unsatisfied or unsatisfied (part two) – this indicates an area or issue that is perceived to be a concern. When an issue is identified as very important or important, AND the second question is answered with a selection of very satisfied or satisfied, this then identifies a perceived strength.

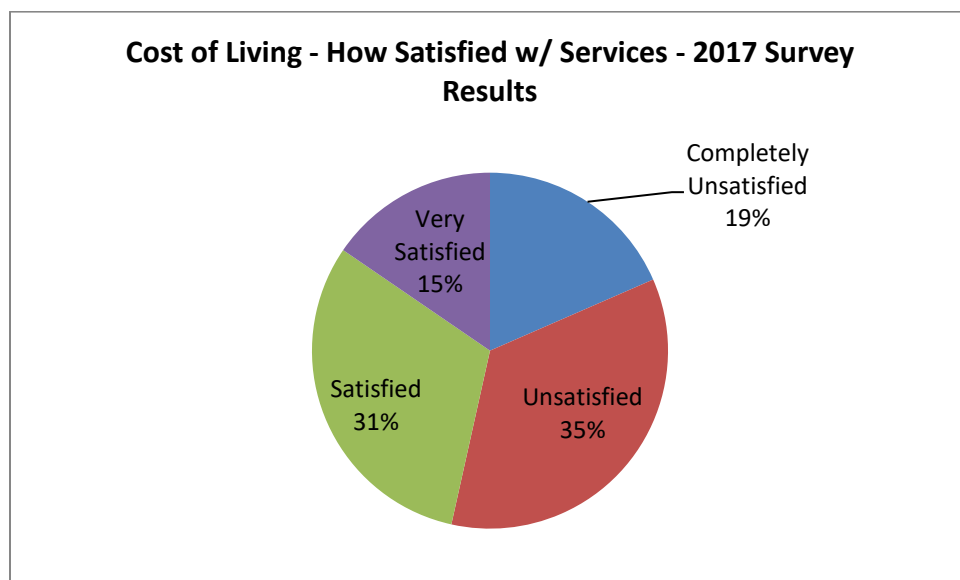
#### Cost of Living – Comparison of 2017 and 2019 Survey Results:



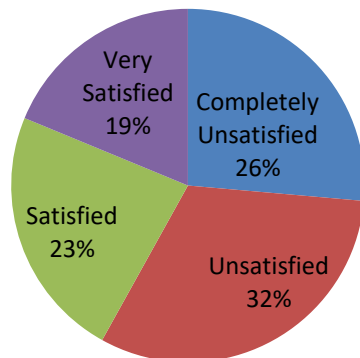


The 2019 CNA results for this category were very similar to 2017, 96% of the Respondents indicated that Cost of Living is an issue that should be addressed since it is a cause that could lead to poverty. 54% of the respondents were not satisfied with the services to address this issue in 2017 versus 58% in 2019.

**This continues to be an area of concern with a 4% increase from the past 2 years.**



### Cost of Living - How Satisfied w/ Services 2019 Survey Results



At the end of the survey, Respondents were provided space for additional comments. All comments were then sorted by the various causes of poverty. Following are some of the comments respondents made pertaining to Cost of Living:

#### Comments Pertaining to the Issue of Cost of Living:

- The cost of living, thank God for MEO and its services.
- Molokai always need help to bring down prices.
- The cost of living is too high. Not many have a chance to make an affordable living. People with money from the mainland are buying homes and forcing locals to be homeless.
- We need more individualized, customized services, support for working parents and people to fill gaps. TRANSPORTATION. Not enough healthy food, or any food.
- The average resident working 1 to 2 jobs cannot afford to rent or buy any property on Maui. It only takes one event to occur, such as a raise in rent, illness, job loss, etc. that pushes them over the edge to poverty and makes it all the more difficult to recover. Hawaii residents would have to leave Hawaii to find a better chance for life and the future of their families.
- I scored 0 on a few because I feel Maui County has little to NO support on these problems. Cost of living is an obvious problem but I make “too much” to apply for anything. I have a baby, pay rent and car and barely have enough to survive.
- The cost of living does not match the rate of pay in Maui. The average job does not pay enough to support your bills.
- Cost of living here is roughly \$17 per person – minimum wage should be raised.
- Families are having to work multiple jobs each while trying to raise their keiki and get by. There’s a huge gap of families who just miss the cut off for public assistance but still struggle to make ends meet since housing on Maui is so high.
- With Hawaii’s cost of living, many people (full time employees) have to work two or three jobs to be able to pay their bills. This takes them away from their families/children and adds extra stress to the household which could be a precursor to domestic violence, substance abuse, lack of responsible parenting and much more.

- Maui's economy is very dependent upon tourism and needs to be diversified. Low wages, high cost of housing, contribute to poverty. How do we develop higher paying jobs to help people stay on Maui?
- This subject needs much assistance – very large problem here and everywhere – rents so outrageous, even employed people can't afford it so they sleep in their cars. How horrible is that! Our children are the ones really suffering – this problem needs to be addressed.
- The cost of living in Maui County is absolutely ridiculous. Something needs to be done, especially with housing/rental situations for locals. There should be a cap for how many tourists/people can live here.
- Homelessness and cost of living are #1.
- Lack of quality wage jobs that can cover cost of living.

**Specific Comments Regarding Affordable Housing Support:**

- Not enough low income housing. Retired 25 years and am having a difficult time living on my retirement.
- Price too high for retirement housing.
- Affordable rentals in Lahaina is a high priority.
- Housing for local residents (affordable).
- Need more affordable housing – truly affordable housing.
- Not enough affordable housing developments/rental availabilities or homeowners assistance programs.

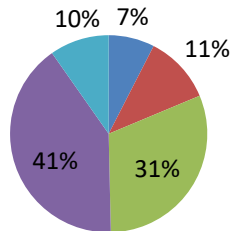
**Some additional facts obtained from the 2018 Maui County Data Book – Section Entitled Low Income Rental Housing Affordability:**

The hourly wage necessary to afford rental of a 2 bedroom – Fair Market Value of \$1,619 is \$31.13 or \$64,760 annually, or 3.1 people making a minimum wage working full time. (In 2017 FMV of a 2 bedroom rental of \$1,264 required and hourly wage of \$24.31 or \$50,560 annually.)

Another example – If 2 people worked full time at \$15.07 an hour, they could afford a rent amount of \$784. This is calculated by the assumption that 30% of your income would go towards rent. In 2017 the median rent was \$1,421. The median monthly mortgage payment in 2017 was \$2,390. The median value of owner-occupied housing units from 2013-2017 was \$569,100.

### Rental Fees for Maui County Source: Data Book 2018

■ Less than \$500    ■ \$500 - \$999    ■ \$1,000 - \$1,499  
■ \$1,500 or more    ■ No cash rent



During the 2019 Community Needs Assessment Survey Process, an additional component of Focus Group Input was obtained. Participants were asked – “What services or activities could MEO and other organizations in Maui County; **START, STOP, or CONTINUE?**” The following comments were provided by the Focus Group participants regarding the services pertaining to Cost of Living.

#### **START:**

- Support efforts with other organizations to address discrimination based on source of income.
- Remove antiquated policies that create unnecessary barriers to obtain affordable housing.
- Address the current laws that impact immigrants utilizing services and the possibility of individuals being deported. Address immigrant services.
- Find ways to get a “collective voice” to address issues – profit and non-profit organizations.
- Address the minimum wage issue.
- Have the County invest in infrastructure.
- Build the infrastructure so builders can build the affordable homes.
- Eliminate the thresholds that keep people at a state of poverty.
- Identify key components that impact “cost of living”.
- Maintain affordable housing for long term.
- Address subsidize housing for individuals under the age of 60.
- Look at all services for those under 60 years of age.

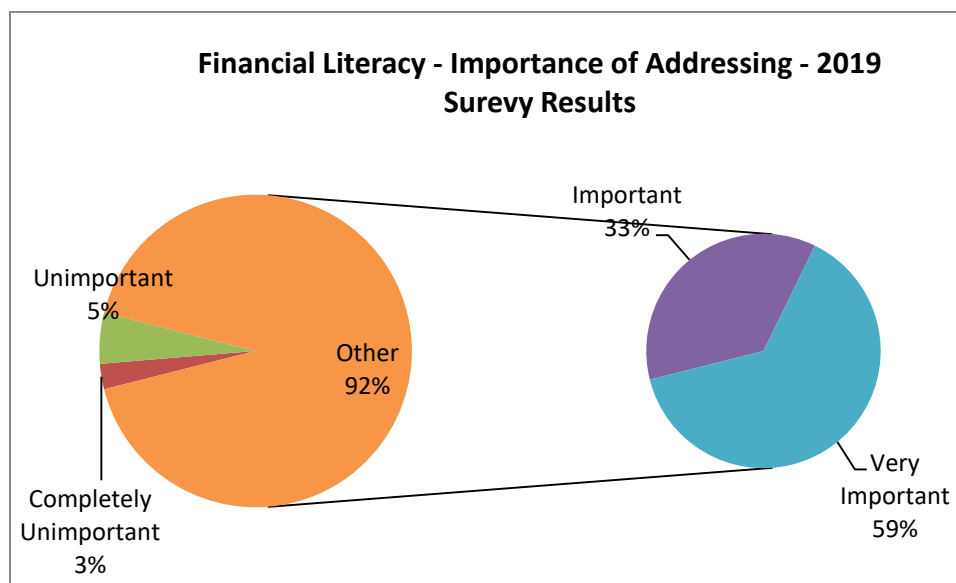
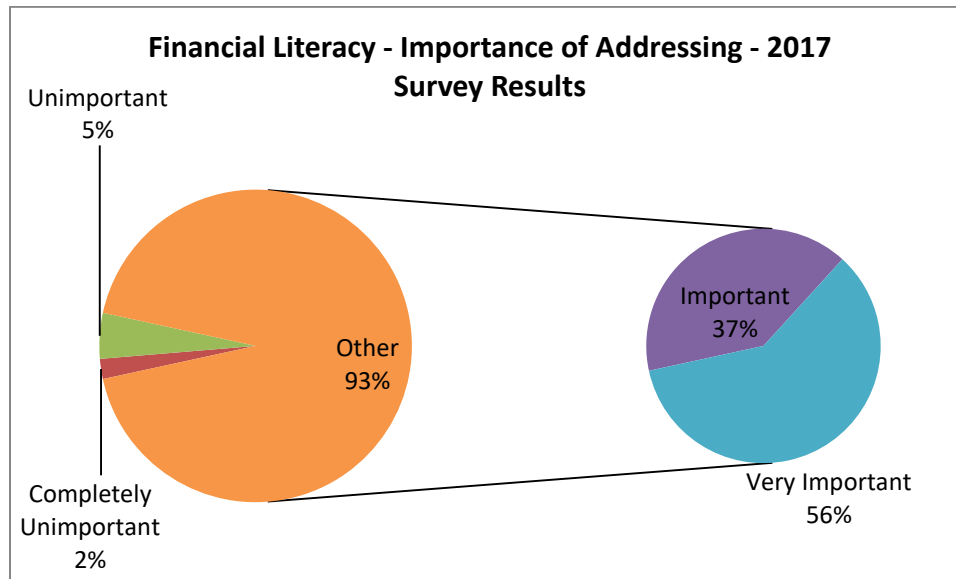
#### **STOP:**

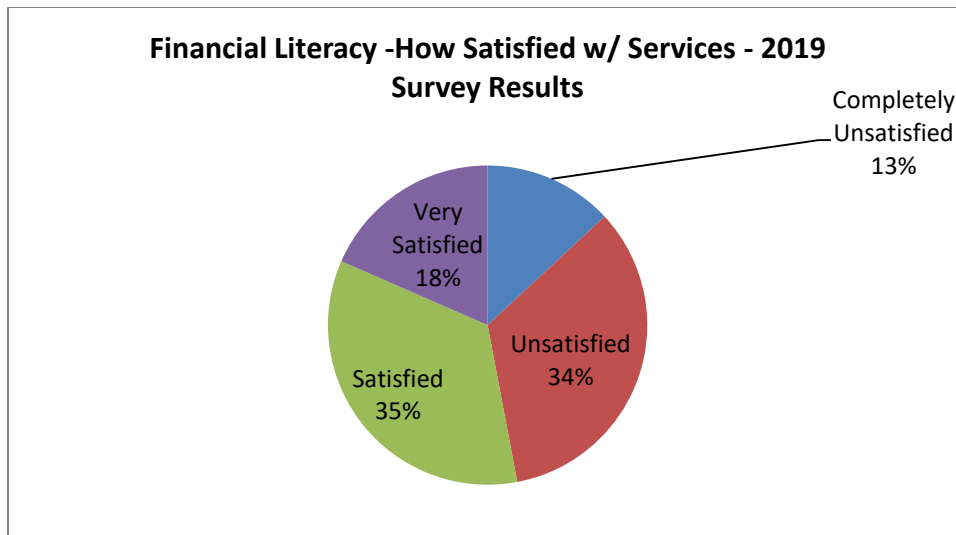
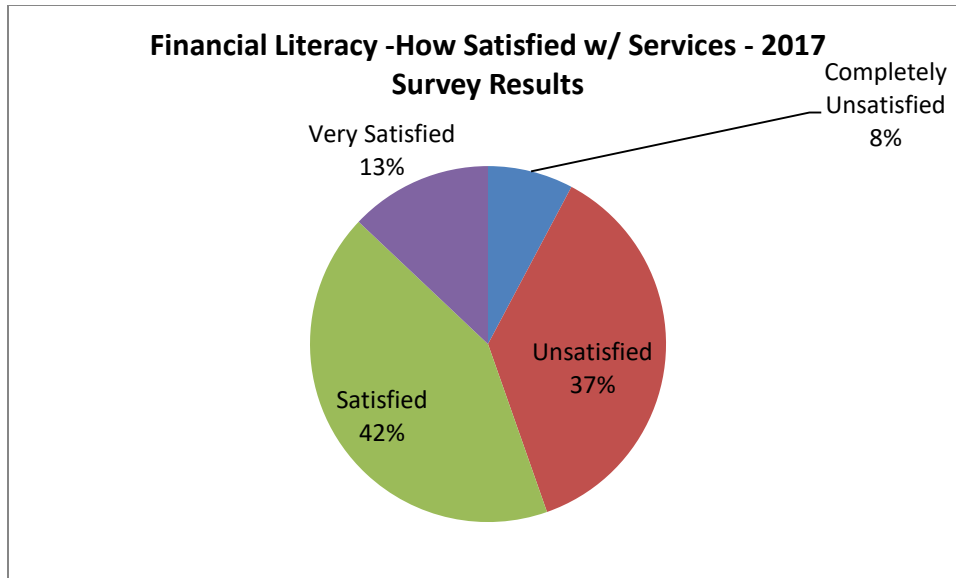
- Limit the amount of vacation rentals.
- Address the issue of flipping homes.

#### **CONTINUE:**

- Services that MEO provides for immigrants, low income individuals, and seniors, etc.

## Financial Literacy:





**Financial Literacy Services continues to be perceived as a strength.** 92% of the respondents believe this to be an area of importance, as did 93% of the respondents in 2017. 53% in 2019 indicated a satisfaction with the services provided in Maui County versus 55% in 2017, a slight drop of 2%. There were no additional comments in the category of Financial Literacy.



