



Maui Economic Opportunity, Inc.

Community Needs Assessment 2022

Addressing the Causes That Could Lead To Poverty

Assessment completed Aug 2022

MEO's Mission

Strengthen the community while helping people in need, restore their hope, reach their potential and enrich their lives.

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Community Needs Assessment Team Members:

Contracted Consultant: Lori Teragawachi, Ed.D.

MEO Staff:

Debbie Cabebe, NCRT	Chief Executive Officer, (Team Leader)
Gay Sibonga, NCRI	Chief Operating Officer
Debbie Lorenzo	Chief Fiscal Officer
	Chief Human Resources Officer
Lee Imada	Executive Administrative Assistant
David Daly	Business Development Director
Cassi Yamashita	Community Services Director
Debbi Amaral	Early Childhood Services Director
Jonnie Olivera	Hana Branch Manager
Kaena Dolin	Lanai Branch Manager
Mahie Mc Phearson	Molokai Branch Director
Patty Copperfield	Transportation Director
Dane Ka'ae	Youth Services Director
Kris Padin	IT Manager
Mark Hammer	Facilities Manager

MEO Board of Directors:

Carol Reimann	President (Alexander & Baldwin)
Bard Peterson	Vice President (Representative Justin Woodson)
Cliff Alakai	Treasurer (Representative Troy Hashimoto)
Adele Rugg	Secretary (South Maui Seniors)
Maria Nachuro	Head Start Policy Council
Tessie Segui	Kahului Seniors
Arleen Gerbig	West Maui Seniors
Dawn Bicoy	Molokai Filipino Community Council
Cindy Figures	Lana'i Area Council
Reuben Ignacio	Hale Mahaolu
Frank DeRego Jr.	Maui Native Hawaiian Chamber
Desiree Ting	Central Pacific Bank
Sandy Ryan	Maui Economic Development Board
Gemma Medina	Hawaii Association of Young Children
Peter Horovitz	Maui County Bar Association
Charles Andrion	ILWU
Ned Davis	State Senator Roz Baker
Scott Okada	State House Representative Angus Mc Kelvey
Glenn Yamashita	State House Representative Kyle Yamashita
Tasha Kama	Maui County Council
Claire Carroll	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 Children's 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 Coalition
Stakeholders and Recipients of Funding and the General Public
State of Hawaii, Office of Community Services
University of Hawaii Maui College
Workforce Investment Board

Community Partners, Clients of MEO, & Key Informants Involved with the 2022 Focus Groups:

MEO Client Feedback Session:

Jasmine Lucero, Youth Services parent
Rachelle Peterson, Kahi Kamali'i and Head Start parent, volunteer
Brian Smith, Business Development Center client
Ashley Carillo, Youth Services volunteer, counselor at Kamehameha Schools Maui, which hosts Youth Services under-age drinking program
David Yanagisako, president of the Planning & Coordinating Council, transportation rider
Edwina Wilson Snyder, vice president of the Planning & Coordinating Council, member of senior clubs supported by MEO
Harriet Corpuz, paratransit rider since 2015
Mahealani Bettencourt, paratransit rider for 9 years and advocate for MEO transportation
Jason Hufalar, BEST client, who is currently on the BEST staff

Key Informants:

Paul Tonnesen, Friends of the Children's Justice Center
Grant Chun, Hale Mahaoulu
Wesley Lo, Hale Makua
Representative Troy Hashimoto
Gladys Baisa, former MEO CEO and County Council Chair
Council Member Yukilei Sugimura

Staff Feedback Session:

Regina Lee, Head Start
Kris Padin, IT
Cassi Yamashita, Community Services Director
Renee Kiyonaga-Moyer, Fiscal
Dane Ka'ae, Youth Services Director
Debbie Lorenzo, Chief Financial Officer
Jennifer McGurn, Community Services Assistant Director
Dustin Kaleiopu, Youth Services
Tammy Ramirez, Human Services
Alex Domingo, Early Childhood Services Assistant Director
Mahie McPherson, Moloka'i Branch Director (Zoom)
Rose Jane Ancheta, Lana'i Branch Director (Zoom)
Sherrilynn Nishikuni, Transportation Assistant Director
Frank Estrela, Transportation driver
Patty Copperfield, Transportation Director
Dawn Kaluakini, Transportation
Lianne Peros Busch, Business Development Center

Garrett Hera, Lana'i driver (Zoom)
Lee Imada, Executive Assistant

Youth Group Participants Feedback Session:

Kahlen Boteilho-Dougherty

Jaryk Lucero

La'akea Wells

Jaymarvin Bautista

Kaimi Barona

Kaikea Barona

Kimokeo Puaa-Ortiz

Melanie Edmain

Kamaile Figueroa

Cruz Freitas

Justin Freitas-Yoro

Iliana Correra

Kendrah Medeiros-Kiyonaga

Arrianna Shirota

Gianna Armbul Okuda

Lealia Correra

Hina Wells

Layla Correa

Kassen Yamashita

Jorden Yoro

Kymani Yoro

Riley Yoro

MEO Partners Feedback Session:

Jud Cunningham, Maui Behavioral Health Resources

Paul Tonnesen, Friends of the Children's Justice Center

Sherry Yamashita, Maui United Way

JD Wyatt, Ka Lima O Maui

Margie Dela Cruz, Maui Adult Day Care Center

Thomas Daya, Boys & Girls Club of Maui

King Van Nostrand, Na Hoaloha

Lori Tsuhako, Director of the Maui County Housing and Human Concerns Department

Curtis Jamison, Housing and Human Concerns Department

Darren Kono, Maui County Department of Transportation

Ruth Griffith, Kaunoa Senior Services

Roland Prieto, Kaunoa Senior Services

Larae Balag, Maui Family Support Services

Diane Petropulos, Maui Mediation Services

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. 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. MEO assists more than 19,000 individuals and families, touching the lives of 46,000 each year. 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.
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 considers 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 MEO's 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, adequate health care, education, and even transportation. 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 2020, in the section entitled Census Bureau Quick Facts, Maui County Persons in Poverty is 10.7%, with Maui's Median household income (in 2019 dollars) at \$80,948.

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 affecting poverty with a range from very important to completely unimportant with addressing the issue of poverty. 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 only the responses that were provided, will be utilized in the compilation.

Assumption 4: At times the respondent may not respond to the satisfaction of a service that addresses the issue because it does not apply to them personally. A selection of the choice of NA may mean the respondent would not utilize the service versus the service not being valuable.

Summary of Data

More than 1,150 surveys were distributed. Of the 1,150 distributed surveys, 241 were returned which calculates to a 21% response rate. In addition to the survey, focus groups and key informant interviews were conducted to acquire additional information and input. Also, specific feedback and suggestions

was acquired for each of MEO’s 5 departments. A total of 70 individuals participated in 4 focus groups, and key informants’ interviews. This comprehensive Community Needs Assessment also includes data and information from the 2020 Maui County Data Book, 2021 Edition State of Hawaii Data Book, an MIT research paper on Living Wage, US Census Bureau, Maui Now Survey on Current Issues Affecting Maui County, and the Maui Economic Development Board Comprehensive Economic Development Strategy Report.

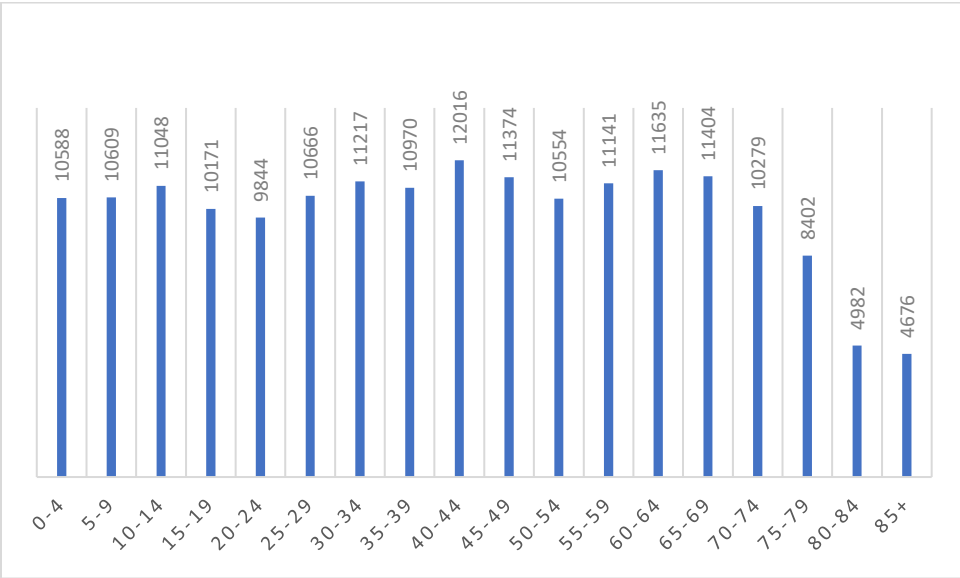
County Geography and Population

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 2020 census Maui County has 1,161.53 square miles of land. The population per square mile is 141.8

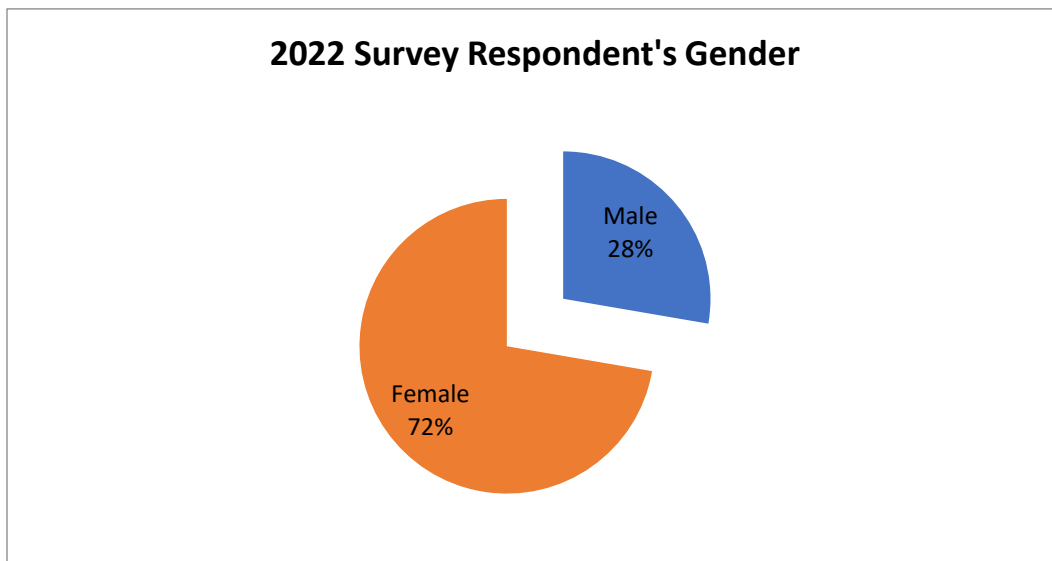
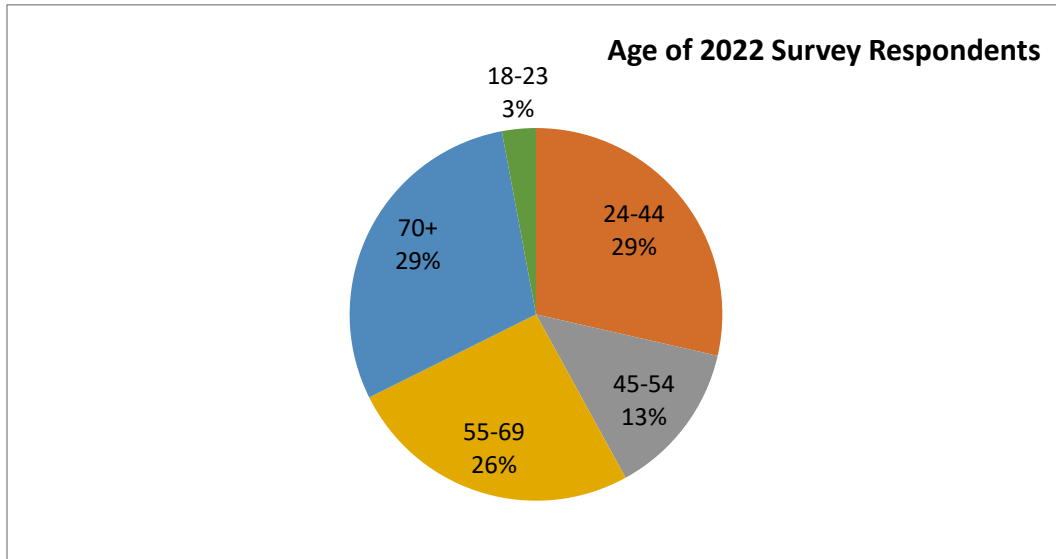
The 2020 Census Report, April 1, 2020, indicated the Maui County population at 164,754. The Maui County Data Book 2020 states the population estimates as of July 1, 2020, for Maui County to be 167,989. This number increases to 227,213 (July 1, 2019) when we include visitors to the County.

County Resident Population Projections by 5-Year Age Group for 2025 and 2035

The following is a chart illustrating Maui County’s projected population in 2025 for 5-year age range beginning at birth. The Maui Data Book indicates that as of July 1, 2019, persons 65 years and older was 19% of Maui County’s population. (Note that the US Census Bureau stated that Persons 65 and over was as 19.8%) In the year 2025, 22% of the population will be 65 years or older. In the year 2035 it is projected that this percentage will jump to 25% of Maui County’s population.