**The following comments were provided by the Focus Group participants regarding the services pertaining to Financial Literacy.**

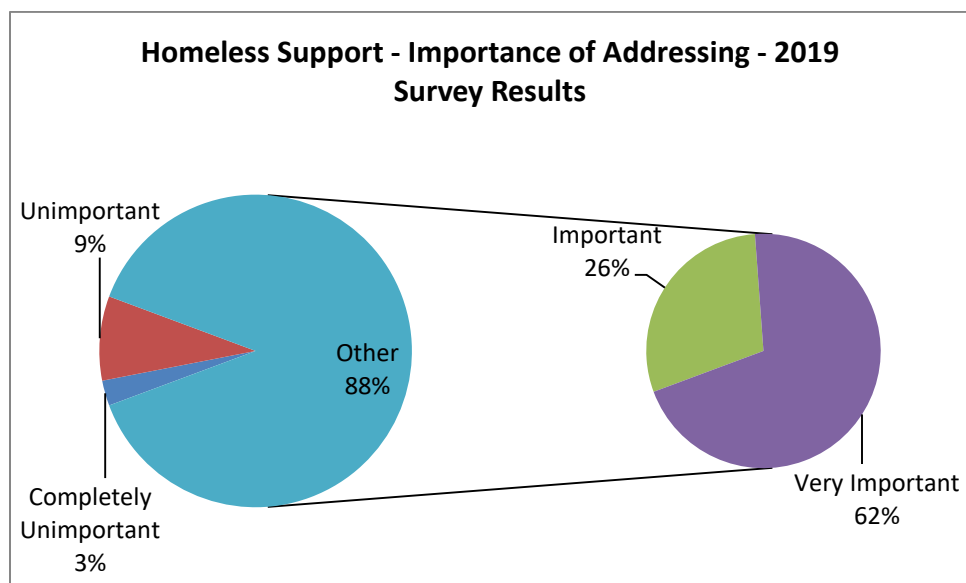
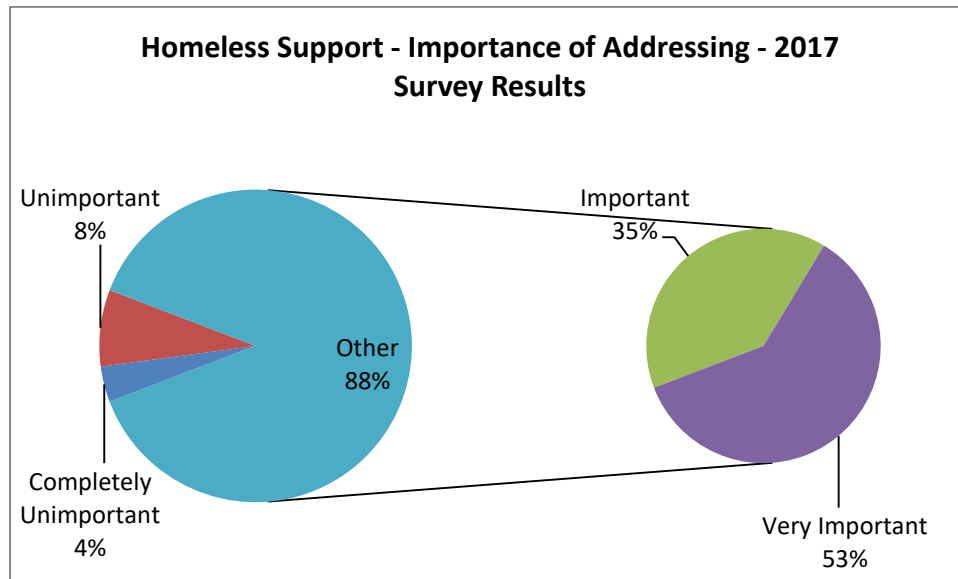
**START:**

- Compile a list of places to go to acquire info on financial literacy – Hawaii USA, etc.
- Start financial literacy at an earlier age in DOE.
- Start financial literacy for adults.
- Provide education on student loans.
- Financial literacy for individuals that are disabled and their care givers.
- Provide more education to develop more mediators so we can learn to mediate issues to create win-win solutions. Train more mediators.
- Provide education regarding home ownership.
- Provide education regarding retirement financial literacy – start at an early age – how to create financial security.
- Address financial literacy with the mindset of living on Maui.
- Teach parents and provide the skills to share with their children.
- Educate students on how to make the best out of higher education or life beyond high school.

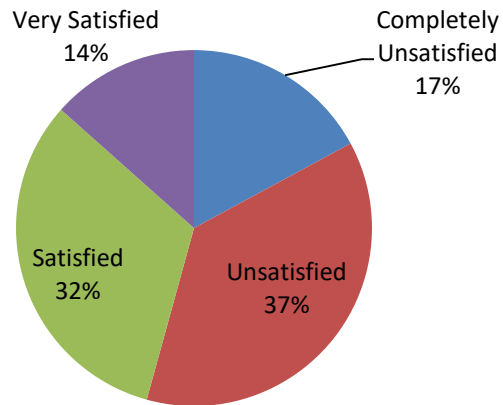
**CONTINUE:**

- MEO's financial literacy with teens.
- Continue transitional training for the incarcerated.
- MEO's BDC financial literacy for adults, and home ownership programs.
- Hale Mahaolu home ownership program.

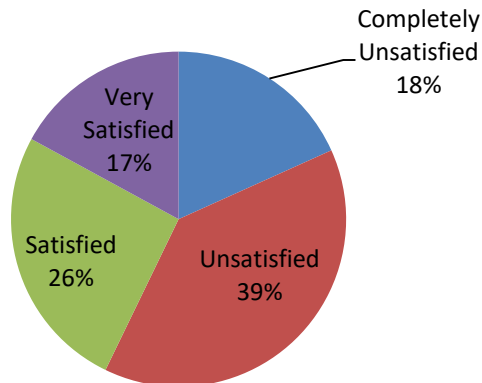
## Homeless Support:



### Homeless Support - How Satisfied w/ Services - 2017 Survey Results



### Homeless Support - How Satisfied w/ Services - 2019 Survey Results



**Homeless Support continues to be perceived as a concern amongst respondents.** In 2017 and 2019, 88% of the respondents indicated that it is important to address this topic of Homeless Support and 57% of respondents in 2019 are not satisfied with the services provided in Maui County- which is consistent with 54% in 2017.

**Respondents Comments Pertaining to Homeless Support:**

- Addressing homeless – on any given day, shelter from rain, elements, hammocks, chairs.
- Everyone comes to our islands and buy our land/homes. Why don't they provide proof of at least ten years of paying taxes before able to make any purchases.
- Housing availability.
- Cleaning up the homelessness is in actuality helping those people since I was one in that type of situation while using drugs.
- They should keep track of them and keep them in a designated area (so we can keep an eye on them).
- For the homeless, whether substance abuse, mental illness, there is not enough crisis housing and not enough affordable housing.
- More keiki outreach for homeless keiki.
- Homelessness and cost of living are #1.
- Not a lot of homeless on Molokai who are actually from Molokai.

**The following comments were provided by the Focus Group participants regarding the services pertaining to Homeless Support.**

**START:**

- Get more residential units for mental health services.
- Identify the gaps where individuals fall in and don't qualify for services.
- Start streamlining the permitting process.
- Increase the housing inventory.
- Start a "Shower Bus" and hygiene services.
- Start "Tiny Home" communities.
- Take Government out.
- Blanket Rezoning – get together with state and county.
- Get rid of the Jones Act.

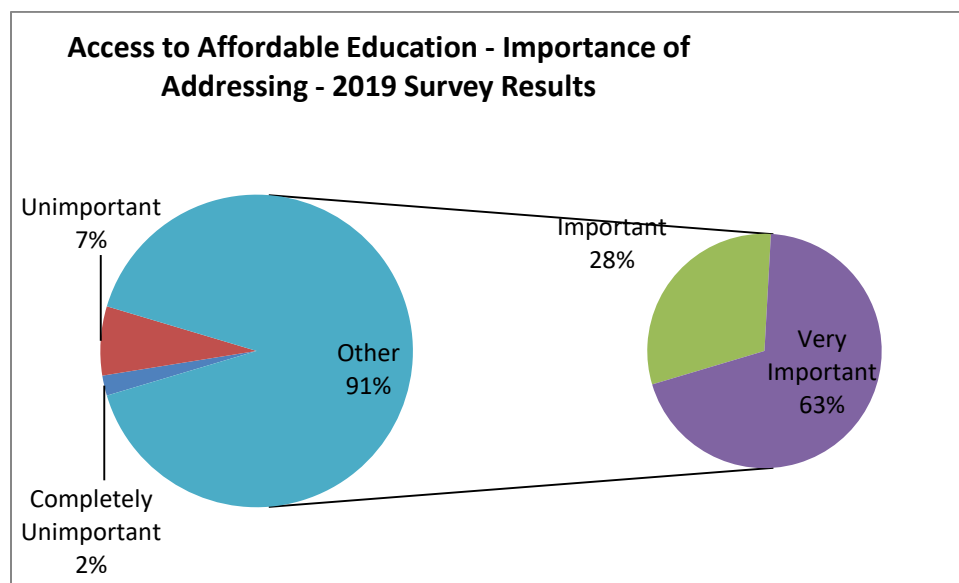
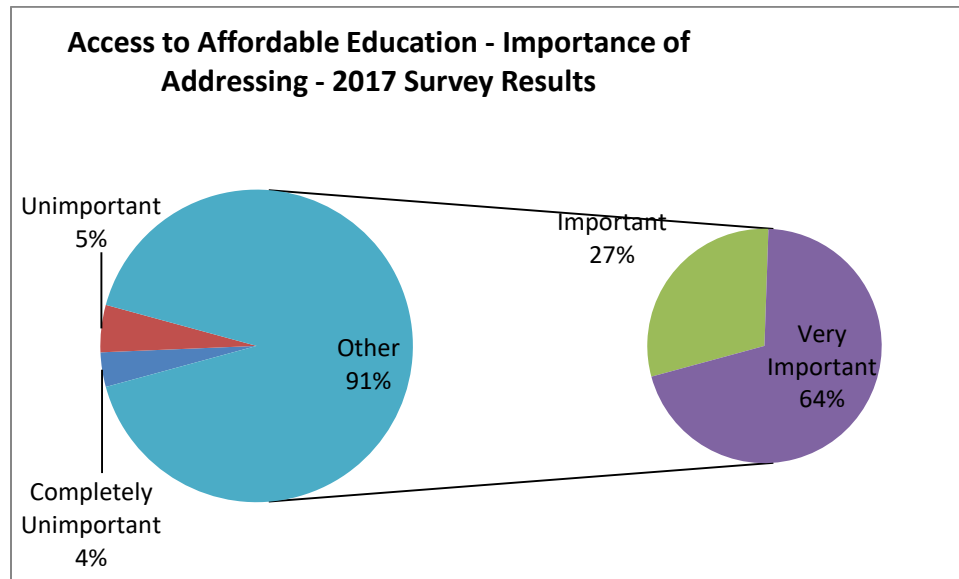
**STOP:**

- Stop taking resources away from Maui County.

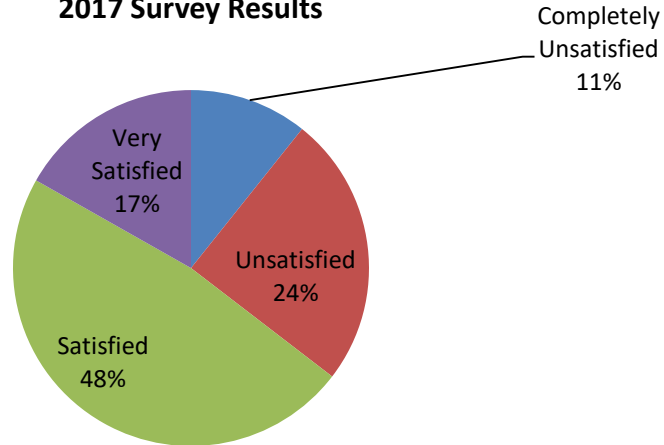
**CONTINUE:**

- Find more funding for mental health, residential, counseling, etc.
- Working with police and other government entities.
- MEW funding needs to continue.
- Continue the collaboration with other organizations – task force, etc. create a "webbing" of organizations for capacity building.

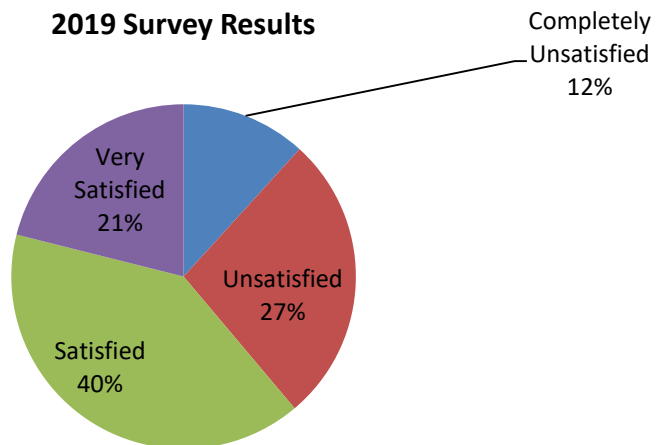
**Access to Affordable Education:**



**Access to Affordable Education - Satisfied w/ Services -  
2017 Survey Results**



**Access to Affordable Education - Satisfied w/ Services -  
2019 Survey Results**



**Access to Affordable Education continues to be perceived as a strength in Maui County.** 91% of the Respondents identified Affordable Education as important in its impact to poverty in 2017 and 2019. Respectively 65% and 61% of the respondents are satisfied with the services in Maui County. In the 2019 CNA, there were no additional comments in this category.

**The following comments were provided by the Focus Group participants regarding the services pertaining to Access to Affordable Education.**

**START:**

- Pursue public preschool for age 3-5 for all elementary schools.
- Universal College.
- Re-establish technical programs in the high schools and at the college.
- Provide counseling for individuals to find jobs here on Maui.
- Look for ways to partner with construction companies to renovate homes for seniors. Experiential learning opportunities.
- Diversify the job type to higher paying jobs here on Maui.
- Help kids to understand more feasible ways to get an education – i.e. 2 years at community college – then go to a university. Understanding that scholarships are not “free money”. Getting rid of the “stigma” of going to a community college.
- More 4 year degree options at Maui College or Master Degrees or Distance Learning Options or Accelerated Programs.
- More Technical and health care trainings.

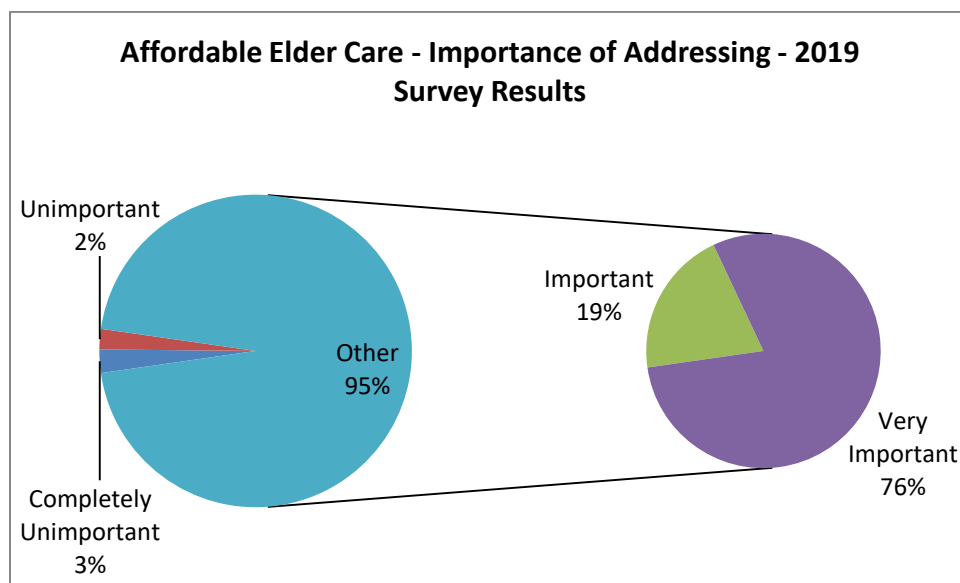
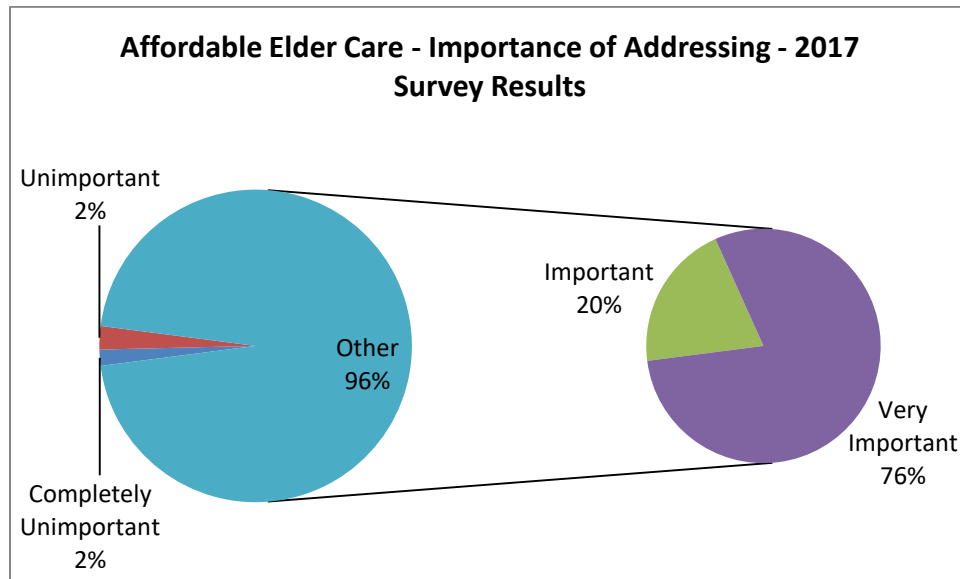
**STOP:**

- Stop increasing tuition

**CONTINUE:**

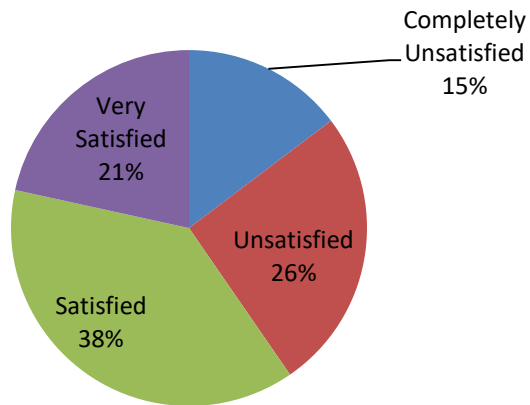
- Financial aid support/education for parents and students.
- High School counselors to assist students with financial aid.
- Dual credit for high school students, encouragement to join military as an educational option, or acquire scholarships.

## Affordable Elder Care:

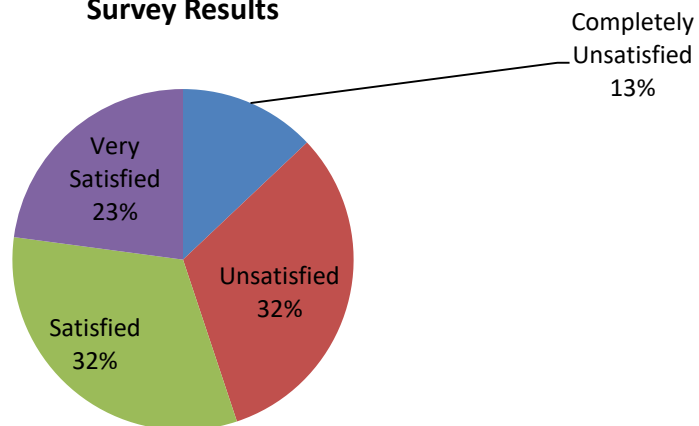




**Affordable Elder Care - How Satisfied w/ Services - 2017  
Survey Results**



**Affordable Elder Care - How Satisfied w/ Services - 2019  
Survey Results**



Affordable **Elder Care continues to be identified as a strength** with just 1% drop from 96% to 95% of the respondents indicating this to be an area of importance and there was a slight drop to 55% from 59% indicating a drop in satisfaction with the services provided in Maui County.

**Comments Pertaining to Elder Care/Concerns:**

- I live at Hale Mahaolu and am a former social service worker and I have skills to manage money. What I see around me are plenty of seniors who need help in nutrition education – cooking classes on site would be very beneficial. Housekeeping help I see is the next largest problem. Education on volunteer opportunities.
- More support needs to be given for kupuna needing long term care who don't qualify for medical but they are too poor to afford cost of care for needed long term services.
- Since I work with seniors, I see the catastrophic effect of waiting 5-6 years to get into housing. I also see the burden and cost and stress for caregivers who are trying to work and care for their children and their aging parents.
- Elder care is a challenge – long term care in the hospital, no day care – elders at home rely on family and some outside support which is limited.
- Too high rent, more than social security. Too low social security income. No home health workers in Lahaina area. They make more money working in hotel instead. Need Lahaina home help, help getting medications from pharmacy.
- I got laid off from my job. I need to get HUD. The waiting list is shut down for the year. I get some food from the food bank delivery once a month at my senior housing. Not much spending money after bills are paid. I get social security benefits.
- Food cost. My husband and I are retirees. He has a disability (wheelchair, lost right leg in 2000 to flesh eating disease). Live at Hale Mahaolu and rental for 2 bedroom is high and electric had increased very much since they added and installed new hot water system around October – December 2018.
- Elder care in remote areas (Hana).

**The following comments were provided by the Focus Group participants regarding the services pertaining to Affordable Elder Care.**

**START:**

- Include financial literacy that pertains to elder care.
- Educate on Long Term Care – policy fine print, coverage, etc.
- More affordable nursing facilities.
- Ways to provide homecare for elders who can't take care of their properties.
- Make Maui Adult Care more affordable.
- Education and assistance for families and funeral/burial cost.
- Start remodeling senior's homes.
- Work with Habitat for Humanity to assist with home renovations.
- Work with Unions to renovate homes.
- Work with Maui County Office of Aging for resources.
- Have Maui College and high schools develop courses on careers regarding health care, or provide information on how to support the aging population and the agencies in existence.

**STOP:**

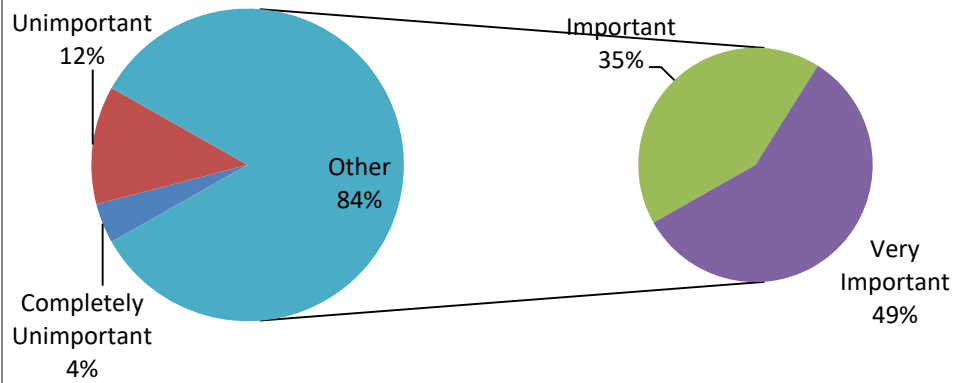
- Senior discrimination when hiring.

**CONTINUE:**

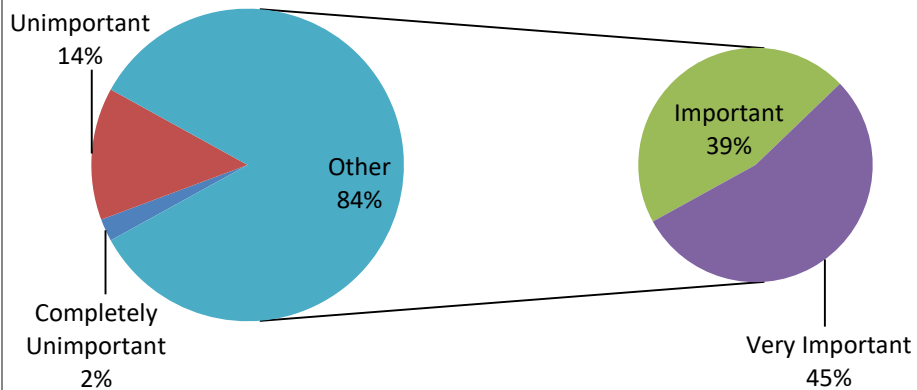
- Housing for seniors.
- Recreation facilities for seniors.
- Care Giver Bill/Initiative.
- Partnering with Catholic Charities.

## High School Drop Out Issue:

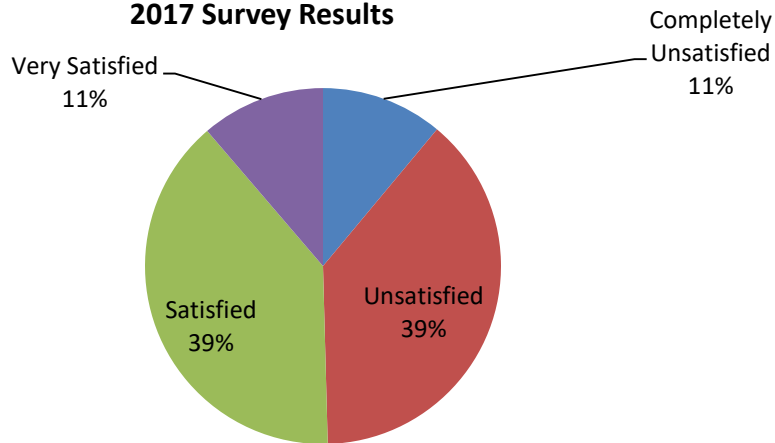
**High School Drop Out Issue - Importance of Addressing -  
2017 Survey Results**



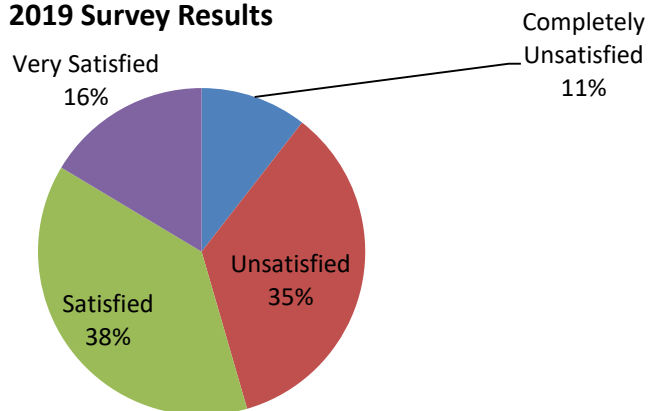
**High School Drop Out Issue - Importance of Addressing -  
2019 Survey Results**



**High School Drop Out Issue - How Satisfied w/ Services -  
2017 Survey Results**



**High School Drop Out Issue - How Satisfied w/ Services -  
2019 Survey Results**



In 2017 and 2019 84% of the respondents believed this to be an area of importance as it pertains to poverty BUT satisfaction with services pertaining to the high school dropout issue increased by 4% from 50% to 54%, therefore changing this area to be considered a strength. (In 2017 it was considered a concern.) The Maui County 2018 Data Book indicated that 92.1% of persons 25+ years of age had a high school diploma or higher education. 26.3% of persons age 25+ years had a Bachelor's degree or higher.

### Comments Pertaining to the High School Drop Out Issue:

- There are pros and cons to the high school students who drop out of Molokai High. Plenty of job availabilities on Molokai just the wrong type of jobs – plenty openings at the kalo farms and fishponds.
- High school dropouts should go and get GED and find job – part time or full, stop having so many kids.

The following comments were provided by the Focus Group participants regarding the services pertaining to the High School Drop Out Issue.

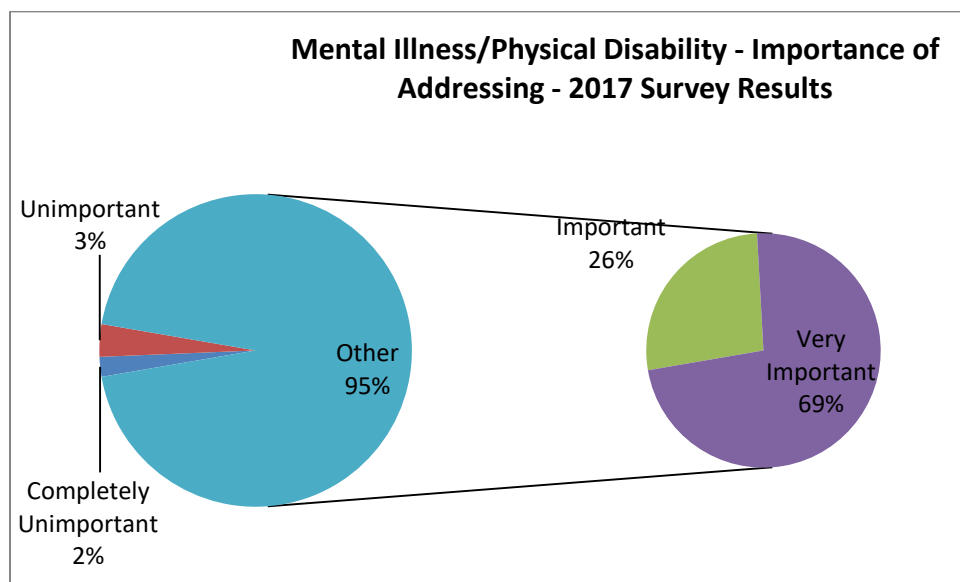
#### START:

- Re-start more vocational training and trades training.
- Look for more ways to assess a student's ability – i.e. Portfolios versus SAT scores.
- Allow students to explore all their opportunities and different ways to learn.
- Focus more on self-esteem building.
- Provide social skills for those that enter college early.
- Provide teen pregnancy programs so pregnant teens can finish school.
- Start online options for pregnant teens and those that need to work.

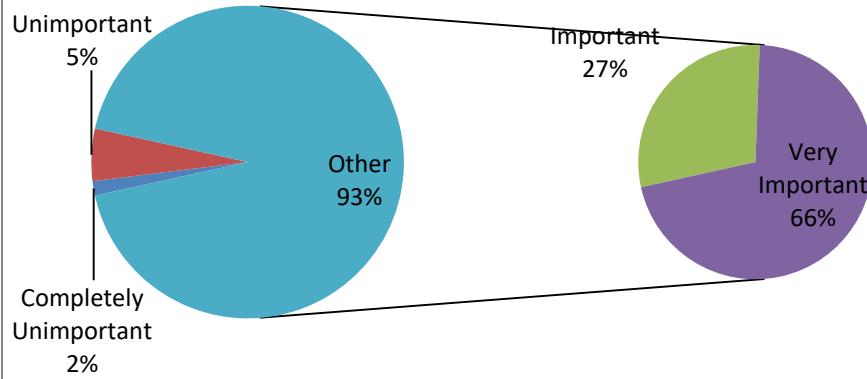
#### STOP:

- "Tracking" of Career Pathways.
- The reliance of SAT scores.

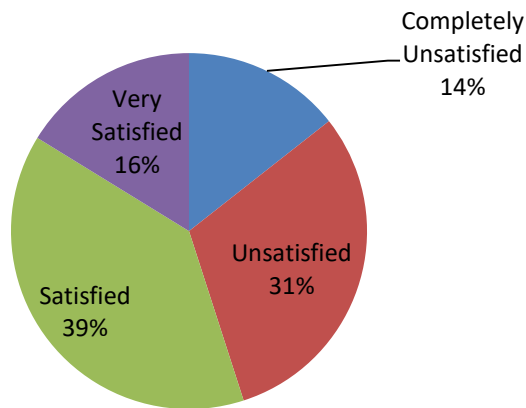
### Mental Illness/Physical Disability:

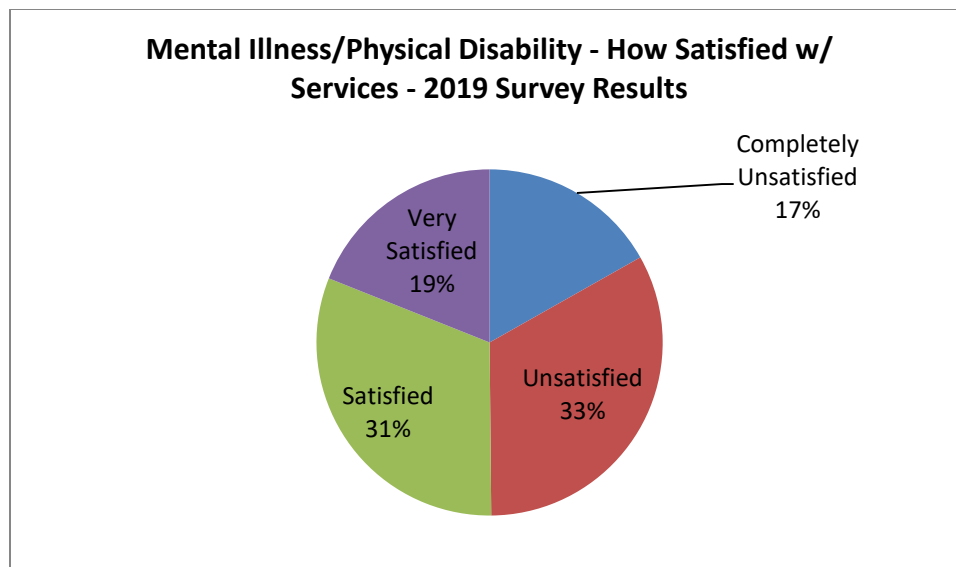


**Mental Illness/Physical Disability - Importance of Addressing - 2019 Survey Results**



**Mental Illness/Physical Disability - How Satisfied w/ Services - 2017 Survey Results**





**In 2019 respondents perceived Mental Illness/Physical Disability as an area of concern. In 2017 this area was perceived to be a strength.** The percentages changed slightly from 95% to 93%, and satisfaction dropped from 55% to 50% making it an area of concern. There were no additional comments regarding this area.