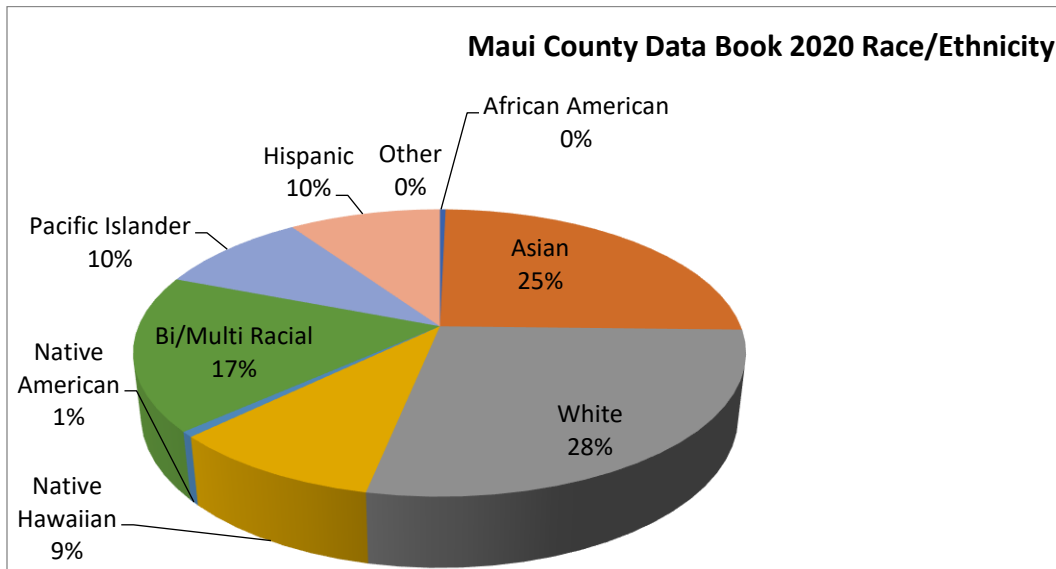


Below is the Survey Respondents Age and Gender illustrated demographics:

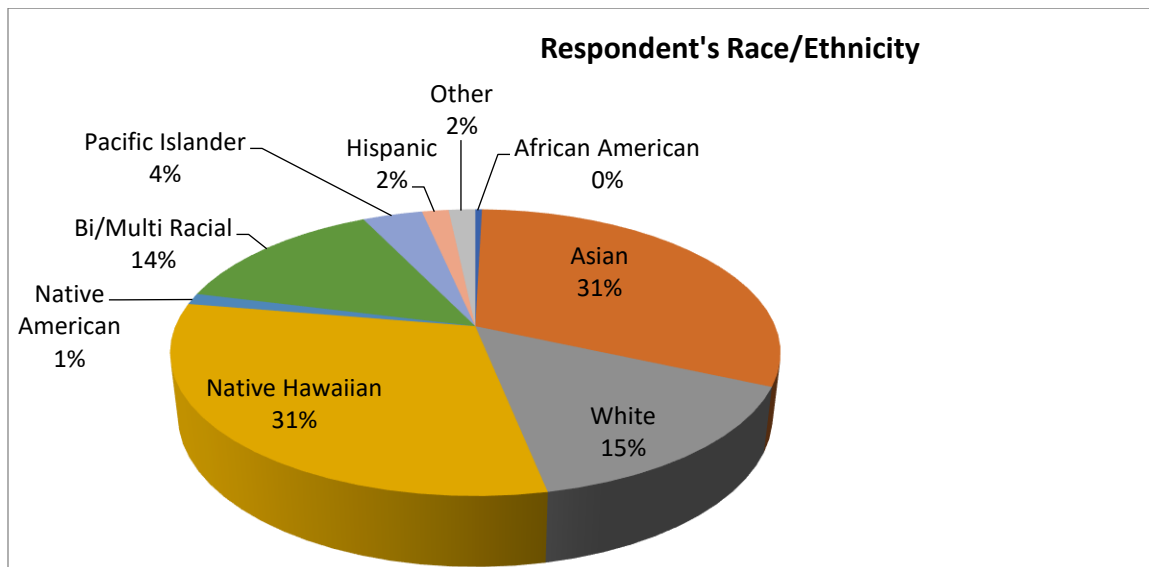


Please note that the surveys were not distributed with the intention to mimic the age or gender demographics of Maui County. This comparison is done to provide an awareness of the type of survey respondent participating in this needs assessment.

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 2020 Maui County Data Book.

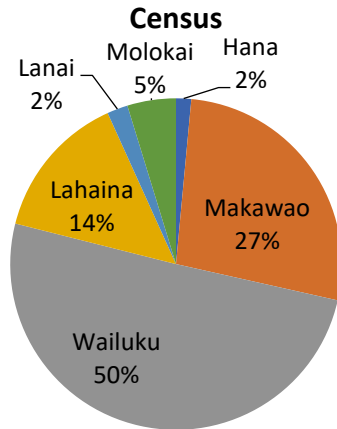


In comparison, here are the demographics for the 2022 survey respondents:



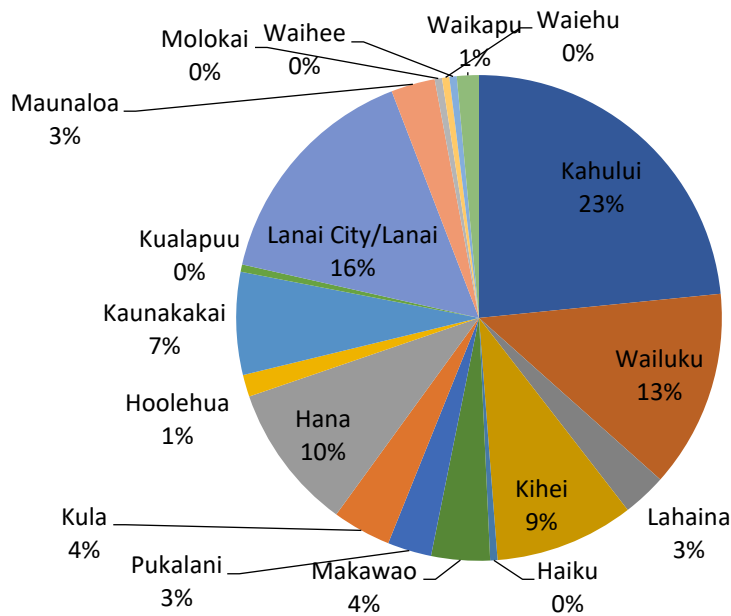
The 2020 Census Data identified the percentage of population by County “District” areas. Specific populations for each city within Maui County, or the specific “Census Tract” can be obtained from the 2020 Census Report. There were 31 tracks for Maui Island alone.

Percentage of Population by County "District" - April 1, 2020



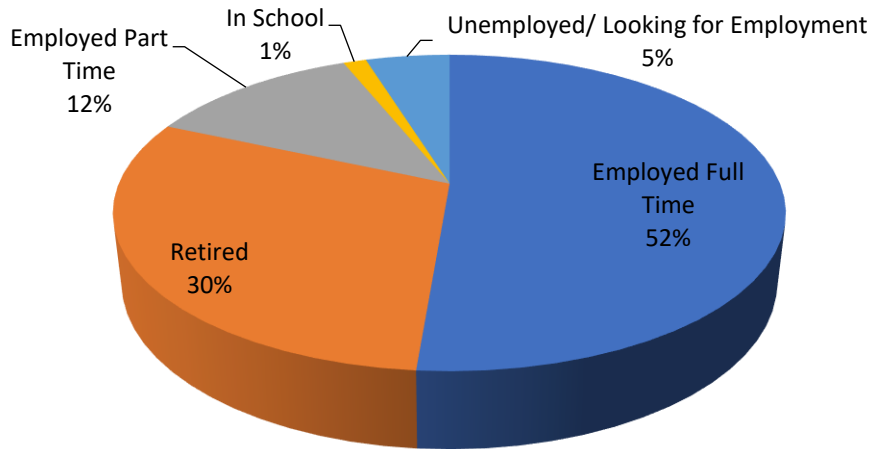
In comparison, here are the Survey Respondent's place of residence:

2022 Focus Group Respondents Place of Residence

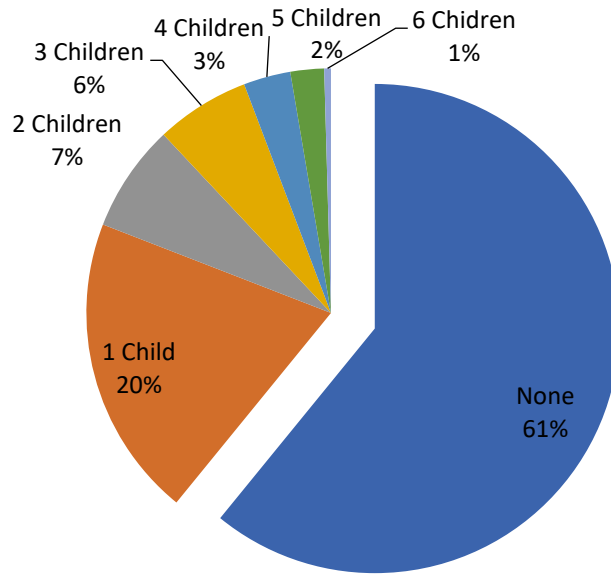


The Survey also asked the respondents to share their employment status, and to indicate the number of children under the age of 18 living in their household, along with whether they currently utilize services provided by MEO, or whether they are a community partner with MEO.

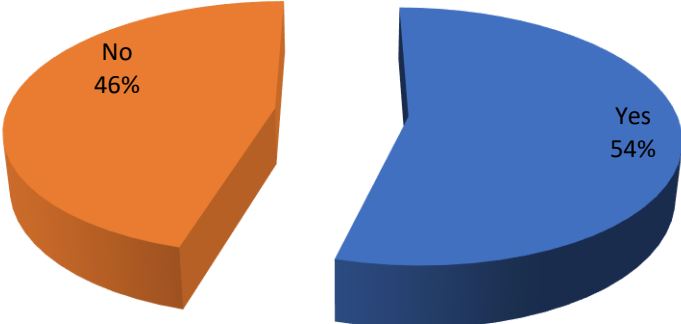
2022 Survey Respondent Employment Status



Number of Children Under 18 in the Respondent's Household

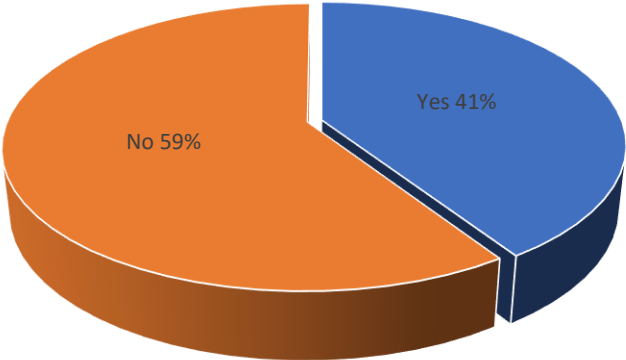


Does the 2022 Survey Respondent Utilize MEO Services



The question was also asked if the respondent was a “Community Partner” of MEO:

Is the Respondent a Community Partner of MEO?



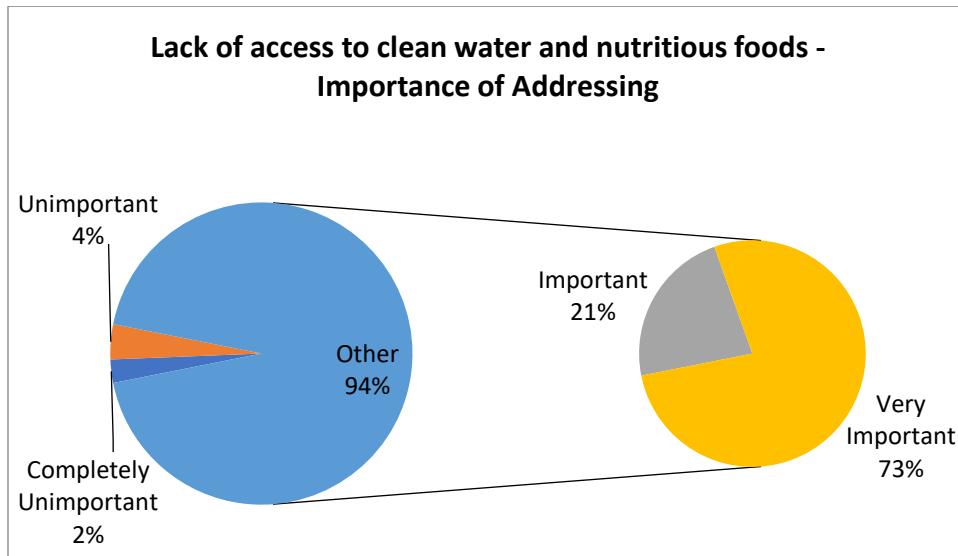
■ Yes ■ No

**Maui Economic Opportunity, Inc. - 2022 Community Needs Assessment Survey Results –
A Survey on the Causes That Could Lead to Poverty**

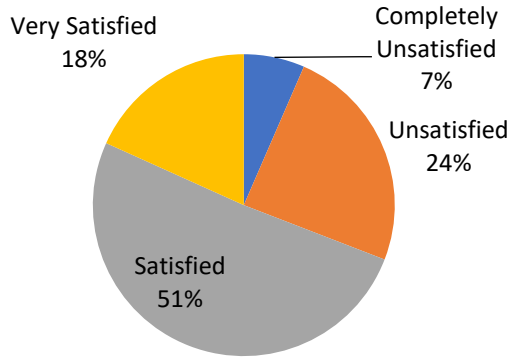
Overview - A Survey was developed addressing the various causes of poverty. Each item had two corresponding questions. The first question asks for the person’s opinion on the importance of addressing the issue pertaining to poverty with a range from very important to completely unimportant. The second question asks about the person’s satisfaction regarding the community’s current services that address the issue. The range 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, or there is a gap in services to address this area. 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, or that services are addressing the issue.

Lack of Access to Clean Water and Nutritious Food Survey Results: (This could also include the need for sanitation services due to unsafe or limited toilets. It’s also difficult to have a healthy body without nutritious foods, making it difficult for anyone to work long hours if they don’t have enough to eat or are ill.)



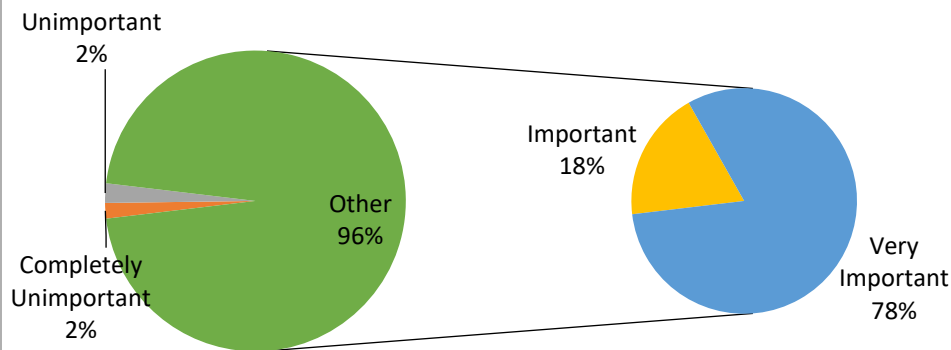
Lack of access to clean water and nutritious foods - How Satisfied w/ Services



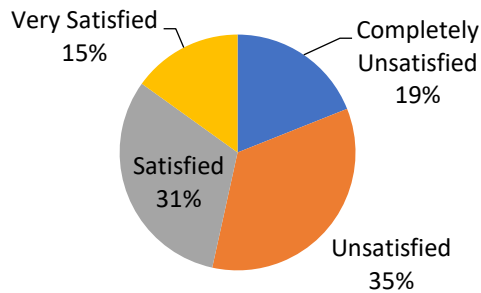
The 2022 CNA survey results for this category indicated that Lack of Access to Clean Water and Nutritious Foods is an issue that could lead to poverty. 69% of the respondents were satisfied with the services to address this issue. **Therefore, the survey respondents did not identify this as an area of concern.**

Lack of Access to Basic Healthcare/ Mental Health/ Physically Disabled/ Drug Abuse Assistance: (Each year people are driven to poverty because of health expenses or circumstances. Frequent illness can prevent a person from succeeding in school or a job. Lack of healthcare clinics, and trained professionals can also worsen the problem.)

Lack of access to basic health care/ mental health/ physically disabled/ drug abuse assistance - Importance of Addressing



**Lack of access to basic healthcare/ mental health/
physically disabled/ drug abuse assistance - How
Satisfied w/ Services**

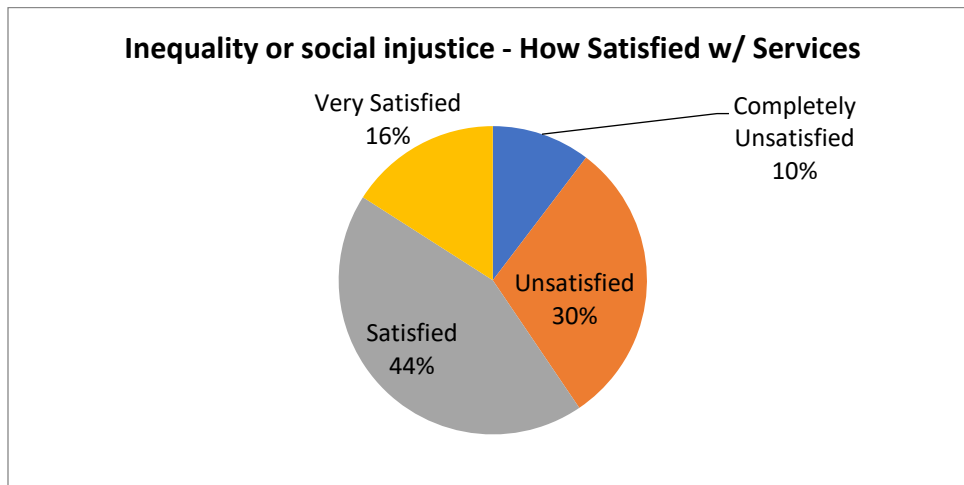
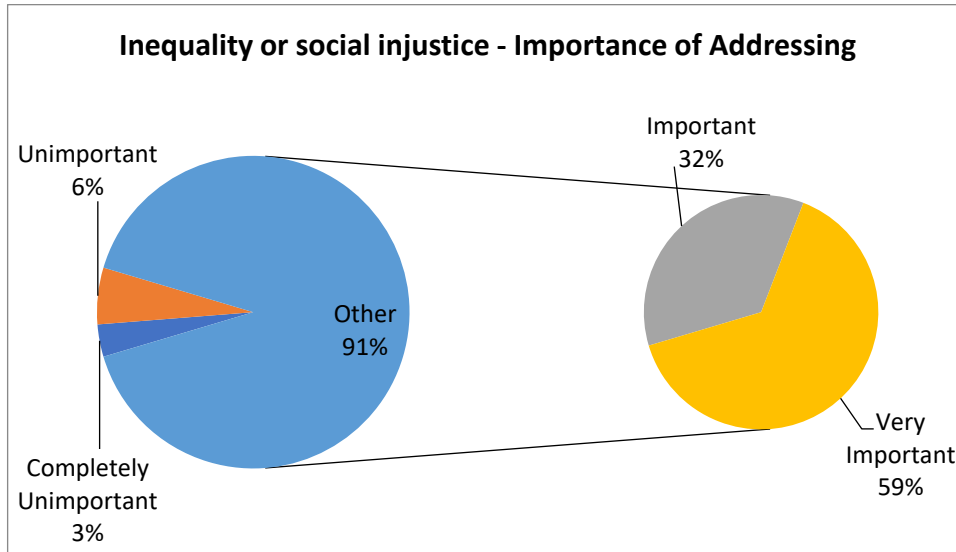


The lack of access to basic healthcare, mental health, physically disabled, and drug abuse assistance is critically important when addressing the impact, it has on poverty. 54% of the respondents indicated being dissatisfied with the services provided in Maui County to address this area. ***The services provided for this area are seen as weak and should be addressed.***

Data acquired from the 2020 Maui County Data Book regarding the number of Health Practitioners Licensed on Maui is as follows:

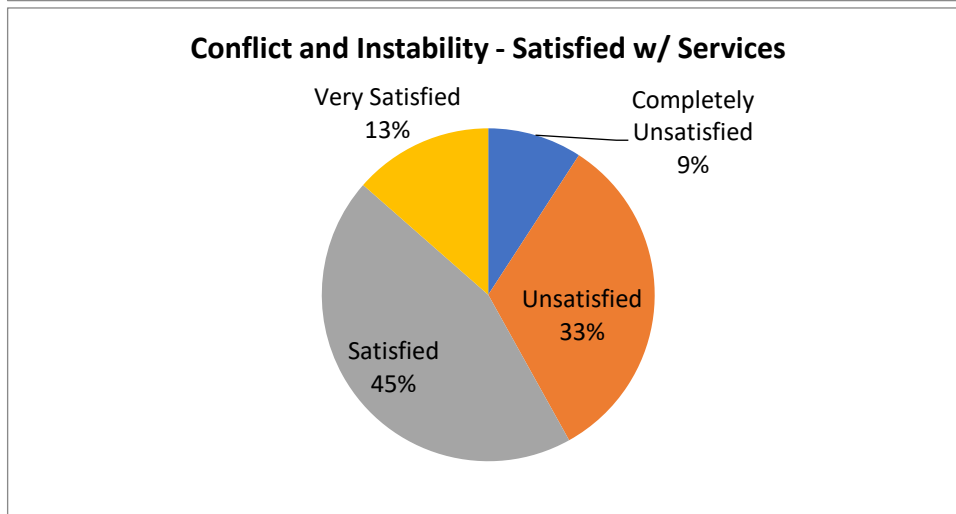
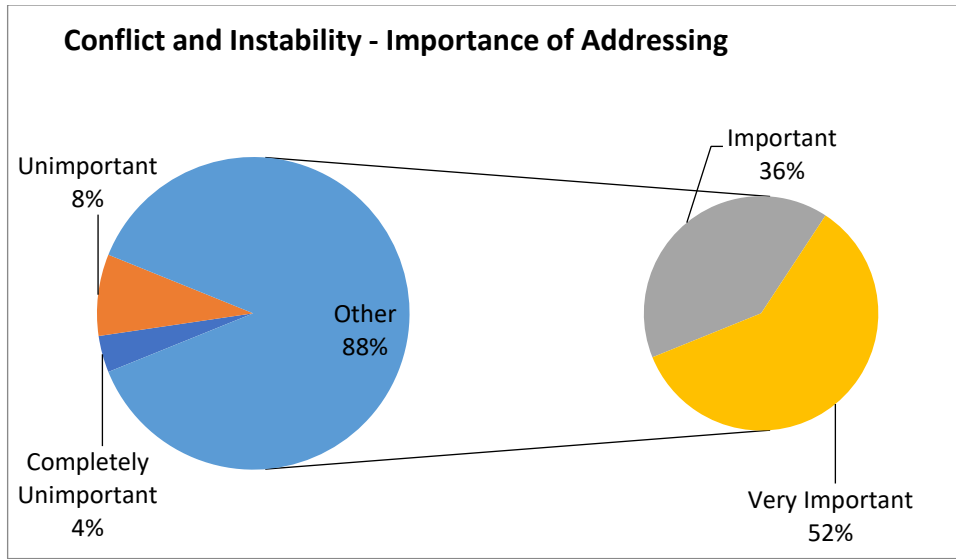
Acupuncturist	89
Chiropractor	202
Dental Hygienist	120
Dentist	103
Massage Therapist	1,299
Certified Physician's Assistant	52
Emergency Medical Technician	70
Emergency Medical Technician Paramedic	53
Physician or Surgeon	425
Osteopathic Physician and Surgeon	36
Licensed Practical Nurse	240
Registered Nurse	1,541
Advanced Practice Registered Nurse	86
Occupational Therapist	42
Physical Therapist	126
Naturopath	21
Optometrist	28
Pharmacist	115
Podiatrist	5
Psychologist	57

Inequality or Social Justice: (Inequality happens when one group has fewer resources and opportunities than others. It can be caused by factors like gender, race, economic situation, social status, age, and physical ability. For example - Are there limiting factors that discriminate against girls and women? Are we effectively protecting women and men against domestic violence? Literacy skills for immigrants.)



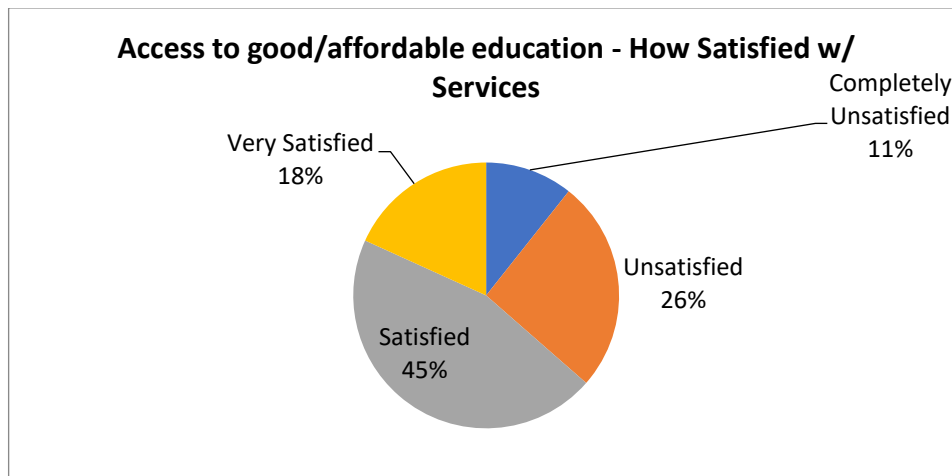
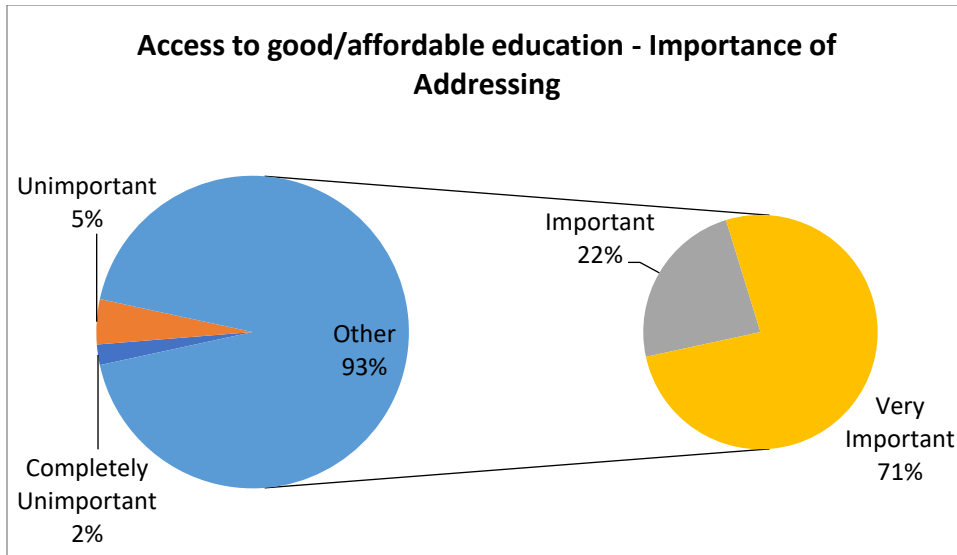
Respondents indicated that it is important to address this topic of Inequality and Social Justice in the fight against poverty. **60% are satisfied with the services provided in Maui County.**

Conflict and Instability: (Conflict and instability can lead to poverty. Whether conflict happens with countries or within communities – it leads to instability. Displacement of any kind affects education, jobs, careers, and livelihoods. Bullying can also fall under the issue of conflict.)



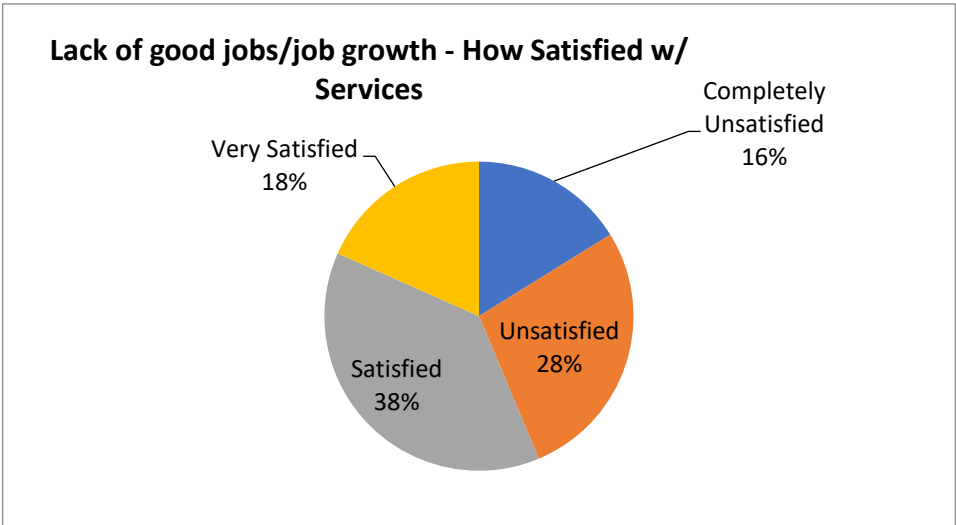
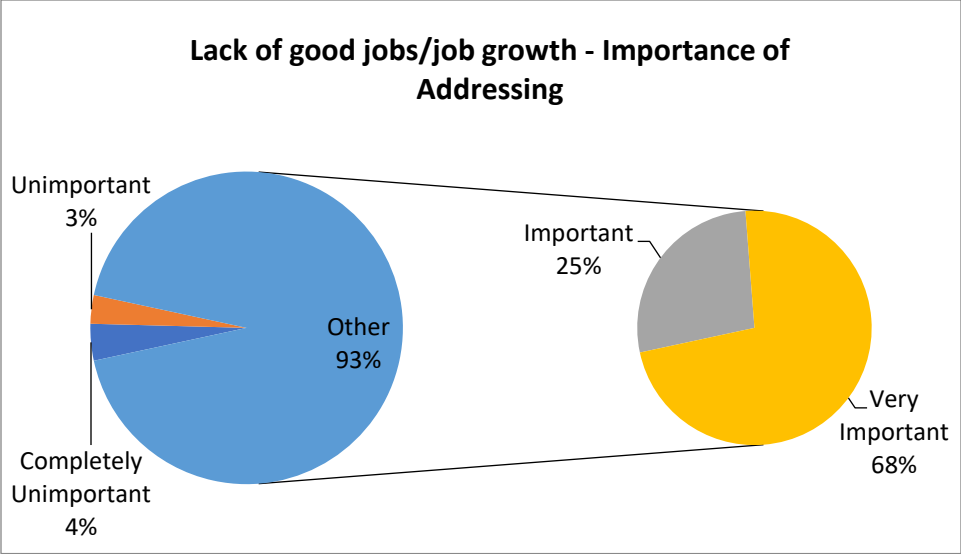
Respondents perceive Conflict and Instability to be important in addressing the cause of poverty, and 58% of the respondents are satisfied with the services provided in Maui County.