**The following comments were provided by the Focus Group participants regarding the services pertaining to Mental Illness/Physical Disability.**

**START:**

- Look at transition homes/group homes and homes where individuals live with home owners – foster care concept.
- Renovate building and sidewalks to meet ADA requirements.
- Provide services for the incarcerated with regards to mental health and physical disabilities.
- Review the process that is required for services for the incarcerated, i.e. housing, etc.
- Find more counselors to support individuals that can relate to their issues.
- Ensure affordable housing are ADA compliant and increase availability.

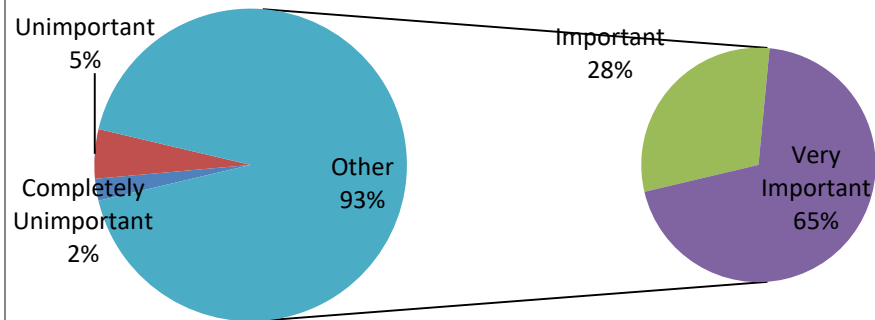
**CONTINUE:**

- Match people who are in crisis with people who can relate to their issues.

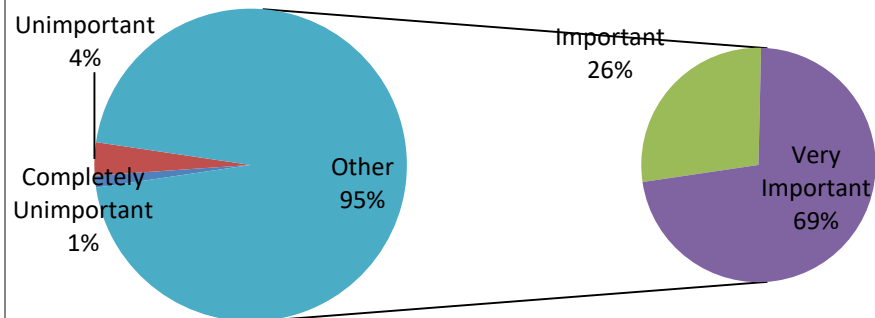


**Affordable/Available Mental Healthcare:**

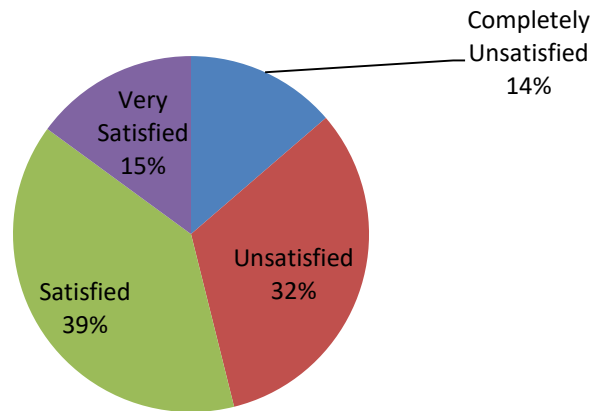
**Affordable/Available Mental Healthcare - Importance of Addressing - 2017 Survey Results**



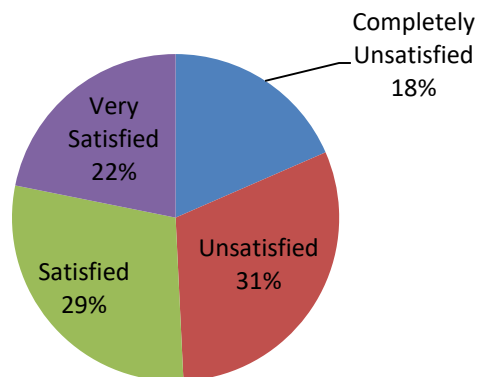
**Affordable/Available Mental Healthcare - Importance of Addressing - 2019 Survey Results**



### Affordable/Available Mental Healthcare - 2017 Survey Results



### Affordable/Available Mental Healthcare -2019 Survey Results



The services in this area of Affordable/Available Mental Healthcare continue to be perceived as a strength by respondents. But the satisfaction in these services have dropped by 3% and more specific comments were received in 2019's CNA. 95% of the respondents indicated this as important, compared to 93% in 2017. 51% in 2019 and 54% in 2017 indicated a satisfaction in these services.

**Comments Pertaining to Affordable/Available Mental Healthcare:**

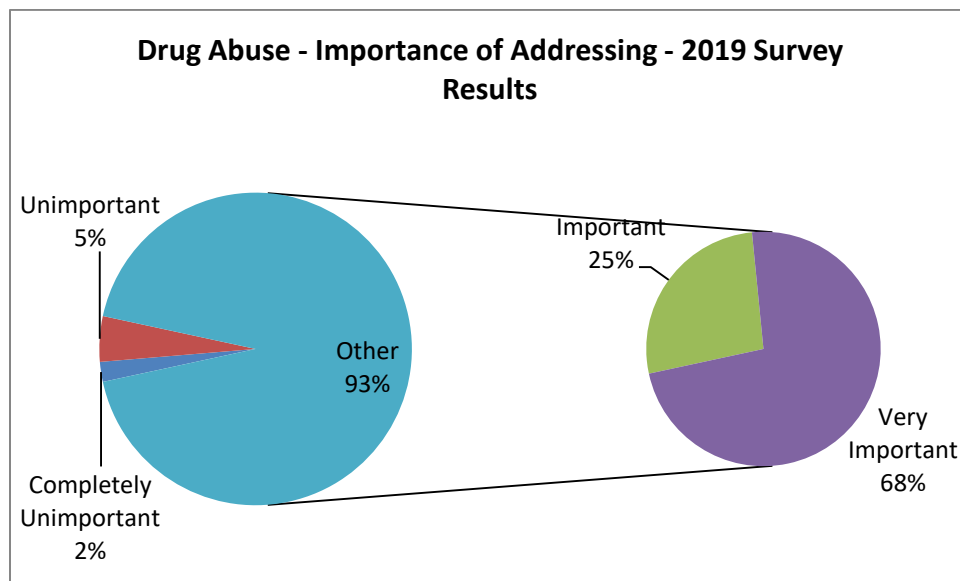
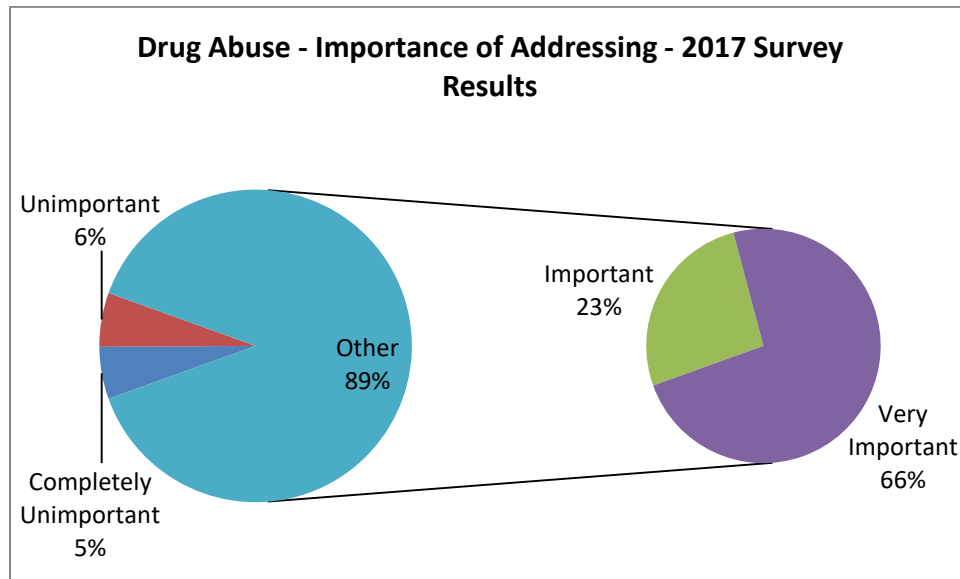
- How do we reach people in poverty, and help them to understand what services are available to assist them in changing their situation(s)? What we know about people living in poverty is that they are much more likely to be chronically exposed to multiple areas of ongoing trauma – and that without support to work through and process those traumatic experiences, the likelihood of them moving beyond poverty, for themselves and/or the next generation, is severely inhibited. Generally speaking, most folks are unable to access and process their trauma if they are still currently exposed and/or living in it. So . . . how do we help people change/improve their circumstances to a place of safety and consistency, so that they can get the counseling and support that they need to process the trauma so that they can stay in improved circumstances and help support the next generation towards consistent and safe experiences? Where can we get funding to create safe, affordable therapeutic environments with qualified staff that are themselves (the staff members) earning appropriate wages?
- There is barely any mental health for children and teens (the suicide rate amongst teens and children are skyrocketing.)
- For the homeless, counseling regarding substance abuse, and mental illness.
- We see generations coming through our program which means we are not having a great enough impact on our community. Many families are struggling to make ends meet. The mental health issues seen on our streets are impacting the safety and health of our community.

**The following comments were provided by the Focus Group participants regarding the services pertaining to Affordable/Available Mental Health Care.**

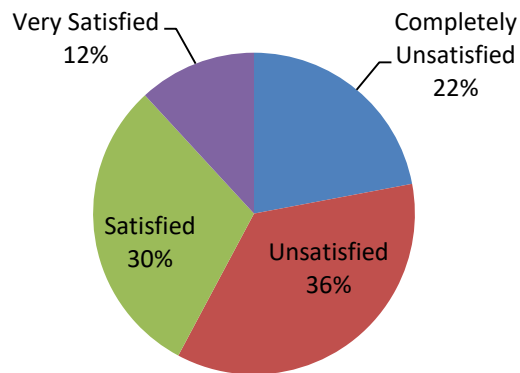
**START:**

- Need more prescribers – APRN & Psychiatrist
- Look for ways to encourage prescribers to come and stay here on Maui. Increase loan forgiveness opportunities, provide rentals for prescribers. Also, changing the region we are a part of – i.e. “rural” – which could also impact wages. Look for opportunities to create more work.
- Look into centers for Medicaid Services “Reimbursement Zones”.
- Evaluate the level of assets that limit the care for Medicaid.
- Create a Psych ER and a step down unit.
- Create “Care Navigators” to assist people.
- Create a Kids Psych Unit
- Create substance abuse assistance for children, child sex trafficking services and treatment for youth, housing, etc.
- Modify laws that state that one must get arrested before help can be provided.

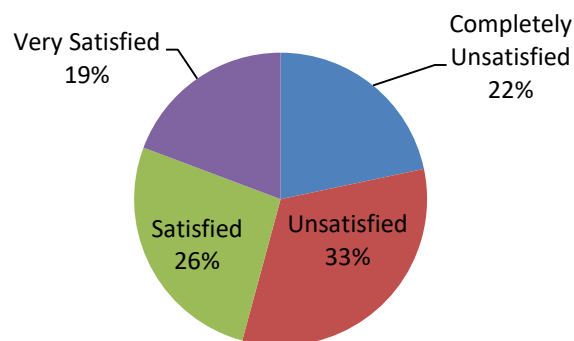
## Drug Abuse:



### Drug Abuse - How Satisfied w/ Services - 2017 Survey Results



### Drug Abuse - How Satisfied w/ Services - 2019 Survey Results



**Respondents continue to identify Drug Abuse as an area of concern that impacts poverty.** In 2019, 93% of the respondents indicated this as an important area to address, compared to 89% in 2017. In 2019 55% of respondents were not satisfied with the services provided, compared to 58% of the respondents in 2017, indicating a slight increase in satisfaction.

#### Comment Pertaining to Drug Abuse:

- Drug abuse support is needed on Lana'i.

**The following comments were provided by the Focus Group participants regarding the services pertaining to Drug Abuse.**

**START:**

- Hang all drug dealers. (Please note that all comments are included because in the brainstorming process, all comments are scribed.)
- Increase the number of beds in treatment facilities.
- Address the understaffing in various facilities.
- Mandate programs like “Under Age Drinking” that MEO provides.
- Encourage more experiential events – Drunk Drivers speaking to the youth and sharing their experiences.
- Programs in the correctional system should be more comprehensive.
- Start taking an MRI of the brain for drug abusers. This may help to determine the cause of various behaviors.
- More transitional programs.
- Incarcerate more and build more prisons.
- Isolate the person from the problem.
- Create “treatment farms” that provide an opportunity to learn skills in a life without substance.
- Look for opportunities to “pull” versus “push” individuals to change.

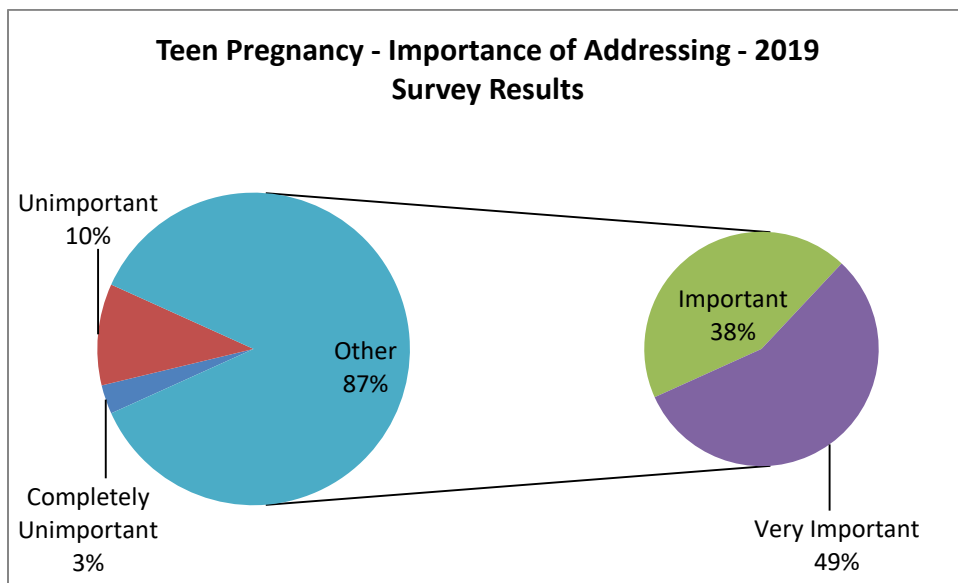
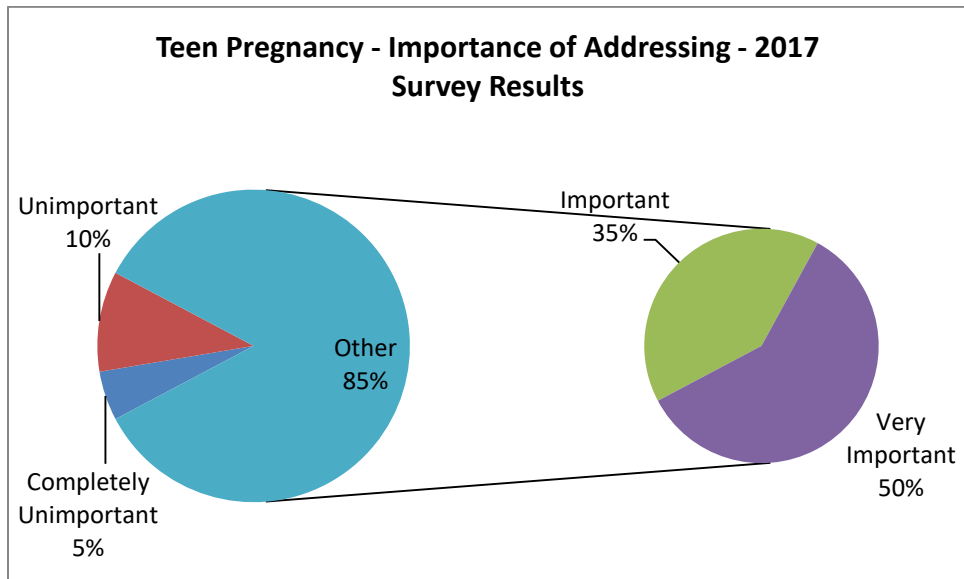
**STOP:**

- The restrictions to providing drug education.