Access to Good and Affordable Education: (Lack of education does not automatically make one poor, but education has the potential to help people break free from poverty.)



Respondents indicated Access to Good and Affordable Education is critically important with a respondent percentage of 93%. Also, 63% were satisfied with the service provided to address this area in Maui County. ***Addressing Access to Good and Affordable Education is perceived as adequately provided.***

Lack of Good Jobs and Job Growth: (The solution goes beyond the number of jobs available - are working conditions safe, is there exploitation, discrimination, or unfair pay, does it pay a living wage for Hawaii, is it stable, does it provide individuals work-life balance, and is there opportunity for job growth.)



Respondents believe this is an area of importance as it pertains to poverty BUT satisfaction with services pertaining to this area is at 56%. The Maui County Data Book states that the civilian labor force for 2020 was 83,850 and the number of employed was 68,850.

The US Bureau of Labor Statistics compiled the MEAN ANNUAL WAGE FOR THE TOP 10 MOST COMMON OCCUPATIONS in, KAHULUI-WAILUKU-LAHAINA.

The 2020 Rank Occupation	Estimated Employees	Annual Mean Wage	Statewide Annual Wage
1 Retail Salespersons	3,160	\$33,850	\$35,280
2 Waiters and Waitresses	2,590	\$57,210	\$60,010
3 Housekeeping Cleaners	2,570	\$39,670	\$39,600
4 Fast Food & Counter Workers	2,130	\$28,170	\$27,540

5 Cashiers	1,780	\$31,980	\$29,290
6 Office Clerks, General	1,580	\$37,170	\$37,250
7 Landscaping & Grounds	1,550	\$37,980	\$39,250
8 Cooks, Restaurant	1,320	\$45,200	\$36,960
9 Maintenance & Repair	1,210	\$51,240	\$50,060
10 Registered Nurses	1,160	\$101,080	\$104,830

The US Census Bureau Data stated the median income for households in Maui County in 2020 was \$84,363. The median household income in Maui County in 2018 from the Maui County Data Book was stated as \$80,948. (Keep in mind that these are “households and families”, not individual incomes.)

Dr. Amy Glasmeier and the Massachusetts Institute of Technology compiled a document on **Living Wage in Hawaii**. The living wage shown is the hourly rate that an individual in a household must earn to support his or herself and their family. The assumption is the sole provider is working full-time (2080 hours per year). The tool provides information for individuals, and households with one or two working adults and zero to three children. In the case of households with two working adults, all values are per working adult.

	1 Adult				2 Adults (1 Working)				2 Adults (Both Working)			
	0 Child	1 Child	2 Children	3 Children	0 Child	1 Child	2 Children	3 Children	0 Child	1 Child	2 Children	3 Children
Living Wage	\$22.69	\$42.95	\$52.32	\$71.35	\$33.23	\$40.85	\$46.74	\$55.04	\$16.61	\$23.33	\$29.19	\$36.60
Poverty Wage	\$7.13	\$9.63	\$12.14	\$14.65	\$9.63	\$12.14	\$14.65	\$17.16	\$4.82	\$6.07	\$7.33	\$8.58
Minimum Wage	\$10.10	\$10.10	\$10.10	\$10.10	\$10.10	\$10.10	\$10.10	\$10.10	\$10.10	\$10.10	\$10.10	\$10.10

The Maui Economic Development Board compiled a Comprehensive Economic Development Strategy Report that identified Focus Group Strategies and Priorities. Below is a summary of the top Priorities and Strategies for each category. Many times, there opportunities for MEO to partner and support other organizations in Maui County, therefore their priorities and strategies are included in MEO’s Community Needs Assessment that encourages additional synergies when possible with other Maui County service providers.

Agriculture, Aquaculture, and Forestry Priorities – 1. Establish municipal composting to promote waste diversion and soil fertility/fund natural resource recovery specialist to manage food waste opportunities. 2. Develop local producer cooperatives to give producers improved input buying power. Strategies – Stimulate support for traditional and local agriculture/aquaculture.

Science, Technology, Innovation & Efficiency Priorities – 1. Create incubator/accelerator programs and new degree courses available at UHMC to provide pathways for youth and higher-paying STEM jobs. Strategies – Develop “Maui” brand and market Maui as a world center (A Health and Wellness Capital)

Molokai Priorities – 1. Restore forest with native plants and species/grow more plants and trees to keep air clean. 2. Create an aligned K-12 system in all Molokai schools to include sustainability, culture, relevance, service learning, STEM, and computer science. Strategies – 1. School curricula to be aina-based and teach sustainability at a young age. 2. Support preserving open space for cultural and ecological vitality.

Civic participation

Lanai Priorities – 1. Construct affordable housing on County-owned land. 2. Establish long term care and retrofit homes to enable kupuna to remain on island. Strategies – Increase young Lanaians (25-45) civic participation to create new leadership. Develop and support well-paid career tracks at LHES that encourage youth to stay on island. Into healthcare systems

Healthcare and Wellness Priorities – Build a streamlined, predictive model with proper tools to anticipate and prepare for future workforce needs for the community. Strategies – Prioritize development at UHMC of specific programs to match community future needs.

Hawaiian Knowledge and Culture Priorities - 1. Funding for native Hawaiian-owned businesses and aina based organizations. 2. Impose moratorium on luxury and market-rate development. Strategies – Integrate Hawaiian healing methodologies and knowledge into healthcare systems, which includes mental health.

Hana Priorities – 1. Business development initiatives – Improve networking of local and countywide businesses, increase local to local business collaboration, create and circulate a list of native-owned businesses that support the Hana community, support cottage industries, and support business development. Strategies – Increase education opportunities.

Energy Priorities – 1. Develop pathways for community led focused planning and development opportunities (examples – community solar, shared energy, workforce development, support community owned projects) 2. Lobby for introduction of State renewable tax credit for EV vehicles. Strategies – 1. Ensure equity – availability of renewable energy for all/ equity of access to energy technology and equity of community environmental impacts. 2. Develop a statewide strategic plan for implementing 100% renewables.

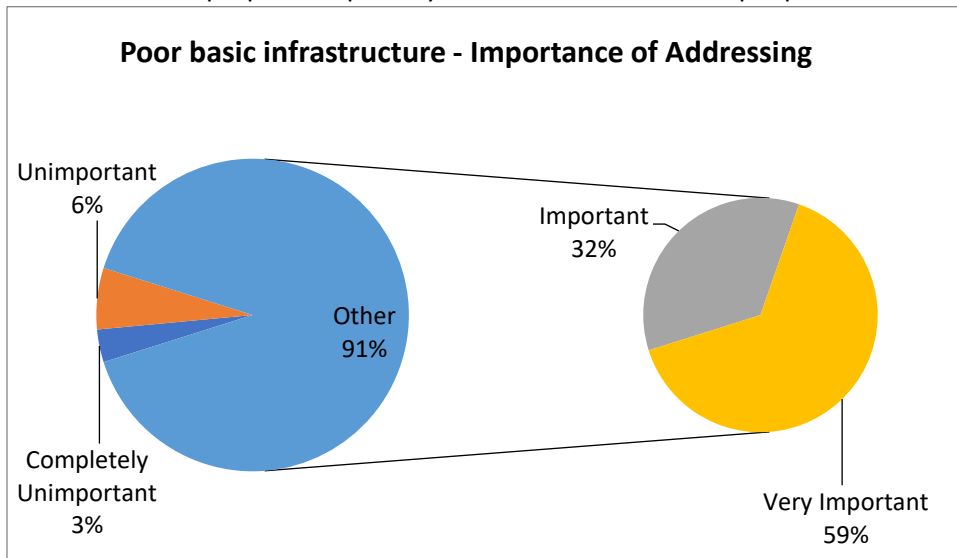
Eco-Economy Priorities – 1. Create a sustainable fund for conservation/ investment in biosecurity to make robust. 2. Prioritize and expand visitor eco-focused and sustainability tourism training. Strategies – 1. Integrate a cultural, traditional, and holistic approach into eco-economy strategies. 2. Prioritize actions by urgency, e.g., sea level rise, imminent extinctions.

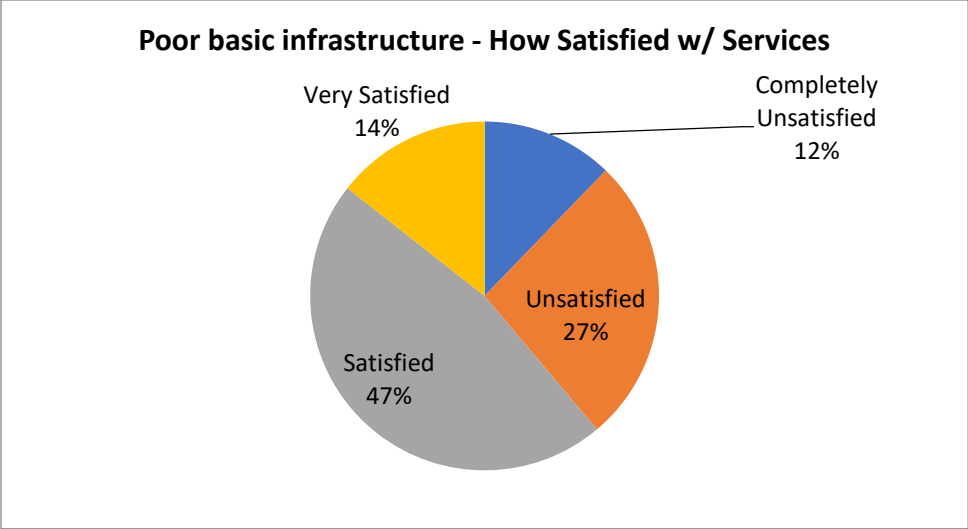
Creative Industries Priorities – 1. Funding: Provide technical assistance grants for arts organizations for application and grant readiness, build grant seeking capabilities and capacity, seek and develop funding

opportunities for operational expenses, seek County, State, and Federal funding for public art spaces and projects. 2. Establish a film production and digital media facility on Maui with an incubator program for start-ups, plus training and intern programs, include production facilities for costumes, scene shop, etc. Strategies – 1. Provide professional development tools and digital media training for artist. 2. Extend reach to longtime residents (community and homesteader associations, organizations and businesses involved with specific populations, creatively democratize arts to extend reach and make part of everyone’s everyday life).

Sustainable Housing and Construction Priorities – 1. Introduce comprehensive Zoning adopted from community plans that offers more density, allowing increased density in urban areas. 2. Streamline County permitting process. 3. Develop innovative wastewater infrastructure, develop dual wastewater systems, and expand R1 water systems. Strategies – 1. Provide funding for non-profit developers. 2. Infill development & adaptive reuse.

Poor Basic Infrastructure: (Lack of infrastructure can be the cause to keep people in poverty. A few examples of basic infrastructure are roads, electricity, mass transit, telecommunications, internet, and broadband services. Without these infrastructures, people can become isolated from the rest of the world and could perpetuate poverty. Infrastructure connects people to the services and resources.)



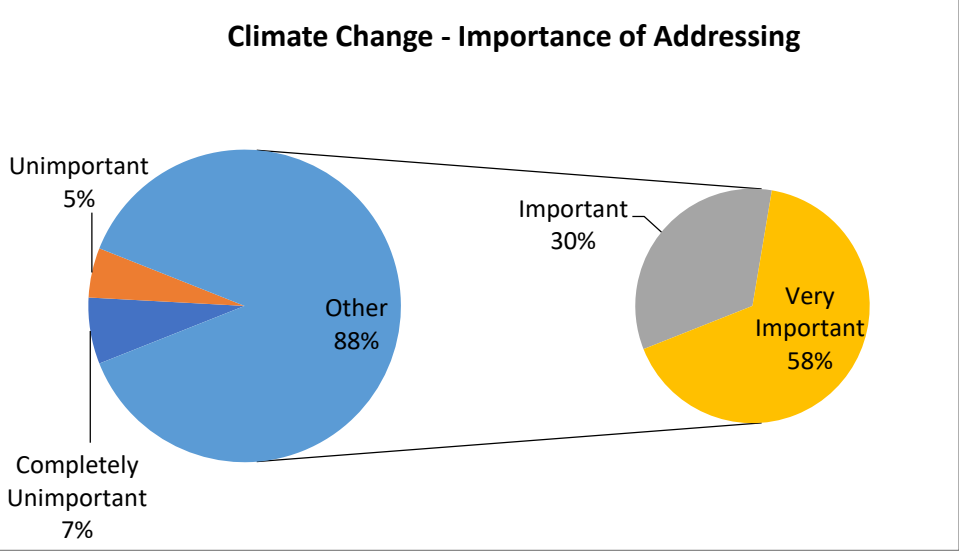


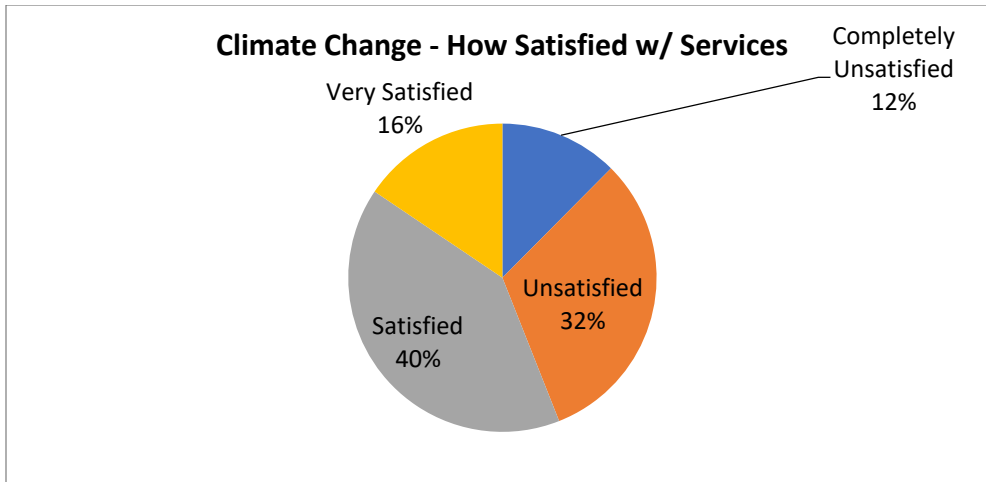
91% of Survey respondents identified this area as important in its alignment to poverty and 61% were satisfied with the services provided in Maui County.

<https://www.hisbdc.org/wp-content/uploads/2021/10/2020-Chapter06.pdf>

Chapter 6 of the Maui County Data Book covers Communication and Transportation and includes interesting data as it pertains to Maui’s Infrastructure.

Climate Change:

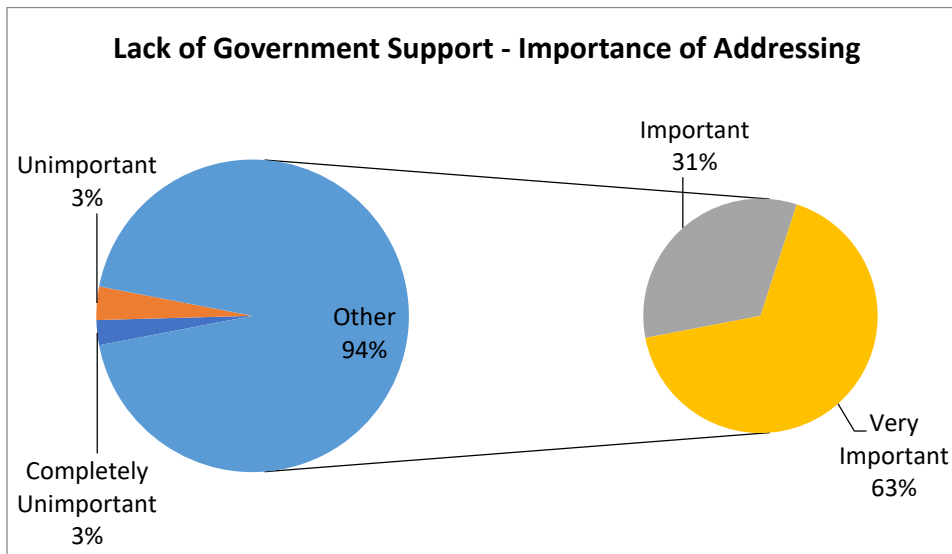




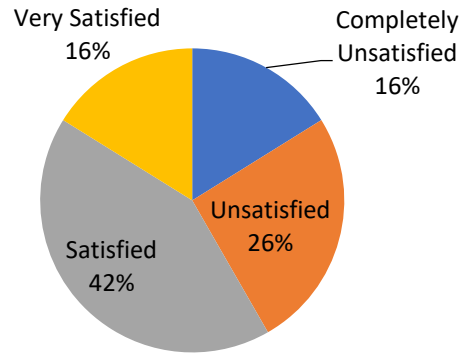
Respondents rated the services in this area of Climate Change with a total of 56% satisfied. In the survey climate change was defined as a contributor to poverty and death – heat stress, extreme drought destroying crops, increasing wildfires, worsening air pollution, affecting food production, etc.

Maui Now Survey Respondents on the topic of Historic Drought Conditions in Maui County: An estimated 62% of Maui Now survey respondents reported that they are concerned with the recent report of “historic” drought conditions in Maui County accompanied by record low stream flow, 28% are somewhat concerned, 7% are not very concerned, and 3% are not concerned at all. “Most of Hawaii is beginning to experience drought conditions, during the time of year when rain is normally plentiful and regular, “according to the Department of Land and Natural Resources.

Lack of Government Support: (Government support could include food assistance, free healthcare, low-income housing, tax credits, training, and financial assistance – which could cut poverty.)



Lack of Government Support - How Satisfied w/ Services

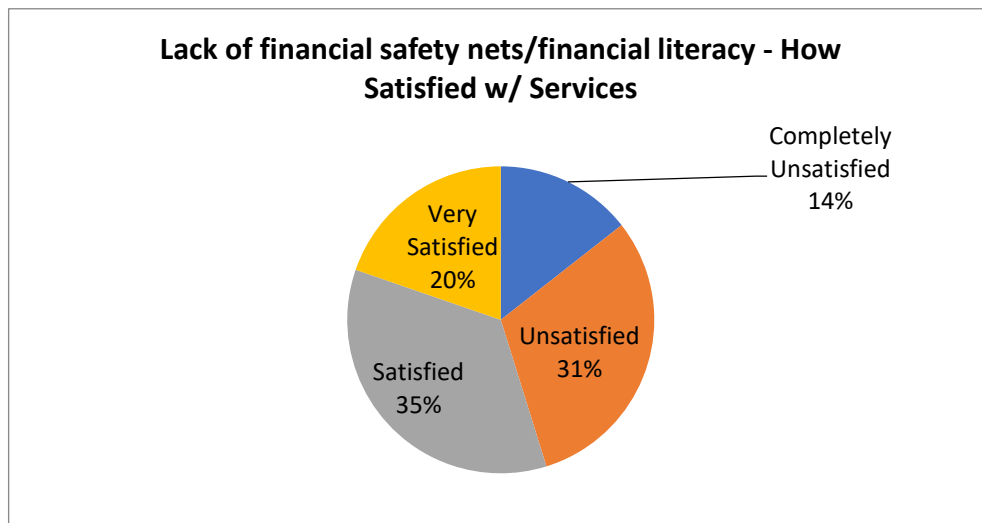
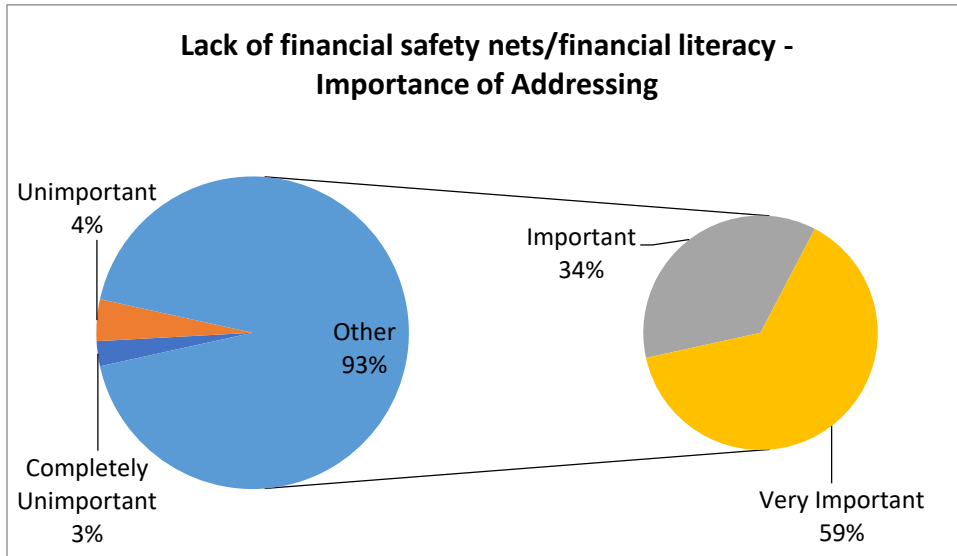


Respondents identify Government Support as an important component to addressing the impact on poverty. Government support could include food assistance, free healthcare, low-income housing, tax credits, training, and financial assistance. 58% of the respondents were satisfied with the services provided for this area.

The 2021 Edition State of Hawaii Data Book provided information on Maui’s Monthly Average for Temporary Assistance to Needy Families, formally Aid to Families with Dependent Children.

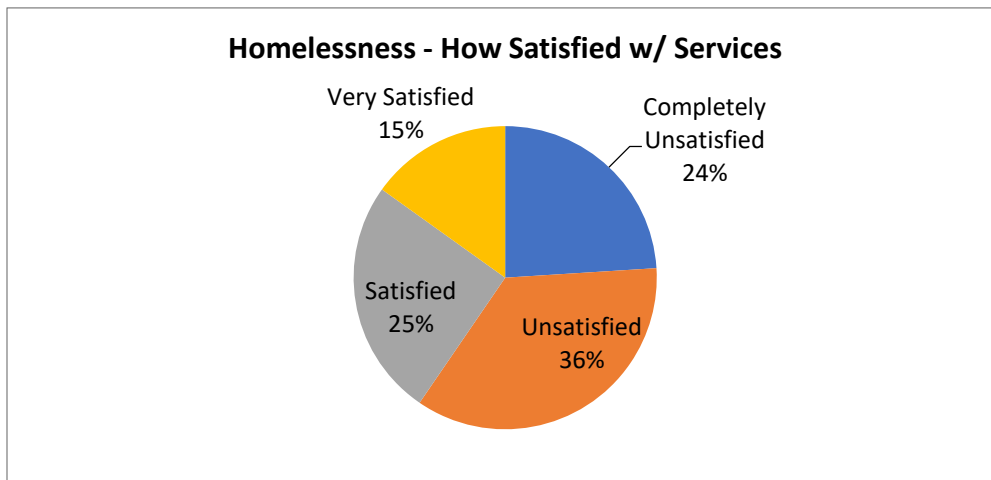
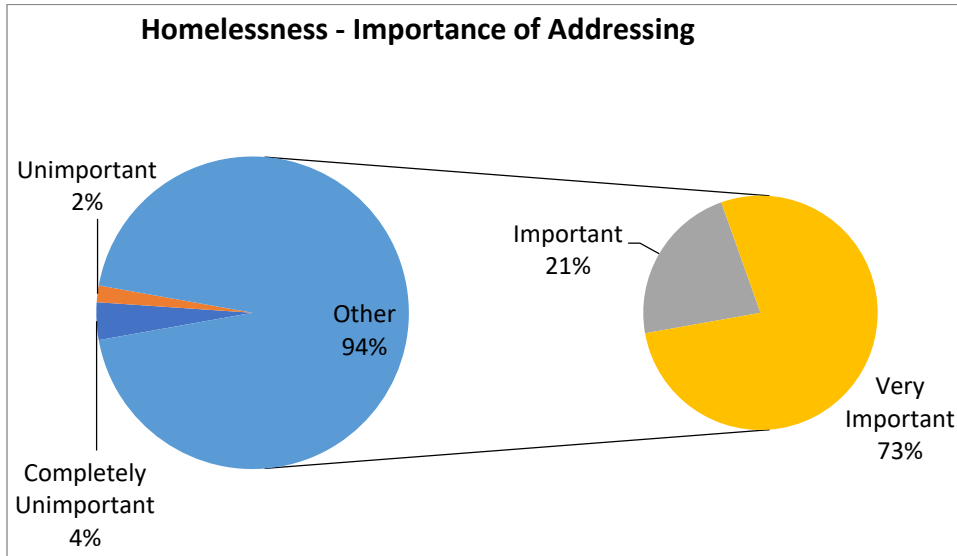
	Lanai	Maui	Molokai
Cases	NA	633	88
Recipients	NA	1860	275
Expenditures	NA	\$376,000	\$55,000

Lack of Financial Safety Nets & Financial Literacy:



Financial Safety Nets are resources set aside for use during emergencies or one-off expenses. Some examples are savings accounts, small loans, and insurance policies. They ensure a person or family can overcome financial difficulties by an unforeseen circumstance. Survey respondents indicated that this is an important area to address as it relates to poverty. **55% of the respondents were satisfied with the services provided in Maui County.**

Homelessness – Sheltered and Unsheltered: Homelessness has seen a 6% decrease on Maui since 2020 during the point in time count, with the sheltered numbers decreasing and the unsheltered numbers increasing. 741 homeless and 63 families in this count. These numbers appeared in a news article in the first quarter of 2022. When compared to the numbers in the State of Hawaii Data Book (see in paragraph below), there is a difference of 132. The assumption is that all individuals were not counted during the point in time count.



The category of Homelessness is important to address as it aligns to poverty. 94% of the respondents indicated its importance and alignment to poverty. 60% of the respondents were not satisfied with the services provided in Maui County. The 2020 Maui County Data Book provided a total of 74,561 housing units as of July 1, 2019. An owner-occupied housing unit rate of 61%, and the median value of owner-occupied housing units at \$633,500. (Please note that when comparing this data with what the US Census Bureau provides, the numbers are slightly different. Housing units as of July 1, 2020 is 72,086. Owner occupied housing unit rate is 62.5% and median value of owner-occupied housing unit is \$657,400.

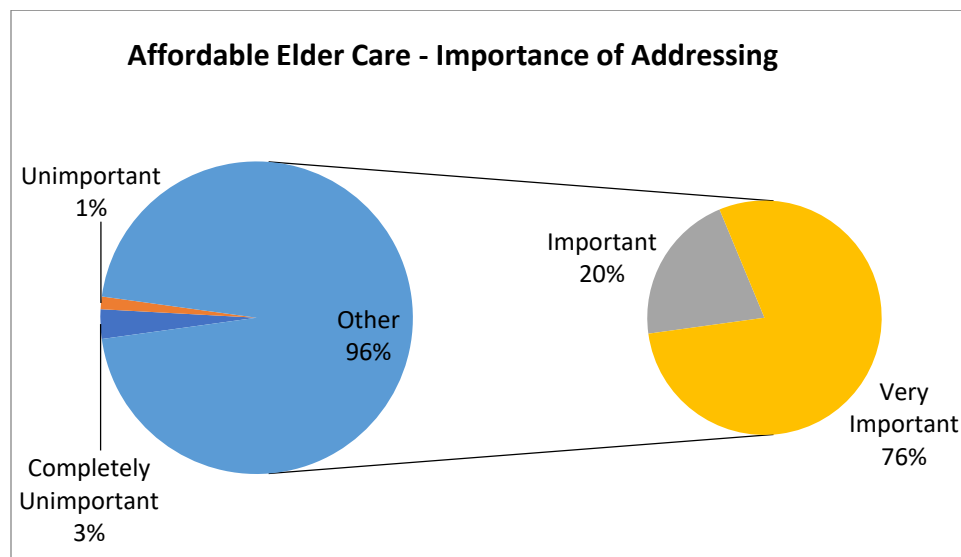
In the 2020 Maui County Data Book, Chapter 8, there is a chart entitled Low Income Rental Housing Affordability. The hourly wage necessary to afford a 2 bedroom (Fair Market Rent) is \$33.83. The rental of a 2-bedroom FMR is \$1,759 and the income required to rent this unit is \$70,360 which equates to 3.3 full-time jobs at minimum wage. The number of renter households is 21,589 which is 40% of total households in Maui County. The estimated mean renter hourly wage is \$15.49 and the rent that is affordable at the mean wage is \$806, which means 2.2 full time jobs at the mean renter wage is needed to afford a 2-bedroom FMR.

The 2021 State of Hawaii Data Book states that Maui has 873 homeless (2018), 399 sheltered, and 474 unsheltered.

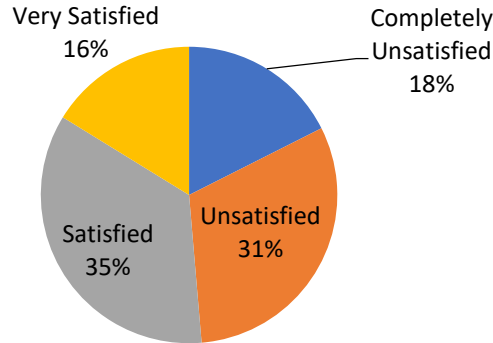
Maui Now Survey: Respondents divided on easing regulations to create more housing; majority think County can do more to address over-tourism. 51% of the respondents saying yes to easing regulations, and 49% saying no to easing regulations. In a report from the University of Hawaii Economic Research Organization, rent prices spiked over the few months in 2022, with Maui seeing a 41% surge in asking prices compared to the same time last year. According to state data, more Maui County homes were purchase by out-of-state buyers last year than in recent years.