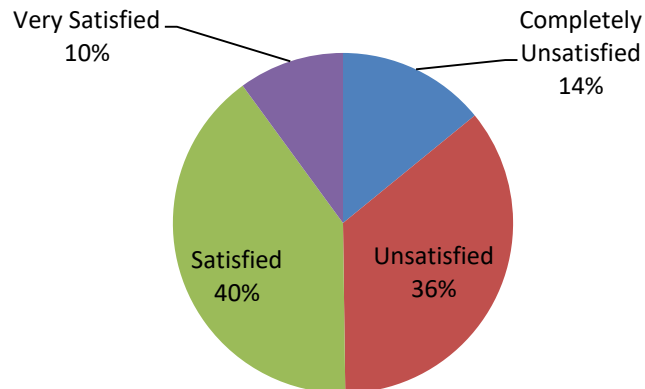
**CONTINUE:**

- Youth Programs.
- Develop more clean and sober homes.
- Drug/Alcohol Abuse Education.

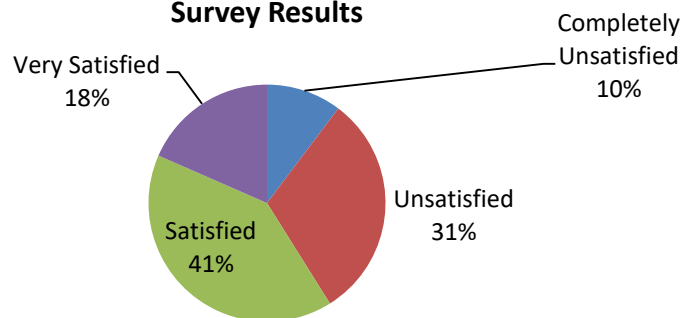
## Teen Pregnancy:



### Teen Pregnancy - How Satisfied w/ Services - 2017 Survey Results



### Teen Pregnancy - How Satisfied w/ Services - 2019 Survey Results



**The category of Teen Pregnancy has changed from a concern to a strength.** 59% of the respondents were satisfied with the services provided in Maui County, compared to 50% in 2017. There were no additional comments for this category.

**The following comments were provided by the Focus Group participants regarding the services pertaining to Teen Pregnancy.**

#### **START:**

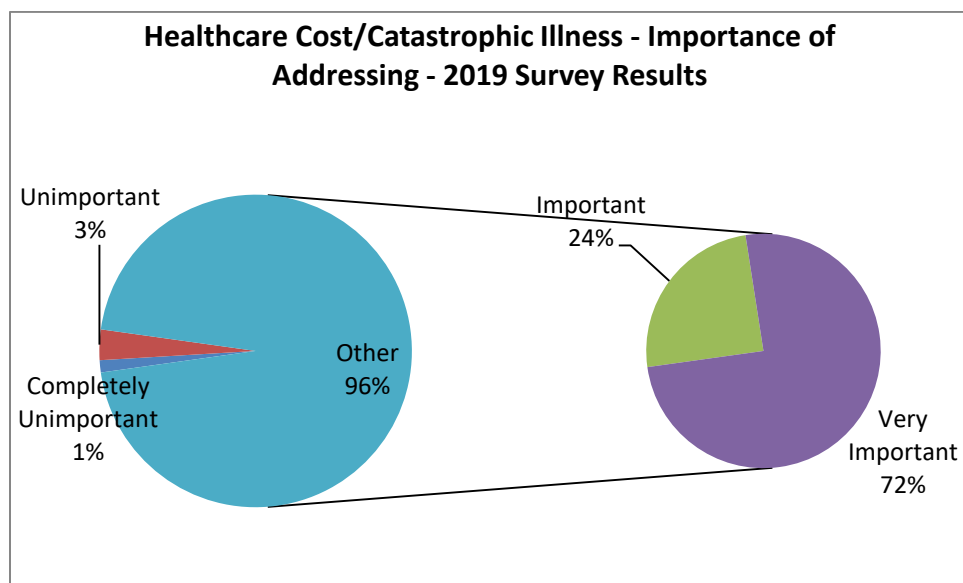
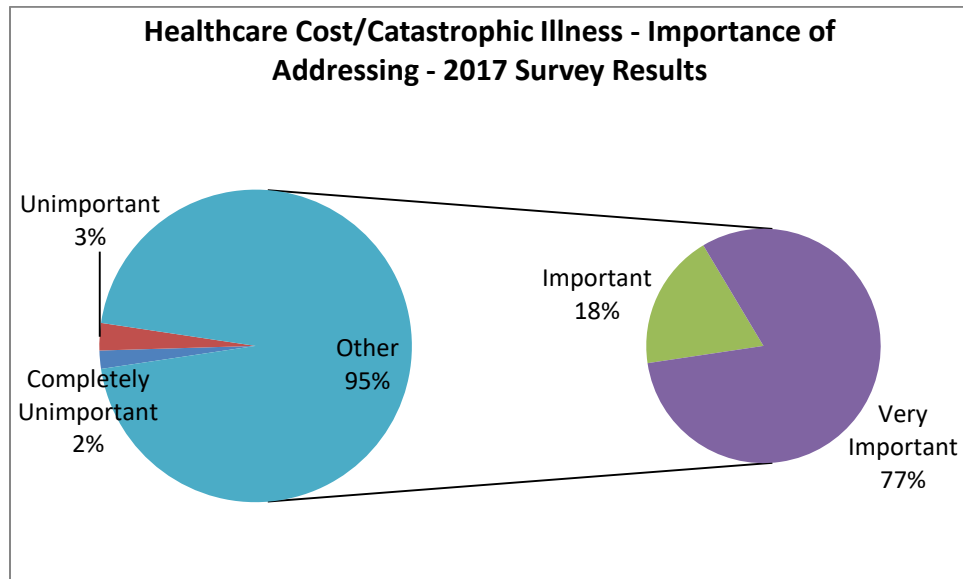
- Programs in high school on healthy relationships.
- Education for males regarding reproduction.
- Teaching the impact of bringing a child into the world.

#### **CONTINUE:**

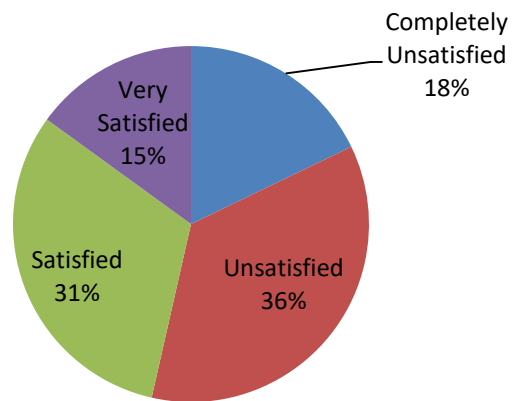
- Birth control education in schools.



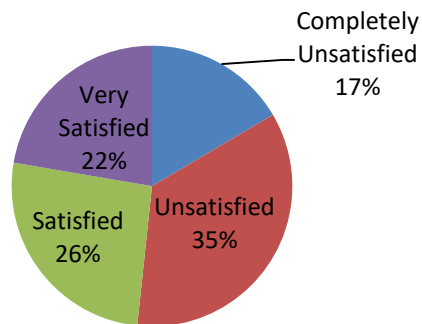
## Healthcare Cost/Catastrophic Illness:



**Healthcare Cost/Catastrophic Illness - How Satisfied w/  
Services - 2017 Survey Results**



**Healthcare Cost/Catastrophic Illness - How Satisfied w/  
Services - 2019 Survey Results**



**The rating for the Healthcare Cost/Catastrophic Illness category stayed pretty much the same, an area of concern** – 96% compared to 95% in 2017 of the respondents indicated this as an area of importance and 51% compared to 54% in 2017 of the respondents are not satisfied with the services provided in Maui County, therefore this continues to be an area of concern. Although, satisfaction regarding services improved slightly. There were no additional comments in this category.

The following comments were provided by the Focus Group participants regarding the services pertaining to Healthcare cost/Catastrophic illness.

**START:**

- Regulate the cost of catastrophic health care – some type of cap, or income sliding scale.
- Educate individuals on financial support that is available and create a process that is user friendly.

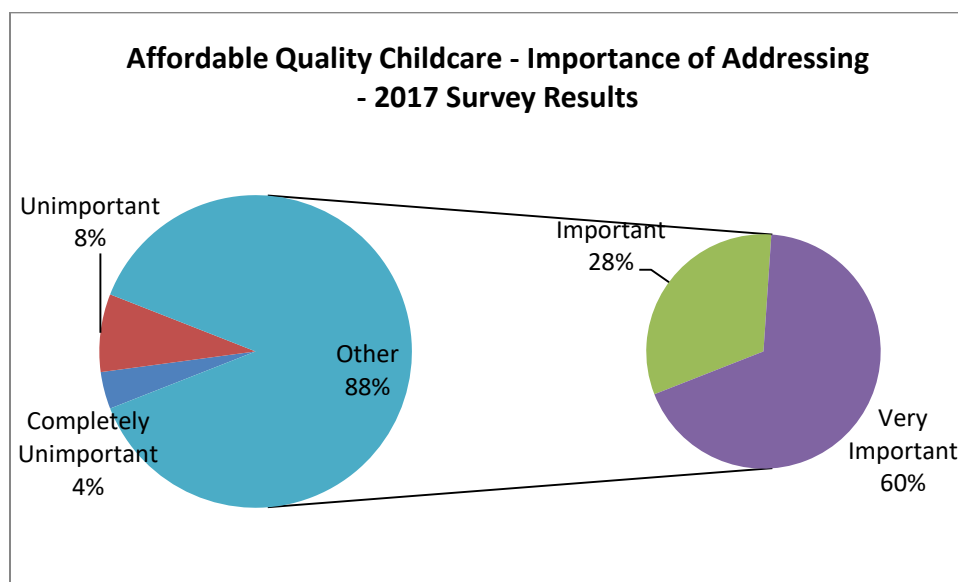
**STOP:**

- Stop overcharging on commonly used medication – insulin, inhalers, etc.

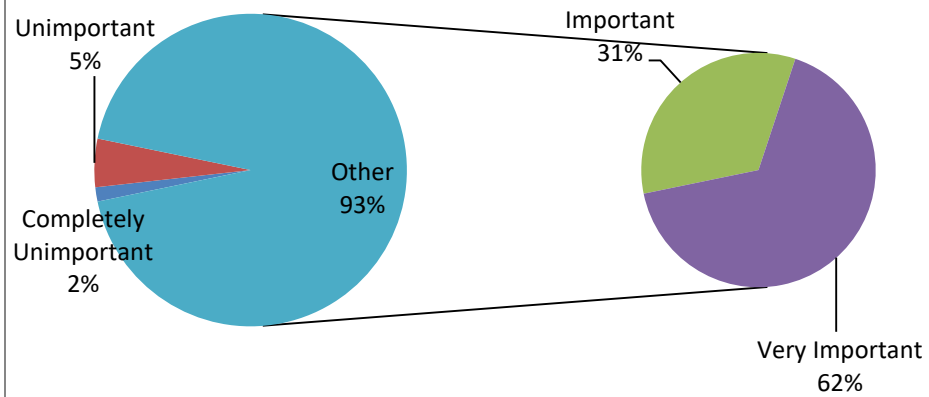
**CONTINUE:**

- The treatment for all health conditions – no pre-existing condition restrictions.

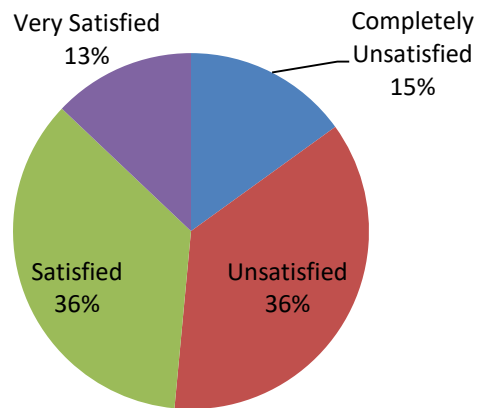
**Affordable/Quality Childcare:**



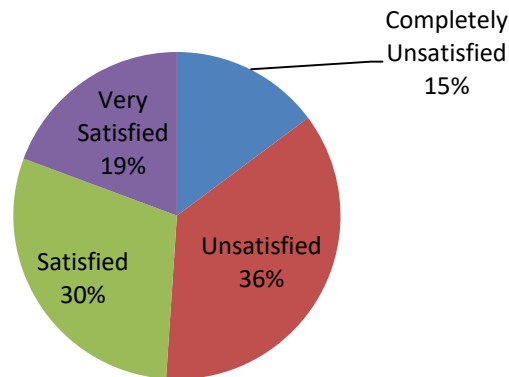
**Affordable Quality Childcare - Importance of Addressing  
- 2019 Survey Results**



**Affordable Quality Childcare - How Satisfied w/ Services  
- 2017 Survey Results**



### Affordable Quality Childcare - How Satisfied w/ Services - 2019 Survey Results



**The area of Affordable Quality Childcare is an area of concern for Maui County.** 93% of the respondents in the 2019 CNA identified this as an area of importance, an increase of 5%, and 51% are unsatisfied with the services provided in Maui County – that is consistent with the percentage in 2017.

#### Comments Pertaining to Affordable/Quality Childcare:

- Finding a sitter for young ones is very expensive.
- Women with children who are leaving a life of domestic violence, need more support in starting over. The mothers need flexible child care so they can work to support their children.

**The following comments were provided by the Focus Group participants regarding the services pertaining to Affordable Quality Childcare.**

#### START:

- Increase child care subsidy programs and address the income level requirements.
- Find more providers for child care.
- Employer sponsored child care.
- Provide onsite child care when attending meetings.
- Start child care for single parents while in treatment.
- A drop in center for child care that allows you to pay by the hour.
- “Preschool in the Park”.
- Longer hours of child care.
- Provide child care closer to work locations – Kahului/Wailuku.

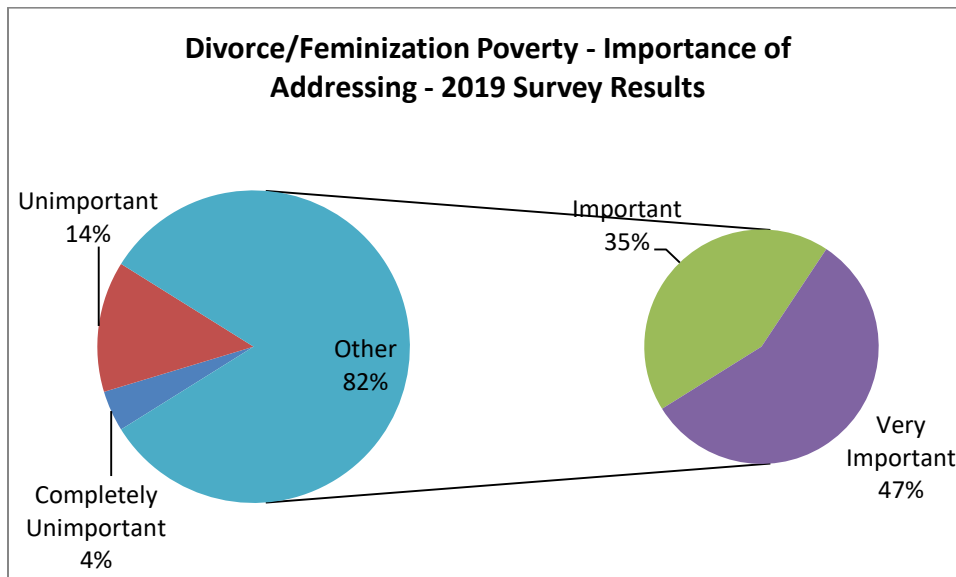
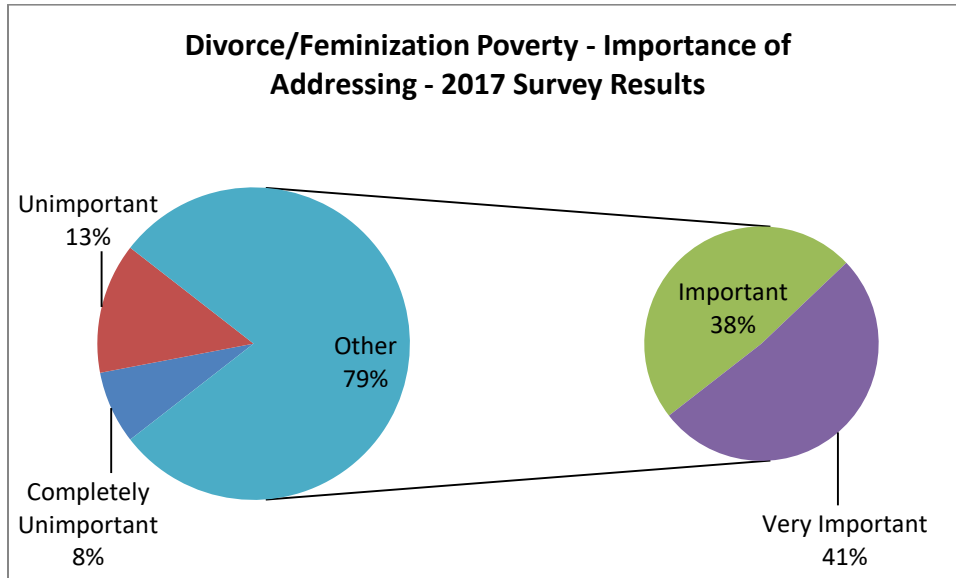
#### STOP:

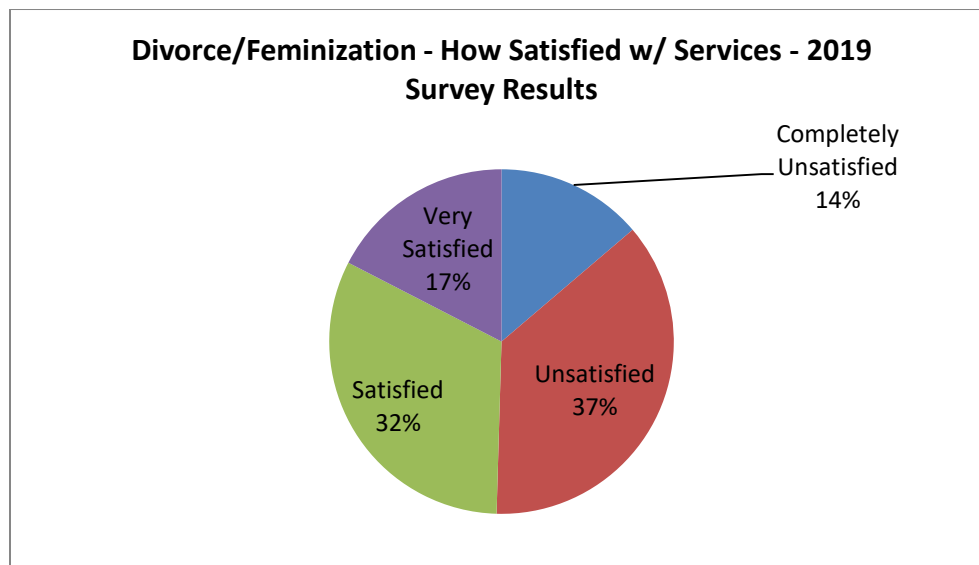
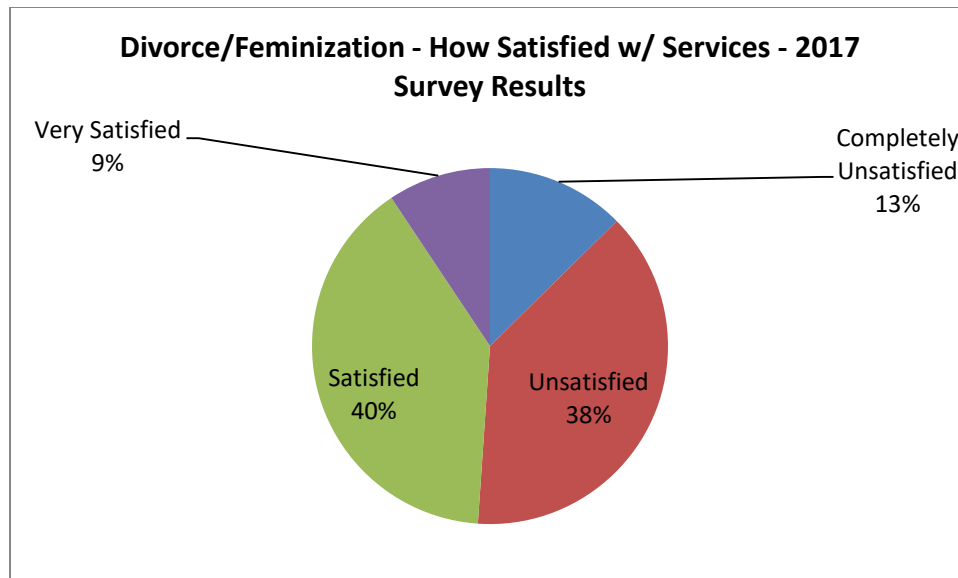
- Charging so much for child care.
- Having children.

**CONTINUE:**

- Allowing use of PTO for sick child (Hawaii Family Leave Law)
- Continue providing child care while in treatment.
- Tutu and Me Program.

**Divorce – Feminization Poverty:**





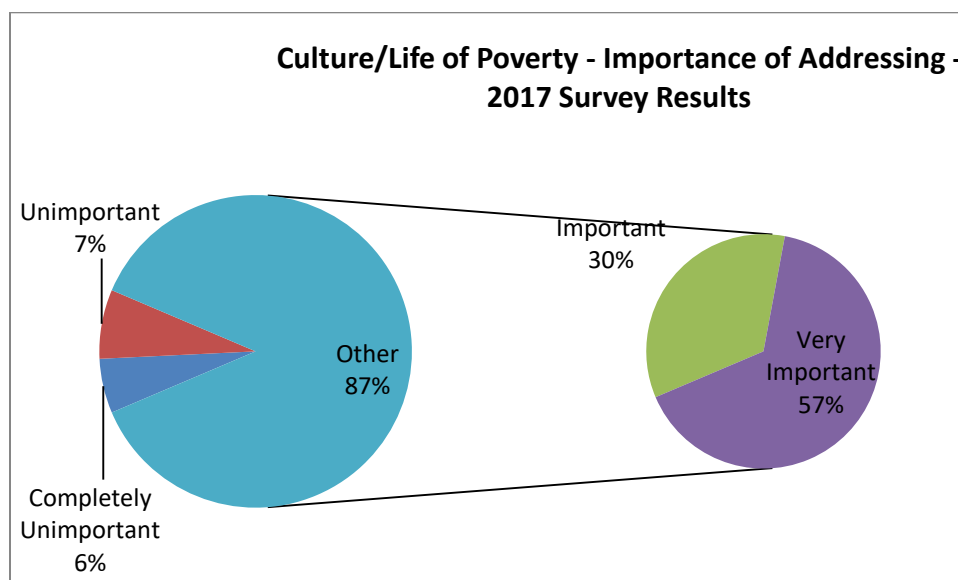
**The area of Divorce/ Feminization is an area of concern with an increase from 79% to 82% of respondents identifying this topic as important to address with 51% being unsatisfied with the services provided to address this issue in Maui County.** There were no additional comments for this category.

The following comments were provided by the Focus Group participants regarding the services pertaining to Divorce/Feminization.

**START:**

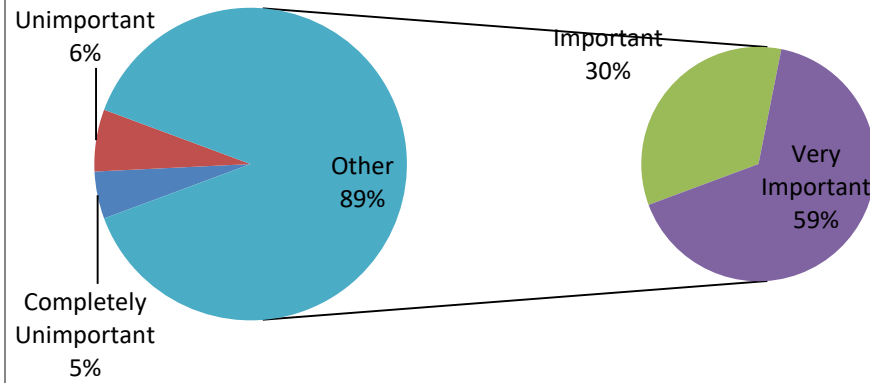
- Financial Literacy/Education
- Awareness of support systems and what exist, i.e. legal advice.
- Increase domestic violence shelters.
- Provide funding and services for gap groups.
- Provide legal services for the party that didn't get to Legal Aid first.
- Provide transitional housing and housing for affected individuals.
- Re-evaluate the policies that prevent continued services and address health problems.
- Provide services for transitional individuals.

**Culture of Poverty (A Life of Poverty):**

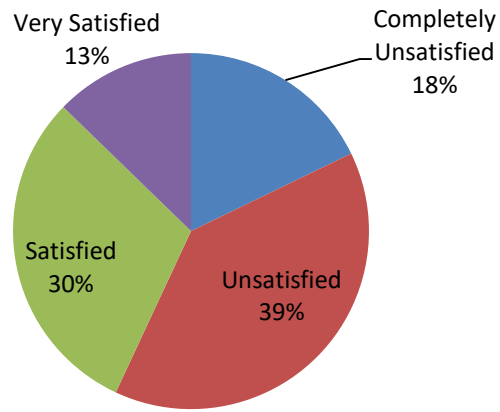


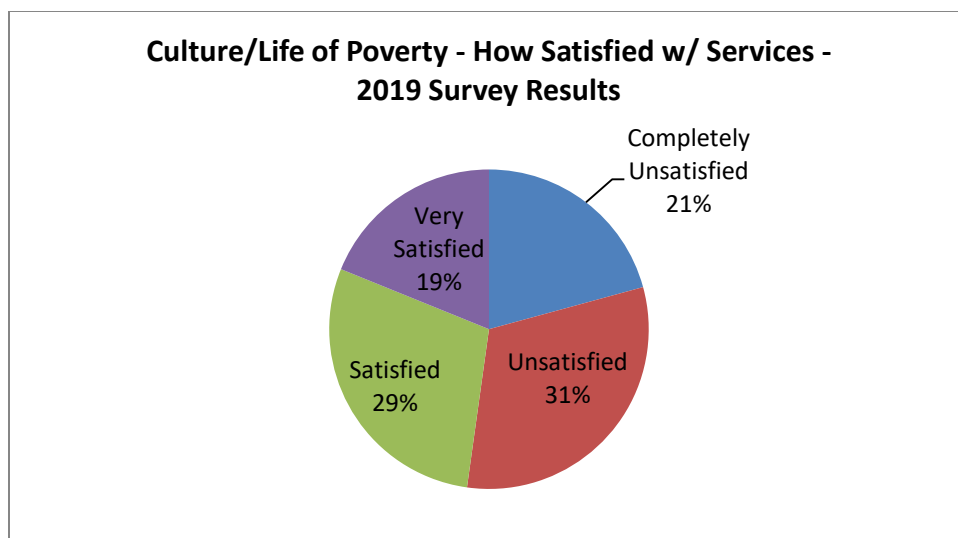


**Culture/Life of Poverty - Importance of Addressing -  
2019 Survey Results**



**Culture/Life of Poverty - How Satisfied w/ Services -  
2017 Survey Results**





**The Culture/Life of Poverty area continues to be of concern with 89% of the 2019 respondents identifying this issue as important, compared to 87% in 2017 and 52% of the respondents in 2019 were not satisfied with the services that address this issue. Although in 2017 57% were not satisfied – this indicates an increase in satisfaction.**

**Comments Pertaining to a Culture/Life of Poverty:**

- If there could be more education with life skills training in the public schools, it may help prevent the cycle of poverty from continuing in families.
- Need awareness in community. Help if need a hand. Children are innocent, turn their life around for reaching out.
- Need to educate future generations on how to break the cycle of poverty.
- We need to also address the “mindset” of people in poverty, just throwing money into the situation is not a permanent solution.

**The following comments were provided by the Focus Group participants regarding the services pertaining to a Culture/Life of Poverty.**

**START:**

- Look at systems that keep people at a level of poverty so they can acquire services and subsidy.
- Educate people on how to get out of poverty – it needs to be long term – “Poverty Life Coach”.
- Educate people on the ABLE Act – Achieving a Better Life Experience.
- “Benefits Counselor” Concept.
- Educate the public regarding Public Transportation and training for independence.

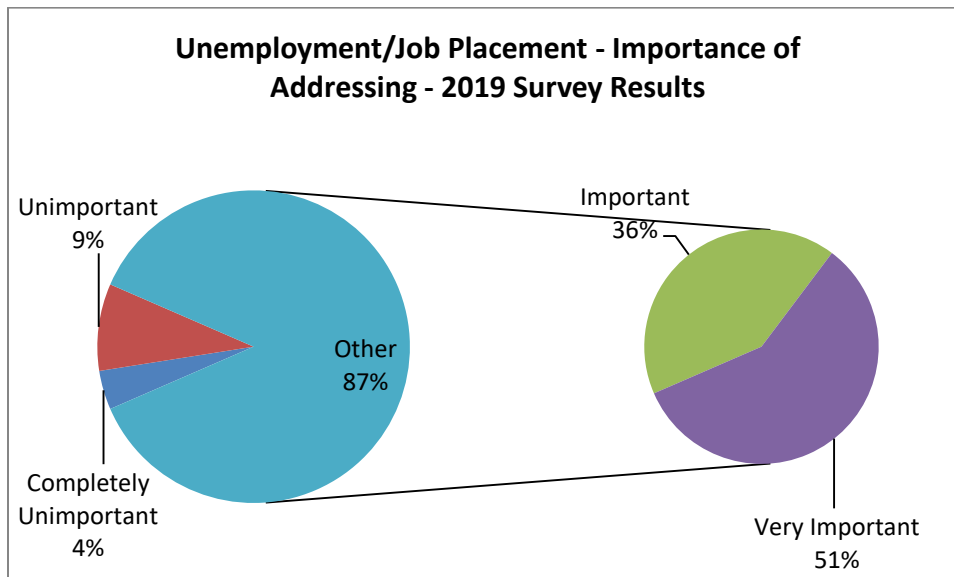
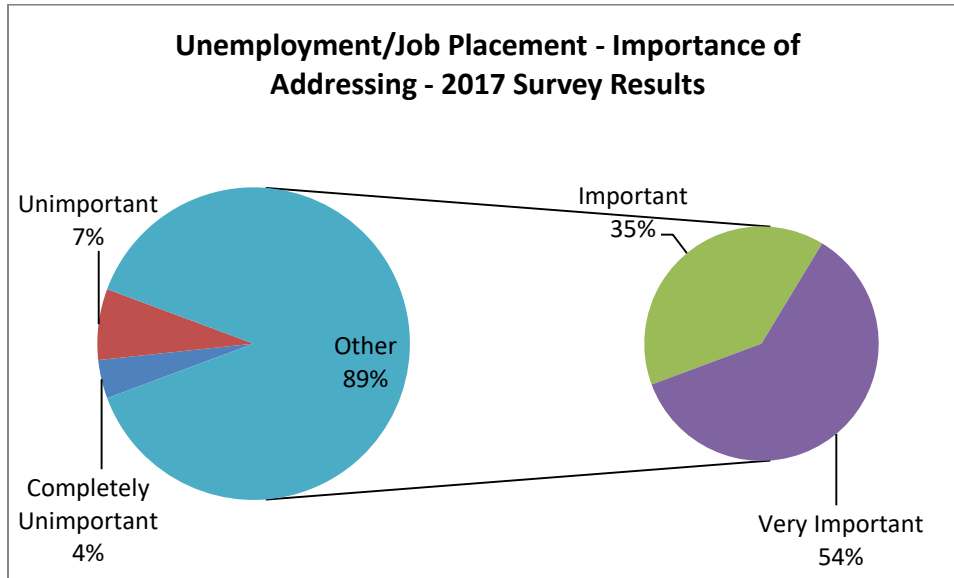
**STOP:**

- The mindset that a college education is the only option to get out of poverty.
- Stop paying people to be in poverty.

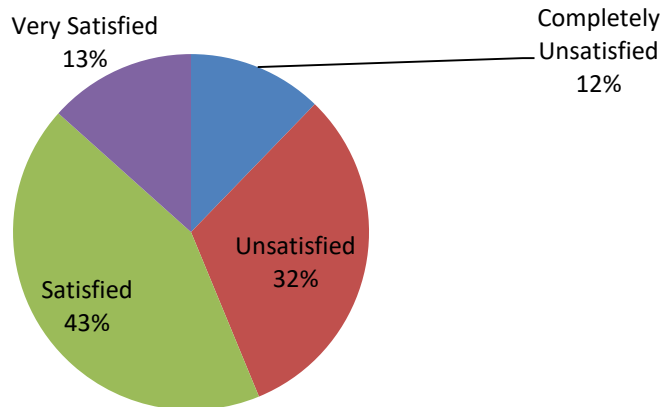
**CONTINUE:**

- Support the mindset to shift the requirements that keep people in the culture of poverty.
- Support Senate Bill 330.
- BDC program that teaches life skills.