Also, when respondents of the Maui Now Survey were asked if Maui County could do more to address over-tourism and its impact on Maui’s resources and infrastructure, 75% stated that the County needs to do more to address over-tourism, 18% were neutral, and 7% stated that the County had taken all possible actions.

Affordable Elder Care:

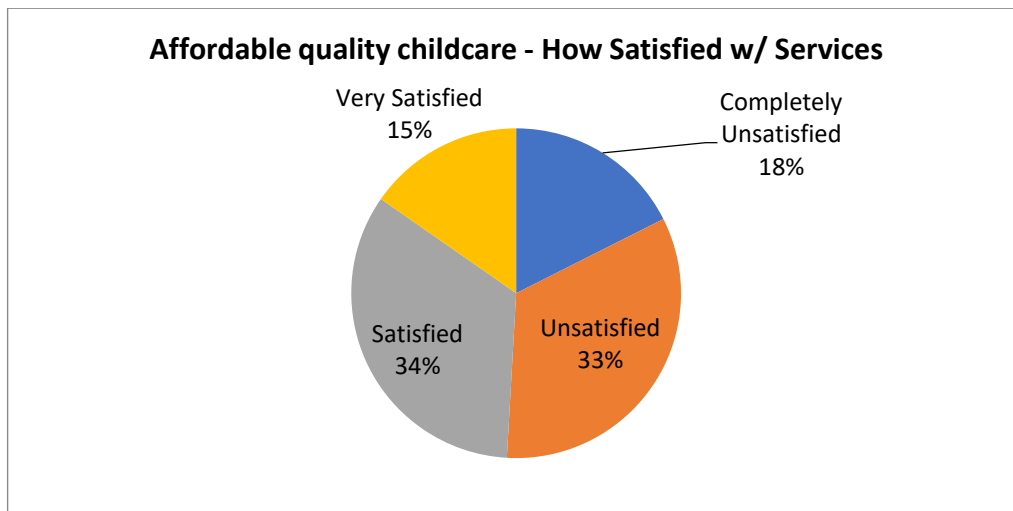
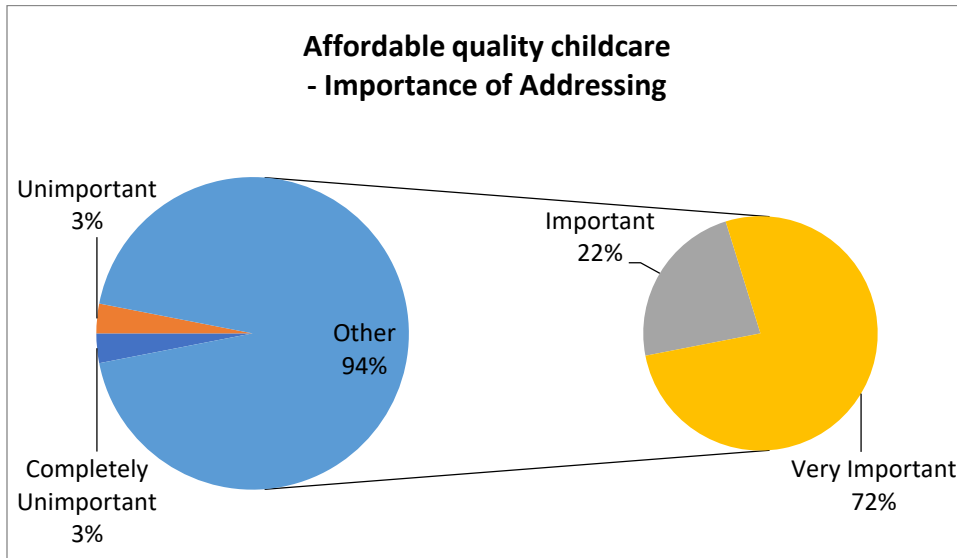


Affordable Elder Care - How Satisfied w/ Services



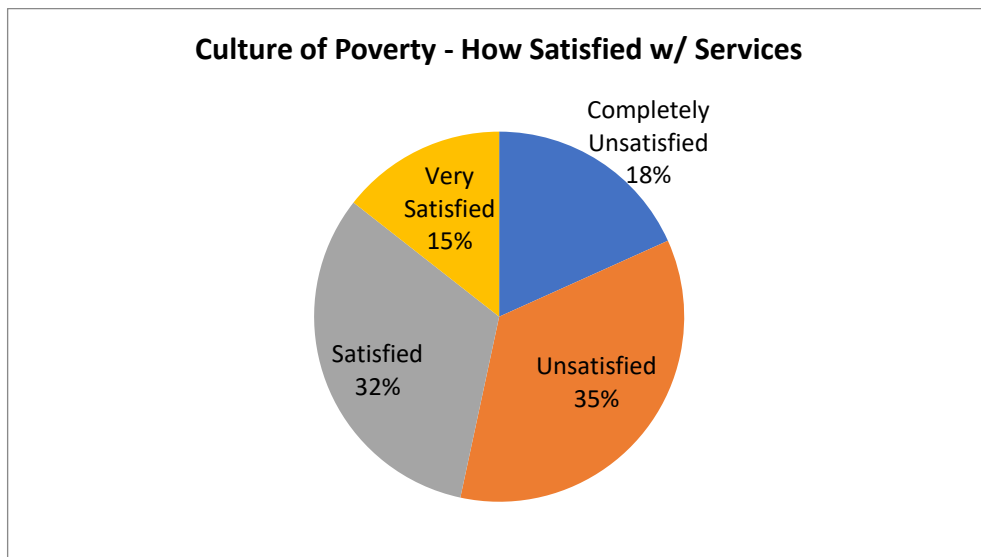
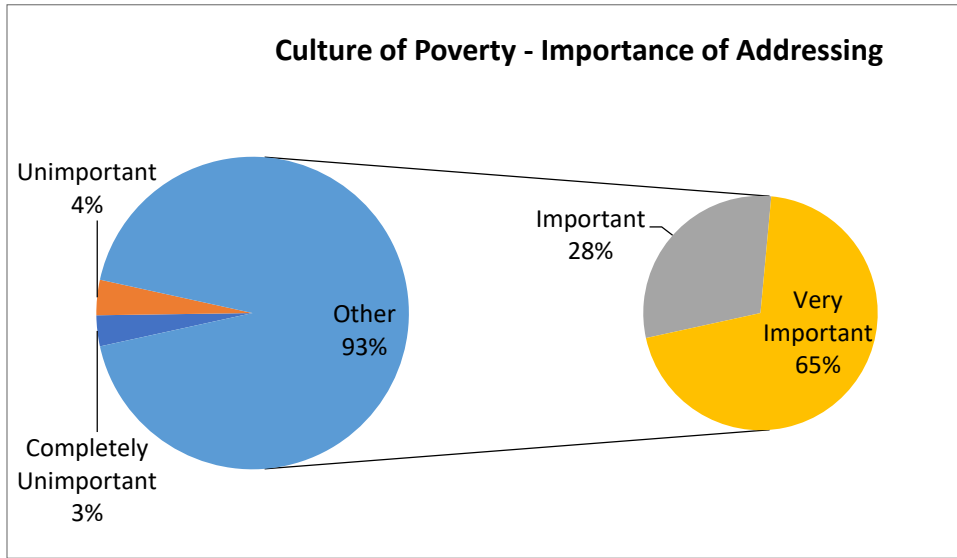
96% of Survey respondents found this area to be very important in addressing the impact to poverty. With the aging population increasing, 49% of the respondents were not satisfied with the services provided. This could include elder care facilities, aging in place, and support for care givers. The 2020 Maui County Data Book states that there are 11 Adult Residential Care Homes in Maui County and a total of 19,803 individuals aged 65 and over. This equates to 1.87 beds available per 1,000 people over the age of 65+. A concern as the aged population grows and additional services are needed. ***The growing number of individuals over the age of 65 adds to this area of concern.***

Affordable / Quality Childcare:



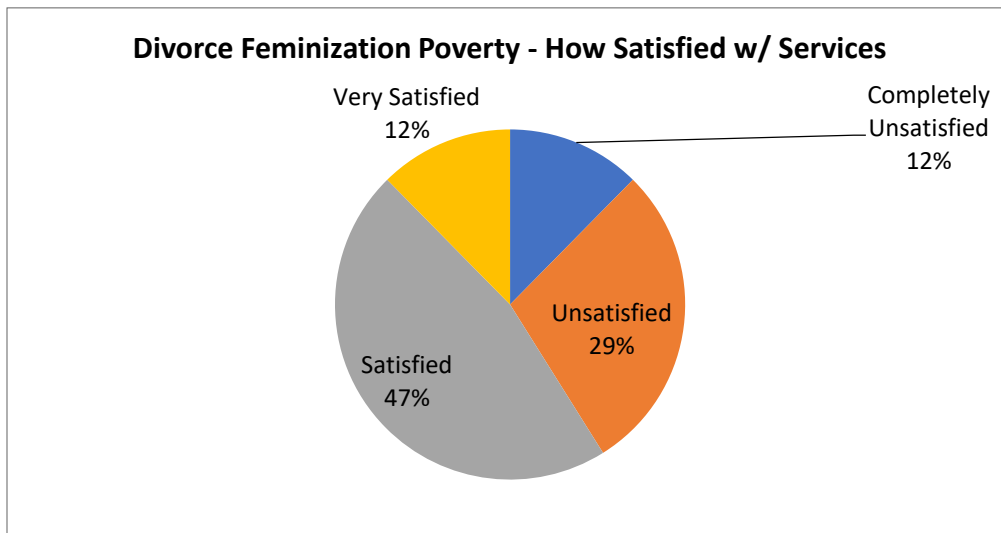
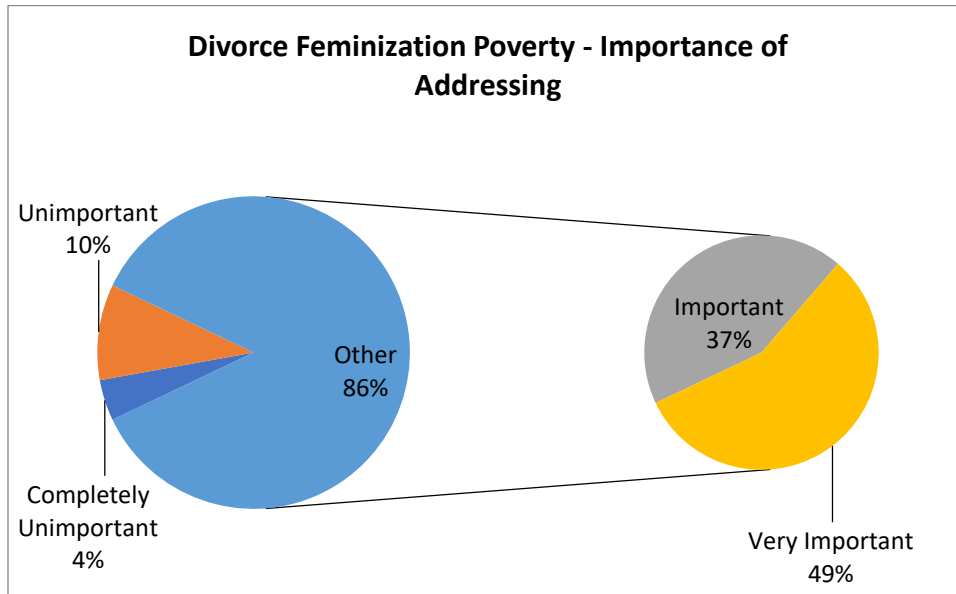
94% of survey respondents indicated Affordable Quality Childcare is an important factor to addressing poverty. 51% of the respondents were not satisfied with the services provided in Maui County. The average cost of childcare for an infant is \$14,354/year and care for a 4-year-old is \$9,406/year.

Culture of Poverty:



93% of the survey respondents indicated that the Culture of Poverty issue is important when addressing the impact to poverty in our society. 53% of the respondents were not satisfied with the services that addressed this area. A culture of poverty is defined as a life of poverty generation after generation and often a complex cycle that is difficult to address and resolve. The Maui Data Book indicated that 10.7% of Maui’s population is defined as in poverty. The US Census Bureau stated this percentage to be 9.5%.

Divorce – Feminization Poverty:



Divorce Feminization Poverty is defined as women, or we could also include men in this category, falling into poverty due to divorce. 86% of the survey respondents indicated that this is an area that is important to address as it aligns to poverty. 41% of survey respondents were not satisfied with the services provided in Maui County. An assumption could be made that these individuals impacted by divorce could take advantage of the other services for people in general.

Focus Groups and Key Informant Feedback Summaries

In addition to surveys, focus groups and key informant interviews were conducted. Specific feedback and suggestions were acquired for each of MEO's 5 departments. A total of 70 individuals participated in 4 focus groups, and key informants' interviews. Below are the compiled results for each of the 5 departments from those sessions.

Community Services

START:

- Expand support services to Polynesian, Pacific Islanders, Tongan, Filipino, and Asian - language/cultural program/acclimation/translation services. (There were multiple comments pertaining to this area.)
- Enlace Community Group
- Support of COFA and include Lanai and Molokai
- Expand immigration assistance for the Micronesians/Pacific Islanders – many have so much fear and don't ask for assistance and are not aware of the resources available
- Increase partnerships with OHA with a focus on Native Hawaiians
- Care giver support programs
- Navigator to help clients sign up for SNAP and Med Quest
- Prescription Assistance program
- Offer Meals on Wheels for seniors/persons with disabilities on weekends/holidays – gap period for food program. (Multiple comments pertaining to this suggestion.)
- Active community watch programs to prevent crime and build community with neighbors
- Promote and expand and create a stronger BEST Program to reach more – expand reintegration program (Numerous comments pertaining to this suggestion.)
- Expand BEST to include assistance with housing/rental
- Help with people's rights
- More legal and tax support for families and elderly.
- Broader reach to LGBTQ community – assistance with housing and seniors to ensure inclusivity.
- Mental health support services. This could also include anger management programs.
- Community “hub” for available housing – one stop for renters/landlords – solicits housing units from the community.
- Expand energy and rental assistance for Kupuna
- Support kupuna in their daily activities, landscape, and household chores
- Financial education to break the cycle of poverty
- Support homeless through housing and food
- Educational programs to support healthcare CNAs and nurses
- Networking class for families
- Offshore clean up with boat
- Obtain farm food to give to homeless
- Disinfect furniture to prevent illnesses
- Support Maui Independent Living Center

- MILC should hire a hearing-impaired person to assist clients with similar impairments
- More advertising to the public
- Start now and look at the healthcare needs and services of our demographics in 15 years – we will have the largest number of 80-year old’s (otherwise we may have homeless seniors at a growing rate)
- Find more sources of funding – County GET surcharge expires in 2030
- More personalized case management with more follow up – it should strive to be a one-stop for people to go to and acquire help with an issue – not just referral information – more personalized attention – seeing the issue from beginning to end. Social worker/navigator to help clients fill out paperwork, certificates.
- Explore opportunities with Foster Kids – expanding services that Epic Ohana does to make kids aware of what to expect in the court system
- More space for MEO services
- New Department of Translators – promote services – it’s needed especially in the COFA population (MEO has a language plan that needs to be updated)

STOP:

- Check to see that the County’s Nutrition Club clientele is not a duplication of MEO’s Senior Club clients
- Ensure that the Office of Aging does not serve clients that MEO programs serve
- Senior community service employment program – smallest impact of all programs. Many clients stop working at the conclusion of the program.