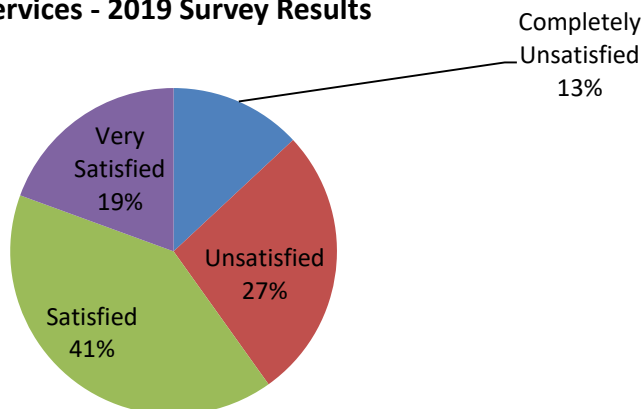
**Unemployment – Job Placement:**



### Unemployment/Job Placement - How Satisfied w/ Services - 2017 Survey Results



### Unemployment/Job Placement - How Satisfied w/ Services - 2019 Survey Results



Unemployment/Job Placement is an area of strength with 87% of the respondents believing this to be an important area to address and 60% of the respondents indicated that they are satisfied with the services provided in Maui County to address this area. The satisfaction percentage increased by 4% in the last two years.

#### Comments Pertaining to Unemployment – Job Placement:

- I think a fair chance should be given to convicted felons for job placements. Lower end jobs for ex-felons usually lead to criminal patterns and behaviors. We should all be given a fair chance to rebuild our lives.
- I feel if people complain about poverty, they should really think about why they are complaining cause there many different job opportunities out there and we can't be choosey about kind of job to get.

Some additional information provided in the 2018 Maui County Data Book pertaining to the Top 10 Most Common Occupations in Maui County (2017 Ranking) and the approximate number of individuals in those positions and their approximate annual mean wage:

Occupation	Number of Individuals	Approximate Annual Mean Wage
Waiters and Waitresses	3,400	\$48,940
Retail Salespersons	3,360	\$29,860
Maids and Housekeeping Cleaners	3,000	\$36,590
Cashiers	2,140	\$27,100
Cooks, Restaurant	1,990	\$41,360
Landscaping/Grounds Keeper	1,580	\$33,500
Maintenance & Repair Workers, General	1,460	\$48,730
Janitors & Cleaners, except Maids and Housekeeping	1,440	\$29,610
Office Clerks, General	1,200	\$35,210
Stock Clerks and Order Fillers	1,160	\$32,100

The following comments were provided by the Focus Group participants regarding the services pertaining to Unemployment/Job Placement.

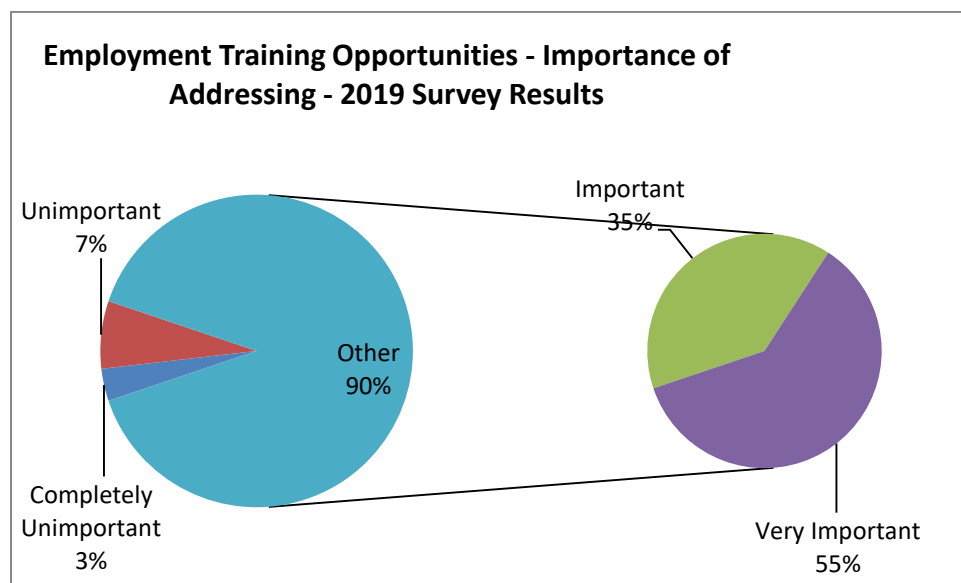
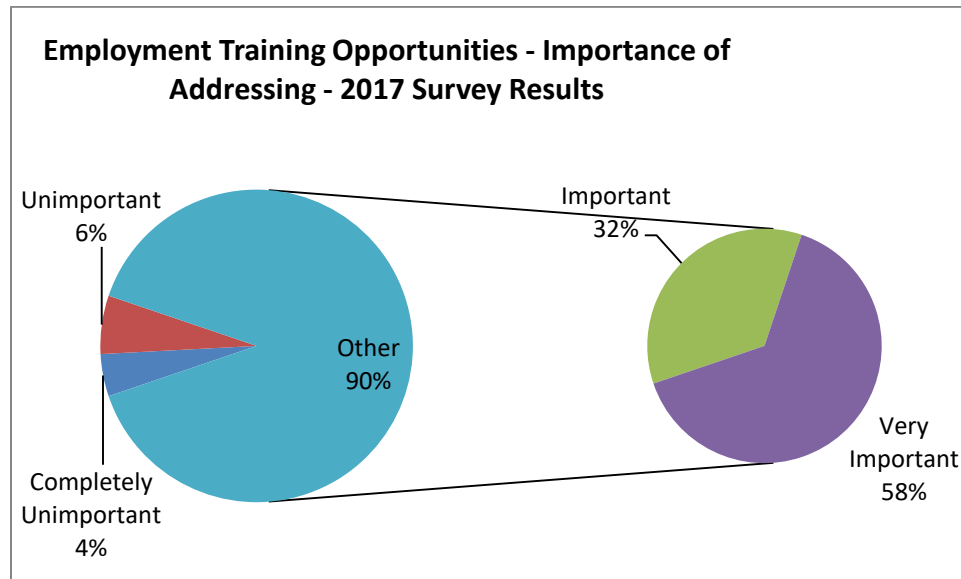
**START:**

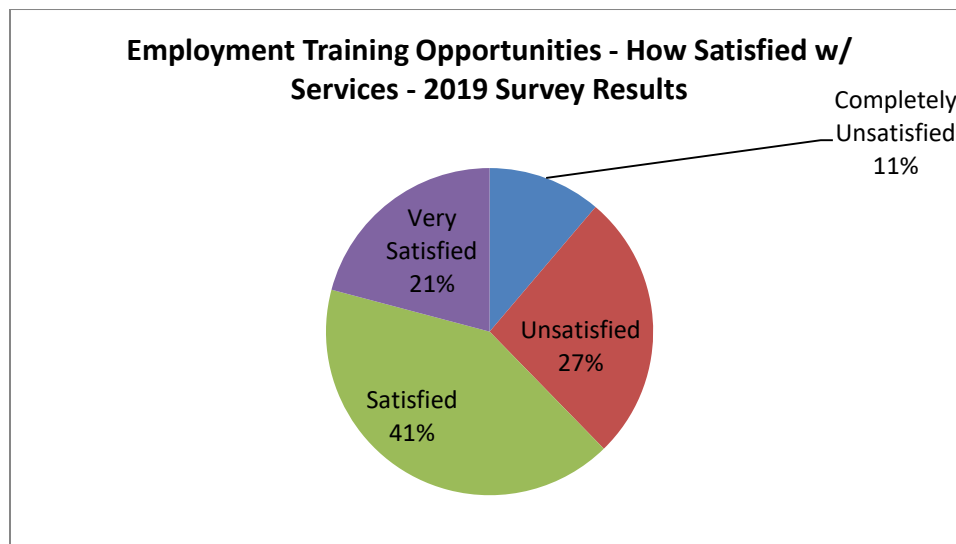
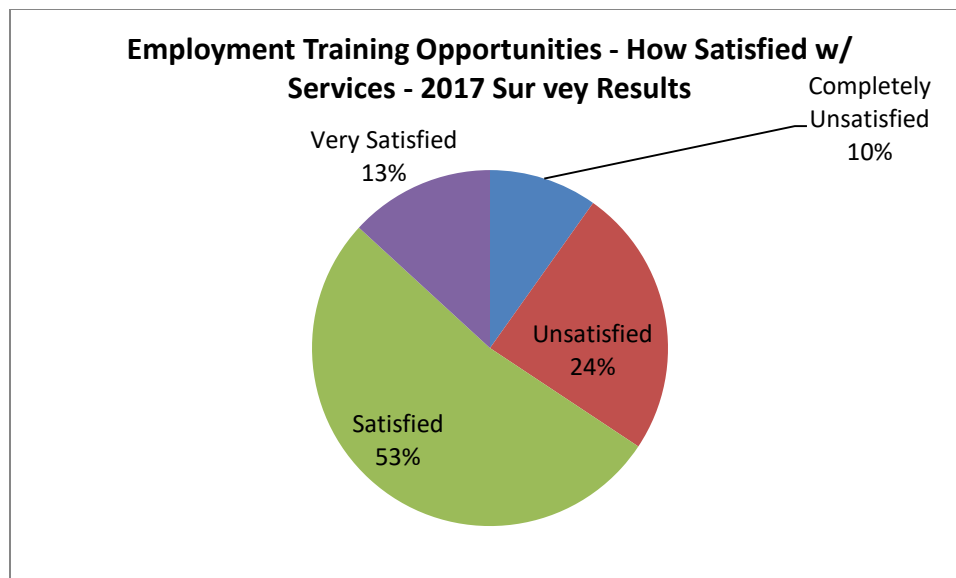
- Conversations regarding essential job functions and dissecting functions for various individuals.
- Address the untapped workforce within the disability population.

**CONTINUE:**

- Support of low income and immigrants with job training and placement.
- Kalima to continue job training and support.

## Employment Training Opportunities:





**Employment Training Opportunities continues to be an area of strength.** 90% of the survey respondents in 2019 perceive Employment Training Opportunities as an important area to address and 62% of the respondents are satisfied with the services provided in Maui County, compared to 66% in 2017. Even with this change in 4% points, this area is still considered a strength in Maui County.

**Comments Pertaining to Employment Training Opportunities:**

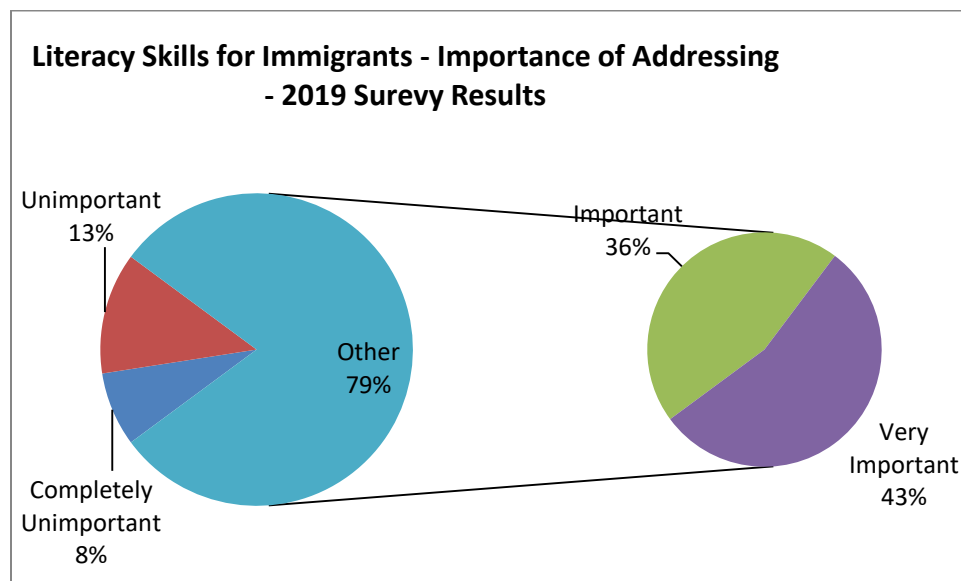
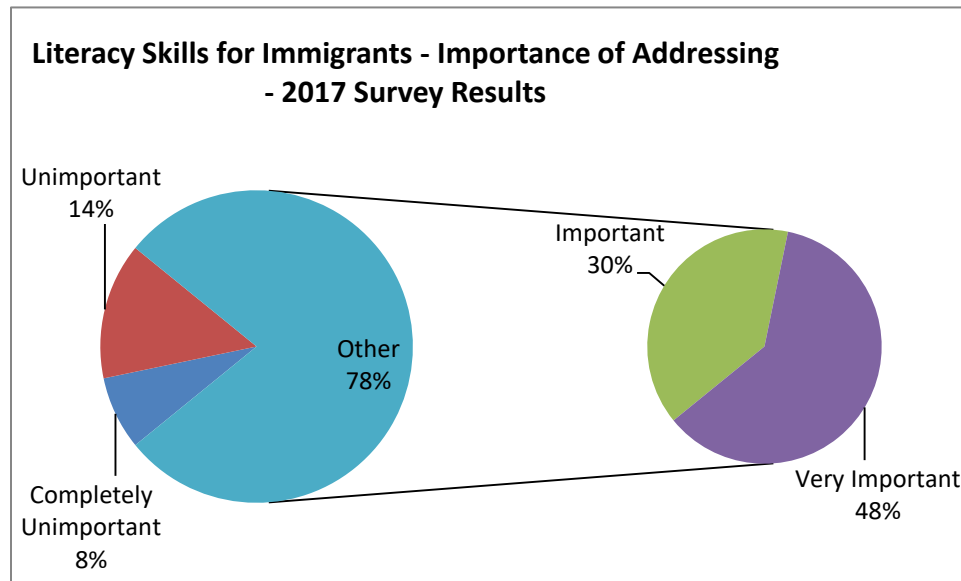
- We need more job training on island.
- More jobs for teens still in high school and to train them to do things important in life – life skills.
- More education!
- Caregiver financial training support – Hana District.

The following comment was provided by the Focus Group participants regarding the services pertaining to Employment Training Opportunities.

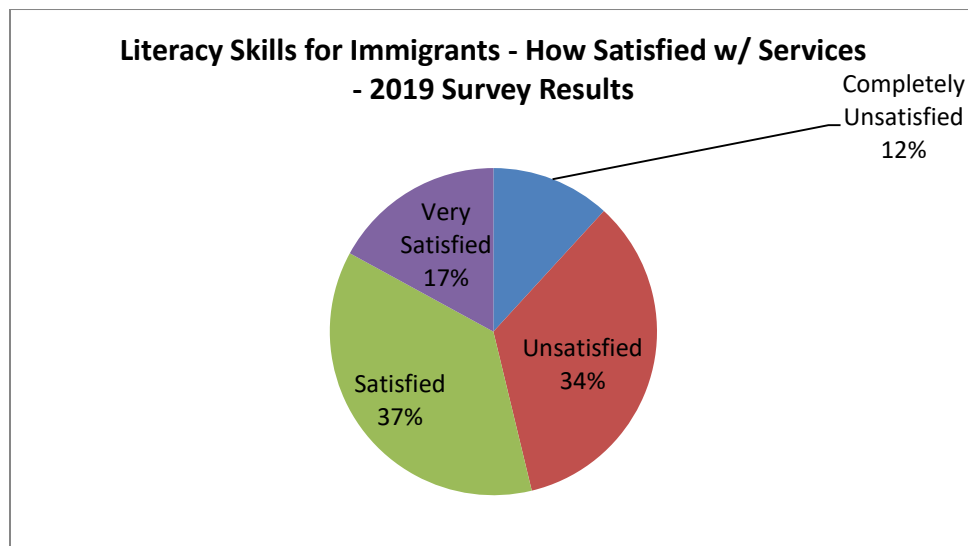
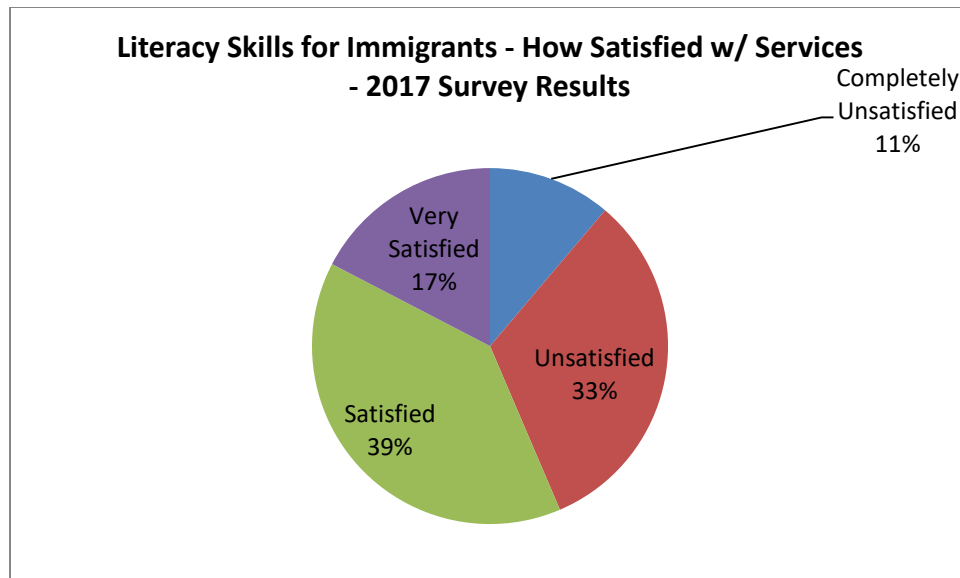
CONTINUE:

- Pre-employment with the incarcerated.

#### Literacy Skills for Immigrants:







**The Literacy Skills area is considered a strength** with 79% of the respondents in 2019 indicating that this is an issue of importance and 54% of the respondents are satisfied with the services pertaining to literacy skills for immigrants. There were no additional comments for this category.

**The following comments were provided by the Focus Group participants regarding the services pertaining to Literacy Skills for Immigrants.**

**START:**

- Provide support, services, and legal advice to assist when problems occur – DV, Divorce, etc.
- Look into medical services for immigrants.

**CONTINUE:**

- Translation services and social services for immigrants.

### **Comments that were written that were not specific to the categories of the survey:**

#### **General Comments of Appreciation:**

- It's poor. Any assistance you can provide will benefit our community.
- Thank you for everything.
- I believe we are working on many issues of poverty – but it is critical that we continue to “keep at it”.
- The Maui County/State are trying their best to help the people in need and I acknowledge their support which is a big deal and makes a difference. Seeing many lives affected through Maui County programs – the impact is working out very well.
- Thank you very much for all that MEO is doing for the community. Your help and support is invaluable. Keep up the wonderful work you are doing. Mahalo.
- We need access and services for our people of all walks, elderly, homeless, single women, children, mentally ill, alcohol and drug addicted; we need funding and we need our community to make this happen. Thank you for all you do for the community.
- Alulike and AARP has been very good at alerting kupuna as to what we need to know, especially on the Dept. of Aging where we need to be aware of too many things that the kupuna are taken advantage of!
- I have lived on Maui for more than 40 years and will probably have to move to the mainland soon – cost of living is out of control and my earning power is less than it was in the 90s. To my knowledge, MEO is making the best effort to address issues of poverty, but still very hard for working people.

#### **Other Comments:**

- Our educators have to be sincere about educating our children. If they are just passing our kids and they are not learning anything, those teachers should be fired!
- It comes down to you!! You need to seek if you want.
- Start spending smarter and scholarships, lessen prices on food and clothing and gas.
- People should find a job/employment if they are able to, not depend on other sources.
- The survey was confusing!
- The bs taxes we as Hawaiians pay for especially with land.
- All the same to me.
- Tax the rich more and give to the poor. Rich eating high quality food while the less fortunate eating scraps – Vienna sausages.
- The rich get richer and the poor get poorer.
- We need to stay vigilant at all times and work in collaboration with government, nonprofits and ministries (churches) to work against poverty.
- Addressing poverty is a huge challenge for Maui residents due to the high cost of living. Many people, who earn decent salaries, still live paycheck to paycheck and are at risk of financial ruin. Better paying jobs would help but vulnerable citizens will still struggle. I think people that purchase 2<sup>nd</sup> and 3<sup>rd</sup> homes here should pay higher taxes to cover the services that are needed. They are driving up prices and may only come here for a short time every year.
- Make use of the college dorm on Papa Avenue.

- There should be more programs offered to help Native Hawaiian families living in poverty. Programs that encourage and educate people on Hawaiian language and culture.
- It's complex – focus on one at a time. Will be a long journey but worth it. Start with children first to get the healthy habits going . . . maybe?
- I believe that government/politics creates poverty without knowing. We need to educate our clients the power of becoming active in the process.
- The median cost of living does not reflect the lack of housing – employment that compensates fairly. More support to outer islands should be hosted by tourism authority.
- PLEASE CARE for the CHILDREN. They are our future. Without them, we have no future in our planet. This is the only world we have. Children are our FUTURE. To keep us safe. You care more for the animals than our children. THINK.
- No idea what is being done or even what the issue is?
- Love the LORD your God with all your heart, soul, mind and strength and love your neighbor as yourself would probably solve the poverty issue.

Specific Comments Regarding Transportation:

- Good, on time, clean. ☺ (Assumption that this is regarding transportation.)
- Very grateful to MEO for free bus service.
- We need a later bus for people who are working. They have the late bus for kids – we need it also.
- Please continue donation with buses, etc. More hours, more weekend.

**Goals and Deliverables Addressing the Poverty Issue (ROMA Goals and Measurable Outcomes)**  
**October 1, 2020-Sept 30, 2023**

**GOAL 1: INDIVIDUALS AND FAMILIES WITH LOW-INCOMES ARE STABLE AND ACHIEVE ECONOMIC SECURITY.**

**GOAL 2: COMMUNITIES WHERE PEOPLE WITH LOW-INCOMES LIVE ARE HEALTHY AND OFFER ECONOMIC OPPORTUNITY.**

**GOAL 3: PEOPLE WITH LOW-INCOMES ARE ENGAGED AND ACTIVE IN BUILDING OPPORTUNITIES IN COMMUNITIES.**

I. Employment Indicators

Program Names: NFJP, BEST, SCSEP and AmeriCorps,

Employment
1. Unemployed youth obtain employment to gain skills or income. Youth Services
2. Unemployed adults obtain employment <b>(up to a living wage)</b> . NFJP, BEST, SCSEP, Employment Services for Low Income and Immigrants
3. Unemployed adults obtain and maintain employment for at least 90 days <b>(up to a living wage)</b> . NFJP, BEST, SCSEP, Employment Services for Low Income and Immigrants
4. Unemployed adults obtain and maintain employment for at least 180 days <b>(up to a living wage)</b> . NFJP, BEST, SCSEP, Employment Services for Low Income and Immigrants
5. Unemployed adults obtain employment <b>(with a living wage or higher)</b> . NFJP, BEST, SCSEP
6. Unemployed adults obtain and maintain employment for at least 90 days <b>(with a living wage or higher)</b> . NFJP, BEST, SCSEP, Employment Services for Low Income and Immigrants
7. Unemployed adults obtain and maintain employment for at least 180 days <b>(with a living wage or higher)</b> . NFJP, BEST, SCSEP, Employment Services for Low Income and Immigrants
8. Employed participants in a career-advancement related program <b>enter or transition</b> into a position that provides increased income and/or benefits. NFJP, BEST, SCSEP, Employment Services for Low Income and Immigrants

## II. Education Indicators

Program Names: Head Start, BEST, NFJP

<b>Education and Cognitive Development</b>	
1. Children (0 to 5) demonstrate improved emergent literacy skills. Head Start	
2. Children (0 to 5) demonstrate skills for school readiness. Head Start	
3. Children and youth demonstrate improved positive approaches toward learning, including improved attention skills. Head Start, Youth Services	
a. Early Childhood Education (ages 0-5)	
b. 1st grade-8th grade	
c. 9th grade-12th grade	
4. Children and youth achieve basic grade level (academic, social, and other school success skills). Head Start	
a. Early Childhood Education (ages 0-5)	
b. 1st grade-8th grade	
c. 9th grade-12th grade	
5. Parents/caregivers improve their home environments. Head Start parents/caregivers	
6. Adults improve basic education. Enlace, NFJP, Best, Employment Services for Low Income and Immigrants	
7. Individuals obtain a high school diploma and/or obtained an equivalency certificate or diploma. BEST,NFJP, Employment Services for Low Income and Immigrants, and Head Start Parents	
8. Individuals obtain a recognized credential, certificate, or degree relating to the achievement of educational or vocational skills. BEST, NFJP, SCSEP, Employment Services for Low Income and Immigrants	
9. Individuals obtain an Associate's degree. Head Start	
10. Individuals obtain a Bachelor's degree. Head Start	

### III. Income and Asset Building Indicators

Program Names: MEO Business Development, Community Services BEST, SCSEP, NFJP, Employment Services for Low Income and Immigrants =, and Rental Assistance

Income and Asset Building	
1. Individuals achieve and maintain capacity to meet basic needs for <b><u>90 days</u></b> . BEST, NFJP, SCSEP, Rental, Employment Services	
2. Individuals achieve and maintain capacity to meet basic needs for <b><u>180 days</u></b> . BEST, NFJP, SCSEP and Employment Services	
3. Individuals <b><u>increase their savings</u></b> . Rental	
4. Individuals <b><u>improve their credit scores</u></b> . BDC	
5. Individuals engaged with the Community Action Agency report <b><u>improved financial well-being</u></b> . BDC, BEST, NFJP, SCSEP, Employment Services, Rental	

### IV. Housing Indicators

Program Names: Rental Assistance, Weatherization Assistance Program

Housing	
1. Households experiencing homelessness obtain <b><u>safe temporary shelter</u></b> .	
2. Households obtain <b><u>safe and affordable housing</u></b> .	
3. Households maintain safe and affordable housing for <b><u>90 days</u></b> .	
4. Households maintain safe and affordable housing for <b><u>180 days</u></b> .	
5. Households <b><u>avoid eviction</u></b> .	
6. Households <b><u>experience improved health and safety</u></b> to improvements within their home (e.g. reduction or elimination of lead, radon, carbon dioxide and/or fire hazards or electrical issues, etc.).	
8. Households <b><u>improve energy efficiency and/or energy burden reduction</u></b> in their homes.	

V. Health and Social/Behavioral Development Indicators

Program Names: Head Start, Transportation, Youth Services, BEST, Senior Farmers Market Nutrition Program, and Maui Independent Living Center

Health and Social/Behavioral Development	
1. Individuals who <b><u>increase nutrition skills</u></b> (e.g. cooking, shopping, and growing food). SFMNP	
2. Individuals who <b><u>improve physical health</u></b> and well-being. Persons in Need 60Plus	
3. Individuals demonstrate <b><u>improved mental and behavioral health and well-being</u></b> . Head Start and Youth Services	
4. Individuals who <b><u>improved skills</u></b> related to the adult role of parents/ caregivers. Head Start (219/215) and Youth Services (400/380)	
5. Parents/caregivers who <b><u>demonstrate increased sensitivity and responsiveness</u></b> in their interactions with their children. Head Start	
7. <b><u>Seniors (65+)</u></b> maintain an independent living situation. Human Services-Senior Services Transportation	
8. <b><u>Individuals with disabilities</u></b> who maintain an independent living situation. Human Services Ala Hou and Paratransit Transportation, Maui Independent Living Center	
9. <b><u>Individuals with chronic illness</u></b> maintain an independent living situation. Human Service and Paratransit Dialysis Transportation	
10. Individuals with <b><u>no recidivating event</u></b> for six months.	
a. Adults (ages 18+) BEST	

VI. Civic Engagement and Community Involvement Indicators

Program Names: Head Start Policy Council, Paratransit Advisory, Maui Independent Living Center, Planning and Coordinating Council, Maui Independent Living Center Support Groups, Youth Services Peer Leadership

Health and Social/Behavioral Development	
1. Community Action program participants increase skills, knowledge, and abilities to enable them to work with Community Action to improve conditions in the community.	
a. Community Action program participants <b><u>improve their leadership skills.</u></b> Head Start Policy Council, Youth Services Peer Leadership, Para Advisory, Planning and Coordinating Council	
b. Community Action program participants <b><u>improve their social networks.</u></b> HS Policy Council , Youth Services Peer Leadership, Para Advisory, P &CC, and MILC	
c. Community Action program participants gain other skills, knowledge and abilities to <b><u>enhance their ability to engage.</u></b> HS Policy Council, YS Peer Leadership, MILC, , Para Advisory, and P&CC	



**MEO Three-year Initiative Addressing -Housing Shortage, Homelessness and Housing Poverty**

<b>Initiative Name</b>	Hale Mahaolu Ke Kahua, in partnership with MEO
<b>Initiative Year</b>	3 years
<b>Problem Identification</b>	Lack of affordable rental homes. Nearly 75% of low income wage earners pay half of their income on rent. 1. <a href="https://nlihc.org/explore-issues/why-we-care/problem">https://nlihc.org/explore-issues/why-we-care/problem</a>
<b>Goal/Agenda</b>	<ol style="list-style-type: none"> <li>1. Increase the number of affordable rental units on Maui Island.</li> <li>2. Ensure eligibility is for individuals and families at or below 60% of the area medium income.</li> <li>3. Decrease the amount of income needed for rent to 40% or less of household income.</li> <li>4. Eliminate outdated and unnecessary qualification requirements for the disenfranchised, i.e convictions of more than 10 years old.</li> </ol>
<b>Issue/CSBG Community Domains</b>	<p style="text-align: center;"><b>Housing</b> Lack of Affordable Housing for Low Income Individuals and Families</p>
<b>Ultimate Expected Outcome</b>	Increase in the number of affordable rental units available for low-income individuals and families, improve their quality of life, and provide opportunity for economic stability.
<b>Identified Community</b>	Central Maui
<b>Expected Duration</b>	<ul style="list-style-type: none"> <li>• Year one (1) planning</li> <li>• Year two (2) construction</li> <li>• Year three (3) individuals and families move in to units.</li> </ul>
<b>Partnership Type</b>	CAA is the core organizer of this multi-partner Initiative
<b>Partners</b>	Work with investors to develop 120 affordable rental units on MEO property in Waiehu Maui. Partners include High Ridge Costa of CA, Hale Mahaolo, the County of Maui and State of Hawaii.

<b>Strategy(ies)</b>	<p>Individuals and Families with low incomes are stable and achieve economic security.</p> <ol style="list-style-type: none"> <li>1. MEO leases its 11.5 acer property in Waiehu Maui to High Ridge Costa for 75 years at \$1.00 per year to develop a 120 one, two and three bedroom unit affordable housing rental complex</li> <li>2. MEO partners with Hale Mahaolu to manage the complex</li> <li>3. MEO operates an onsite youth program in the property's community center</li> <li>4. MEO operates a Head Start preschool to serve property renters at or below 100% of the federal poverty level, or are receiving public assistance such as TANF or SSI. Foster children are eligible regardless of their foster family's income.</li> <li>5. 120 individuals and families at or below 60% of the area median income move into units.</li> <li>6. Individuals and families can remain in the unit until their household incomes exceeds 120% of the AMI.</li> </ol>
<b>Impact of Outcomes</b>	<ol style="list-style-type: none"> <li>1. Low income Individuals and families are not homeless</li> <li>2. Low income Individuals and families obtain and maintain safe and affordable housing</li> <li>3. Low income individuals and families experience improved health and safety</li> <li>4. Low income households experience improved energy efficiency and/or energy burden reduction</li> <li>5. Low income Individuals achieve and maintain capacity to meet basic needs</li> </ol>
<b>Outcomes/Indicators to Report</b>	<p>Community Level National Performance Indicators (NPIs)</p> <ul style="list-style-type: none"> <li>• Increase in the number of affordable rental units in Central Maui.</li> <li>• 120 low-income individuals and families obtain and maintain safe and affordable housing.</li> </ul>

## HOW NEEDS WERE PRIORITIZED

Needs were prioritized using the following criteria:

- The depth of the issue in the community
- The impact of the issue in the community
- Current resources already available outside of the agency to address the issue
- MEO's current involvement in the issue
- MEO's ability to impact the issue or the potential to impact the issue in the future
- The need falls within MEO's mission

Needs meeting the criteria were identified as a priority, indicating that MEO resources (time, talent and treasure) could be allocated accordingly.

## AGENCY PRIORITIES

- **Expand the number of affordable units in Central Maui;**
  - Collaborate with High Ridge Costa, the County of Maui, the State of Hawaii and Hale Mahaolu to develop and provide 120 affordable housing units.
- **Provide affordable/quality childcare;**
  - Offer early childhood education opportunities for low income children who do not have access to an affordable/quality learning environment.
- **Substance abuse awareness and prevention;**
  - Continue to incorporate substance abuse and awareness education, assistance, and activities in all programs working with at-risk populations.
  - Continue to partner with coalitions and partners to address community-wide drug use.
- **Increase the availability of mental health services in Maui County;**
  - Collaborate with stakeholders to advocate for increased services and accessibility of affordable mental health services.
- **Stakeholder education and advocacy;**
  - Continue to work stakeholders to address the high cost of living and low wages affecting poverty throughout Maui County.

In closing, Agency Priorities are continually assessed throughout the year as community/resident trends and needs become evident. Program effectiveness continues to be addressed as lessons are learned and modifications are made for improvement.