CONTINUE:

- Energy, water, legal, and rental assistance (There were numerous comments to continue these services for sure.)
- BEST (Multiple comment to not just continue, but also to expand)
- Employment assistance
- Senior services (Multiple comments to keep senior services.)
- Translation services
- WAP, SCSEP, Enlace, MILC
- Note on comment made - MEO is the branch of service that the County Government doesn’t have the ability to do. MEO is trusted and can pivot on a dime quickly. Their greatest strength is their flexibility.

Early Childhood Services

START:

- Increase Head Start enrollment to capture higher - lower incomes who can’t afford private preschool – Raise income limits for Head Start to help parents unable to pay \$1000/month for private preschool
- Expansion of Head Start classrooms with longer hours, year-round, and more staff

- Additional partners for Head Start
- Stronger recruitment and retention of staff
- Equity in pay for teachers/program staff – raise the bar
- Programs for Single Dads
- Family bonding/strengthening classes (With both parents working, families can lose cohesion)
- Provide scholarships/financial assistance for non-MEO programs, i.e., Kamehameha schools or childcare programs
- Childcare for infant and toddlers – expand Kahi Kamalii program to other sites for newborns to 3 years (Numerous comments regarding this suggestion)
- Support others with childcare training and resources
- Substitute staff pool to fill as needed
- Sharing a calendar of events with other MEO departments – school year schedule and sign up dates, etc.
- Home to School Transport
- More programs for children K-3
- Expand to Lahaina and other areas and provide after school and holiday/vacation day care
- Expand summer services and add more sites
- Expand facilities and staff to address the need for childcare
- Mental health support for parents, children, and service providers
- Build new toys for children
- Donation of school supplies
- More playground equipment – better playgrounds at sites with monkey bars, slides, ladders, rock walls
- More books
- Preparing students for school in reading, math, shapes, days of the month, etc.
- Collaborate with other entities that may require assistance with childcare
- Institutionalize initiative to make early childhood services more universal – have the state utilize MEO's template versus recreate the wheel. Talk with Superintendent Hayashi
- Look into partnering with DOE for universal preschool (MEO may need to increase educator's standards since DOE requires bachelor's)

STOP:

- The burnout of staff

CONTINUE:

- Toddler care
- Head Start
- Parenting classes
- Parent involvement
- Kahi Kamalii
- Luana Gardens Head Start ratio is great!
- Search for community partners to increase services

Youth Services

START:

- Programs on native Hawaiian culture
- Programs that prevent substance abuse
- Domestic violence in teen relationship prevention program
- Prevention program for elementary age youth
- Find ways to keep youth active and off internet and TikTok
- Assistance for off-island travel for sports, academic activities (cost is an issue)
- Expand services kindergarten to 5th grade and cover acceptance/discrimination
- Expand to rural areas like Hana
- Expand reach to Lahaina
- Take programs to Molokai and Lanai (Summer program started on Molokai and looking to expand to Hana and Lanai with Health Department funding.)
- Larger after school and summer programs, including clubhouse concept
- Develop fund raisers such as surf competition, water sports
- Offer scholarships for youth boxing, jujitsu
- More vans for transport
- Mental health services (There were numerous comments regarding this suggestion.)
- Add treatment services – there are some youths that are past prevention
- Look to collaborating with organizations like CJC to contract with culturally sensitive counselors to address mental health concerns for the youth
- Incorporate mental health, inclusion, diversity in programming and resources
- Preparation of life beyond high school – partner with schools Pathways and other programs -College and career exploration (Numerous comments regarding this idea.)
- Dropout prevention program
- Suicide prevention program
- Address the underage drinking problem
- More advocacy and training for self-advocacy
- Financial education and training
- Networking classes
- Vandalism prevention
- Plant more trees and help in restoring and maintaining native Hawaiian preserves
- Teen pregnancy prevention
- Eat healthier programs
- STEM program
- Sign waving for social causes, such as “Don’t Drink and Drive” or “No Smoking”
- Pick up trash – impacts the environment – beach cleanups
- Making gifts for the community and more community service activities
- Annual event like a fair
- Help clean kupuna’s yards
- Employment/ job training/ mentorship programs
- Mentor elementary school age children on life skills

- Tutoring or younger children – help with early childhood services children
- More marketing and recruitment efforts – more kids and their families need to know the impact these programs have on kids.
- Expand parental interaction, especially connecting youth services families with MEO services

STOP:

- Nothing

CONTINUE:

- Everything
- Partnership with Aloha House and other service agencies
- Work on Molokai and Lanai
- Continue prevention work on vaping and alcohol abuse
- Suicide, cyberbullying prevention
- After school programs

Transportation Services

START:

- Recruit more drivers
- Retain Drivers – address the morale and people leaving
- Expansion of CDL training availability and funding
- In-service updates on schedule – detailed scheduling and confirmation, with an easier interaction with the staff
- Reduce two-week excursion request window
- Educating adults on how to sign up for available transportation (MEO is currently working with Maui County Dept. of Transportation on a video explaining access and other rider needs.)
- Digital Apps – care givers or children could help clients with scheduling initially and as time goes on, client population will become savvier
- Expand services (Numerous comments regarding the need to expand services.)
- Expand outreach awareness to all youth programs
- Collaborate with Child Welfare – Foster Kids may have transportation needs
- Improve timeliness
- Provide a gas stipend so families need not choose between gas and food
- Give away scooters, hover boards – not gasoline powered
- Flying vans
- Provide drivers education
- More handicap accessible methods of transportation
- Gurney transportation – there is need and grants available
- Partner with organizations that have a fleet to transport people in wheelchairs
- Appointment based pick up system for the physically disabled
- Maximize capacity on runs

- More buses powered by the sun – deploy more fuel-efficient vehicles
- Look for ways to partner without federal funding monies – look for other funding sources that meet the need to prevent crisis – pilot initiatives versus going big – test theories first, then ask for more
- Look into how to cope with the changing demographics – maybe more of an Uber style of transport
- Expand services for transport to doctor’s appointment – like “dial a ride” on mainland
- Transportation for employees to resorts – parking is not available
- Transport to emergency shelter, like women helping women to pick up families
- Segregate human services transport by group – youth, seniors, persons with disabilities. Current hodgepodge of passengers can create a safety issue and problems for the drivers. Example – dialysis patient may not feel well after dialysis but will need to travel with others. (This came up multiple times in the feedback.)
- Relocate shop to transportation base yard
- Better bus wash

STOP:

- Look to justify the need to continue paratransit contract

CONTINUE:

- Transport seniors and persons with disabilities
- Nonemergency medical transportation
- Youth transportation
- Continue removing barriers for people who need this service
- Passenger Assistant Technician Training
- The opportunity to call Debbie at any time and she will pick up the phone and answer questions – always available

Business Development Center

START:

- Support local businesses and cultural components within businesses
- More publicity/outreach of MEO’s programs to community (This was made mention at least a half a dozen times with various groups and people.)
- Distribute calendar of events company-wide
- BDC has potential to do a lot – classes are good – the reach needs to be better. Partner with Lokahi or with Mana Up – Britney Heyd and leverage their success approaches
- Offer Core Four both in person for better interaction and virtually for those unable to come in person for better program reach
- Investment classes
- Basic computer classes
- Agricultural Business Training
- Helping entrepreneurs and people who want to open a business

- Focus on building entrepreneurial/business skills for teens or seniors interested in business development – seek out partners with schools (BDC offers teen financial literacy in the evenings for better access)
- Money management and financial aid information – financial literacy for teens and elementary (This suggestion came up multiple times.)
- Internship and volunteer opportunities with businesses and nonprofits
- Mentorship program that matches clients/new businesses/entrepreneurs with established business operators
- More peer-to-peer access for start-up businesses
- Publicize and Expansion of microloan program
- More availability of grant funding for start-up/existing or struggling businesses

STOP:

- Nothing

CONTINUE:

- Small business loans
- Financial Literacy
- Startup training programs/Core Four
- Credit/Debt management counseling
- Micro-lending

When asking the focus group participants to describe the most pressing need in Maui County, 7 areas were identified – cost of living, homelessness, senior care, mental health/drug abuse, lack of qualified workers, culture of poverty, and childcare. Below are the captured comments/suggestions compiled. Most of the suggestions have already been stated in the list of suggestions for the various departments on the earlier pages. Also, when compiling the feedback acquired from the 241 surveys received, the top 4 areas respondents indicated gaps and were unsatisfied with regards to services addressing those areas are homelessness, lack of access to basic health care/mental health/physically disabled/drug abuse assistance, culture of poverty, and affordable quality childcare. (Highlighted in RED below) Therefore, the Focus Groups and Survey Respondents were consistent with their feedback.

Describe the most pressing need in Maui County and what could MEO do to address this need?

Pressing Need:	What could MEO do:
Cost of living	<ul style="list-style-type: none"> • Continue MEO programs • Continue efforts to increase affordable housing projects • Capture data for gap group that make too much for MEO services, but not enough for high cost of living • Look for ways to “teach people how to fish versus giving them fish” • Identify what needs to be done to keep our workforce staying here – address finding places to live, childcare, etc. • Cost of living driven by housing – look for partnership projects like Hale Mahaolu. MEO should build on the strong foundations they already have. • Partner and engage all entities – Federal, State, UHMC, County, DOE, Transportation, etc. to be involved in “Community Development” • Forgiveness of student loans
Homelessness	<ul style="list-style-type: none"> • Keep Hale Makana Park Pallet Homes • Private sector for support • Develop case management services to go along with other homeless services • Partner with other agencies – Family Life Center and Maui Police Department’s outreach efforts, bringing health and mental health care professionals, veterinary care and other services to assist collaboratively • Start a neighborhood watch • Partner with funders to send people back to the mainland who were sent here • Assist with mental health cases • Partner with private owners or property managers to identify available rooms and units. • More Federal housing and urban development approved rentals • MEO should take the lead of the homeless issue – when homeless issues come up, people should think of MEO as the solution. • Have a philanthropy Contest- who can donate the most homes via Habitat for Humanity or have a huge neighborhood of homes that were donated by the wealthy. • Have areas with showers and bathroom facilities to accommodate homeless till they can get back on their feet. • Have an establishment of residency before being able to purchase a home on Maui. • Prevent landlords from raising rent • Build a homeless shelter on Lanai • Provide public bathrooms on Lanai
Senior Care	<ul style="list-style-type: none"> • More care services for the elderly • Handy person/group to assist with home repairs and yardwork • A long-term care nursing home is needed on Molokai

	<ul style="list-style-type: none"> • Aging in place needs to be addressed on Lanai, along with more help for the elderly •
<i>Mental Health/Drug Abuse</i>	<ul style="list-style-type: none"> • Coordination of services • Instead of saying mental illness, say mental health issues to describe condition • Enhance MEO partnerships with Aloha House, and CJC, etc. and increase financial support for treatment and expansion of services. • Partner with Family Life and Catholic Charities to acquire speakers on mental health that are there consistently which leads to trustworthiness. • Address the mental health of elders • Support more workers/resources in healthcare to meet needs through workforce development • Partner with Malama I Ke Ola Health Center • Serve as a navigator to connect mentally ill and physically disabled with appropriate services – there is difficulty filling out paperwork for jobs and services • Partner with Mental Health Kokua • Be strategic in approach to overcome the stigma of the need for mental health – find a way for local kids to connect to a culturally sensitive therapist/counselors. • Healthcare systems need to change – more collaboration with the various services for kupuna. Design a community the way we want it versus piecemealing it together – look at the social determinants of health – interactive communities with a holistic approach. • Develop more partnerships with government and private support. • Address the issue of drug abuse and the need for basic health care on Lanai
Lack of Qualified Workers	<ul style="list-style-type: none"> • Support financial aid for education • Encourage on the job training • Diversify industries on Maui
<i>Culture of Poverty</i>	<ul style="list-style-type: none"> • Strengthen family cultures • Bring BDC Financial Literacy to communities that could benefit to create a new mindset • Provide financial literacy to public schools • Bring programs like “Money on the Bookshelf” to preschool families • Make kids aware of the opportunities available • Debt programs • Look for wrap around service that MEO could provide at various locations – financial literacy, senior services, etc. to help address getting out of the culture of poverty
<i>Childcare</i>	<ul style="list-style-type: none"> • Expand Early Childhood Services

Other Comments:	<ul style="list-style-type: none"> • Board members need to become more active in politics – everyone needs money and MEO needs to get in the front of the line – whenever there is an issue to resolve, we want the public to think MEO for assistance. • When you touch people’s lives, they become supporters. • The partnership MEO has with the Council is strong and there is trust.
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Next Step in the Community Needs Assessment Process – Acquire Input and Feedback from the MEO Board of Directors on August 4, 2022. Following is the process, handout, and outcome from that session.

MEO Board Discussion – August 4, 2022

Envisioning the Future of MEO

STEP 1:

We will review all the suggestions gathered from the various Focus Groups and Key Informants stated below. On the first review we will identify items that are currently being done or have plans to be started in the coming year. (This provides an opportunity for Board Members to be aware of the initiatives that are already in place, or other community partners that are currently engaged in the suggested initiative. See items highlighted in **GREEN**.)

STEP 2:

Board Members are then asked to work in teams of 6 and further look at each suggestion and determine if the item is a 1. New or expanded service 2. Pertains to MEO operations that helps to create more efficiencies 3. A suggestion that would prevent future dependency on MEO services and/or address the poverty issue on Maui. 4. Is a service currently provided by another service provider in the County. Label each item 1, 2, 3, or 4. (Note – MEO’s goal is to assist individuals and families support to transition to a life of self-sufficiency and less dependence on provided services.)

STEP 4:

Individually Board Members will select their TOP 3 suggestions for EACH DEPARTMENT. Voting dots will be provided for Board Members to physically place their dots on their selected items. Items with the highest number of dots will be shared with each department to then have a discussion on realistic implementation. (Items that received any votes are colored in **blue**, with the number of votes in parenthesis.)

Community Services

START:

- Expand support services to Polynesian, Pacific Islanders, Tongan, Filipino, and Asian - language/cultural program/accluturation/translation services. Expand immigration assistance for the Micronesians/Pacific Islanders – many have so much fear and don’t ask for assistance and are not aware of the resources available. (13)
- Enlace Community Group
- Support of COFA (Compact Of Free Association) and include Lanai and Molokai (2)

- Increase partnerships with OHA with a focus on Native Hawaiians
- [Care giver support programs \(1\)](#)
- Navigator to help clients sign up for SNAP and Med Quest
- [Prescription Assistance program \(1\)](#)
- Offer Meals on Wheels for seniors/persons with disabilities on weekends/holidays – gap period for food program. (Multiple comments pertaining to this suggestion.)
- Active community watch programs to prevent crime and build community with neighbors
- [Promote and expand and create a stronger BEST Program to reach more – expand reintegration program. Expand BEST to include assistance with housing/rental \(14\)](#)
- Help with people’s rights
- More legal and tax support for families and elderly.
- [Broader reach to LGBTQ community – assistance with housing and seniors to ensure inclusivity. \(2\)](#)
- Mental health support services. This could also include anger management programs.
- Community “hub” for available housing – one stop for renters/landlords – solicits housing units from the community.
- [Expand energy and rental assistance for Kupuna. Support kupuna in their daily activities, landscape, and household chores. \(10\)](#)
- [Financial education to break the cycle of poverty](#)
- Support homeless through housing and food
- Educational programs to support healthcare CNAs and nurses
- Networking class for families
- Offshore clean up with boat
- Obtain farm food to give to homeless
- Disinfect furniture to prevent illnesses
- [Support Maui Independent Living Center](#)
- MILC should hire a hearing-impaired person to assist clients with similar impairments
- [More advertising to the public](#)
- [Start now and look at the healthcare needs and services of our demographics in 15 years – we will have the largest number of 80-year old’s \(otherwise we may have homeless seniors at a growing rate\) \(5\)](#)
- [Find more sources of funding – County GET surcharge expires in 2030 \(6\)](#)
- [More personalized case management with more follow up – it should strive to be a one-stop for people to go to and acquire help with an issue – not just referral information – more personalized attention – seeing the issue from beginning to end. Social worker/navigator to help clients fill out paperwork, certificates.](#)
- Explore opportunities with Foster Kids – expanding services that Epic Ohana does to make kids aware of what to expect in the court system
- More space for MEO services
- New Department of Translators – promote services – it’s needed especially in the COFA population (MEO has a language plan that needs to be updated)

Additional Comments from Debbie Cabebe during the Board Retreat:

- Provided prescription awareness funding with a grant in the past.

- Ran a Community Watch program at Hale Makana O Waiale with a grant in the past.
- Had a volunteer attorney that offered legal services at no cost in the past.
- MEO is not really a mental health nonprofit. Agencies like Aloha House and Mental Health Kokua are better positioned.
- Some kupuna no longer qualify for rental assistance because of the COLA increase to Social Security, some by as little as \$55. In addition, most rental assistance targeted for crisis situations, like eviction; kupuna need long-term housing.
- Trying to have an agent create an inventory of available housing and to manage the listings, but this requires a lot of work.
- Na Hoaloha and MEO Youth Services helping elderly with chores and landscaping.
- New head of Maui Independent Living Center to begin soon. Nani Watanabe, who ran the program for four years, recently retired.
- Grants are offered to start programs, but funders expect the nonprofits to be self-sufficient when grant runs out. This is difficult.
- County provides nearly a third of MEO's funding; that's intentional. Federal Community Service Block Grant funds are meant to be leveraged locally. County has talked about putting time limits on grants, but transition between grantees can be rocky.
- There was a discussion about generating revenue or a for-profit arm. MEO ran a basil project that was a moneymaker but may not have been legal. Community Action Partnerships generally don't do fundraisers, but the annual Gala brings in a healthy sum.

Early Childhood Services

START:

- Increase Head Start enrollment to capture higher - lower incomes who can't afford private preschool – Raise income limits for Head Start to help parents unable to pay \$1000/month for private preschool (7)
- Expansion of Head Start classrooms with longer hours, year-round, and more staff (3)
- Additional partners for Head Start
- Stronger recruitment and retention of staff (9)
- Equity in pay for teachers/program staff – raise the bar
- Programs for Single Dads
- Family bonding/strengthening classes (With both parents working, families can lose cohesion)
- Provide scholarships/financial assistance for non-MEO programs, i.e., Kamehameha schools or childcare programs
- Childcare for infant and toddlers – expand Kahi Kamalii program to other sites for newborns to 3 years (14)
- Support others with childcare training and resources
- Substitute staff pool to fill as needed (2)
- Sharing a calendar of events with other MEO departments – school year schedule and sign-up dates, etc.
- Home to School Transport
- More programs for children K-3 (2)

- Expand to Lahaina and other areas and provide after school and holiday/vacation day care
- Expand summer services and add more sites (1)
- Expand facilities and staff to address the need for childcare (7)
- Mental health support for parents, children, and service providers
- Build new toys for children
- Donation of school supplies
- More playground equipment – better playgrounds at sites with monkey bars, slides, ladders, rock walls
- More books
- Preparing students for school in reading, math, shapes, days of the month, etc.
- Collaborate with other entities that may require assistance with childcare
- Institutionalize initiative to make early childhood services more universal – have the state utilize MEO’s template versus recreate the wheel. Talk with Superintendent Hayashi
- Look into partnering with DOE for universal preschool (MEO may need to increase educator’s standards since DOE requires bachelor’s)

Additional Comments from Debbie Cabebe during the Board Retreat:

- Staffing is an issue. 3 centers on Maui will not be opening due to lack of staff, especially Head Start Lead Teachers. Salaries have increased but cannot pay more than state Department of Education.
- MEO offers backpacks full of supplies for children graduating to kindergarten.
- Playground equipment at 8 centers will be changed out and improved.
- Looked into expanding hours; 2 p.m. ending is too early for many parents. The issue is funding.
- Can set up preschools outside income requirements but cannot use Head Start funding and need to operate separately.

Youth Services

START:

- Programs on native Hawaiian culture (3)
- Programs that prevent substance abuse
- Domestic violence in teen relationship prevention program (6)
- Prevention program for elementary age youth
- Find ways to keep youth active and off internet and TikTok
- Assistance for off-island travel for sports, academic activities (cost is an issue)
- Expand services kindergarten to 5th grade and cover acceptance/discrimination (4)
- Expand to rural areas like Hana (2)
- Expand reach to Lahaina (1)
- Take programs to Molokai and Lanai (Summer program started on Molokai and looking to expand to Hana and Lanai with Health Department funding.) (2)
- Larger after school and summer programs, including clubhouse concept
- Develop fund raisers such as surf competition, water sports
- Offer scholarships for youth boxing, jujitsu
- More vans for transport (2)

- Mental health services (1)
- Add treatment services – there are some youths that are past prevention
- Look to collaborating with organizations like CJC to contract with culturally sensitive counselors to address mental health concerns for the youth. (2)
- Incorporate mental health, inclusion, diversity in programming and resources
- Preparation of life beyond high school – partner with schools Pathways and other programs -College and career exploration (Numerous comments regarding this idea.)
- Dropout prevention program
- Suicide prevention program (6)
- Address the underage drinking problem
- More advocacy and training for self-advocacy
- Expand Financial education and training (8)
- Networking classes
- Vandalism prevention
- Plant more trees and help in restoring and maintaining native Hawaiian preserves
- Teen pregnancy prevention
- Eat healthier programs
- STEM program
- Sign waving for social causes, such as “Don’t Drink and Drive” or “No Smoking”
- Pick up trash – impacts the environment – beach cleanups
- Making gifts for the community and more community service activities
- Annual event like a fair
- Help clean kupuna’s yards
- Employment/ job training/ mentorship programs (8)
- Mentor elementary school age children on life skills (2)
- Tutoring or younger children – help with early childhood services children
- More marketing and recruitment efforts – more kids and their families need to know the impact these programs have on kids.
- Expand parental interaction, especially connecting youth services families with MEO services

Additional Comments from Debbie Cabebe during the Board Retreat:

- Sports travel on Moloka’i and Lana’i a big need. MEDB supports robotics.
- Substance abuse and alcohol program may be expanding to Hana with a Health Department grant and Lahaina with a Liquor Commission grant.
- Stayed away from the “clubhouse” concept, like Boys & Girls Club. MEO Youth Services takes youth into the community for activities.
- Youth criminal detention facility being set up in Wili Pa Loop area. This will prevent youth from being sent to Oahu.
- MEO handled drop-out prevention until grant ran out. UH-Maui College picked up the program. Goodwill Hawaii now has the contract.
- Youth Services does a lot of self-advocacy with youth testifying before government bodies and sign waving for causes, like drunken driving prevention.
- Some services performed by other agencies: STEM by MEDB, mentoring by Big Brothers Big Sisters.

- Youth Services has a family component, through “Family Nights.” One event involved families cooking a meal at home through a livestream with chefs at MEO. Youth Services provided the ingredients to families.
- After-school and summer, winter and spring break programs are limited to 45 by the number of seats on vans. Youth Services works with 500 to 800 students through in-school program.

Transportation Services

START:

- Recruit more drivers
- Retain Drivers – address the morale and people leaving
- Expansion of CDL training availability and funding
- In-service updates on schedule – detailed scheduling and confirmation, with an easier interaction with the staff
- Reduce two-week excursion request window (3)
- Educating adults on how to sign up for available transportation (MEO is currently working with Maui County Dept. of Transportation on a video explaining access and other rider needs.)
- Digital Apps – care givers or children could help clients with scheduling initially and as time goes on, client population will become savvier (6)
- Expand services (Numerous comments regarding the need to expand services.) (7)
- Expand outreach awareness to all youth programs
- Collaborate with Child Welfare – Foster Kids may have transportation needs (5)
- Improve timeliness
- Provide a gas stipend so families need not choose between gas and food (3)
- Give away scooters, hover boards – not gasoline powered
- Flying vans
- Provide drivers education
- More handicap accessible methods of transportation
- Gurney transportation – there is need and grants available
- Partner with organizations that have a fleet to transport people in wheelchairs
- Appointment based pick up system for the physically disabled
- Maximize capacity on runs (9)
- More buses powered by the sun – deploy more fuel-efficient vehicles (6)
- Look for ways to partner without federal funding monies – look for other funding sources that meet the need to prevent crisis – pilot initiatives versus going big – test theories first, then ask for more
- Look into how to cope with the changing demographics – maybe more of an Uber style of transport (1)
- Expand services for transport to doctor’s appointment – like “dial a ride” on mainland
- Transportation for employees to resorts – parking is not available
- Transport to emergency shelter, like women helping women to pick up families (7)
- Segregate human services transport by group – youth, seniors, persons with disabilities. Current hodgepodge of passengers can create a safety issue and problems for the drivers. Example – dialysis

patient may not feel well after dialysis but will need to travel with others. (This came up multiple times in the feedback.)

- Relocate shop to transportation base yard (1)
- Better bus wash

Additional Comments from Debbie Cabebe during the Board Retreat:

- Drivers received a 3 percent increase with the new county contract. Also, drivers are unionized. Morale and communication have improved under Director Patty Copperfield. Retention might not reflect morale but of the market.
- Organizing a video public transit forum for Maui County on Akaku. MEO hosting the event that includes Maui County Department of Transportation, Roberts Hawaii, Na Hoaloha and Kaunoa.
- Service expansion decisions are made by the county, not MEO. Funding is the restrictive factor.
- MEO used to have a gurney transportation contract with Maui Memorial Medical Center. On-call requirement and need for two-staff per vehicle were among the factors ending the program. Current buses cannot perform gurney transportation, back-loading buses needed.
- Apps could be difficult with scheduled ride share “windows” based on arrival or departure priority. A cancelation could lead to major readjustments.
- MEO was approached by Grand Wailea to operate a shuttle from Transportation base yard in Puunene to resort, but the pandemic ended discussions.
- Bus wash, which is often down, was the best that could be purchased with funds available. Brand is middle of the road for quality.
- Sometimes, there is only one passenger on a bus but that depends on the times of drops offs and pickups. There is more ridesharing with new scheduling system. But riders do complain about having to share rides.

Business Development Center

START:

- Support local businesses and cultural components within businesses
- More publicity/outreach of MEO’s programs to community (This was made mention at least a half a dozen times with various groups and people.)
- Distribute calendar of events company-wide
- BDC has potential to do a lot – classes are good – the reach needs to be better. Partner with Lokahi or with Mana Up – Britney Heyd and leverage their success approaches. (3)
- Offer Core Four both in person for better interaction and virtually for those unable to come in person for better program reach
- Investment classes (2)
- Basic computer classes
- Agricultural Business Training
- Helping entrepreneurs and people who want to open a business
- Focus on building entrepreneurial/business skills for teens or seniors interested in business development – seek out partners with schools (BDC offers teen financial literacy in the evenings for better access) (6)

- Money management and financial aid information – financial literacy for teens and elementary (3)
- Internship and volunteer opportunities with businesses and nonprofits (9)
- Mentorship program that matches clients/new businesses/entrepreneurs with established business operators (11)
- More peer-to-peer access for start-up businesses
- Publicize and Expansion of microloan program (4)
- More availability of grant funding for start-up/existing or struggling businesses (10)

Additional Comments from Debbie Cabebe during the Board Retreat:

- Discussing development of Teen Core Four class. The County Council ‘Imi Pono youth contest showed the strong entrepreneurial spirit in young people.
- Attempting to expand Youth Financial Literacy program.
- Council Member Tasha Kama funded scholarships for startup businesses through Core Four class.

Additional Information Acquired from the Maui Data Book Regarding Maui County Businesses:

- Men owned businesses (2012) 8,126
- Women owned businesses (2012) 6,791
- Minority owned businesses (2012) 6,782
- Non-minority owned businesses (2012) 9,341
- Veteran owned businesses (2012) 1,575
- Non-veteran owned businesses (2012) 14,447

Next Steps – Share results from the Board Retreat and all data gathered with the MEO Directors. Items with the highest number of votes will be considered by the executive team for inclusion into the services provided by MEO. (See items colored in blue.) The new Community Action Plan will then be developed and is scheduled to be implemented in October 1, 2023 and will be shared with the MEO Board of Directors in July 2023.

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.

Appendix

Minutes from the Various Feedback Sessions:



MAUI ECONOMIC OPPORTUNITY, INC.
BOARD of DIRECTORS RETREAT
August 4, 2022
Noon to 4 p.m.
In-Person in MEO Classrooms
MEETING NOTES

ATTENDANCE

MEMBERS

Desi Ting
Tessie Segui
Glenn Yamasaki
Dawn Bicoy
Carol Reimann
Arleen Gerbig
Cindy Figuerres
Adele Rugg
Reuben Ignacio
Ned Davis
Scott Okada
Frank De Rego Jr.
Tasha Kama
Gemma Medina
Sandy Ryan
Bard Peterson

STAFF

Debbie
Cabebe
Gay
Sibonga
Lee
Imada

EXCUSED

Cliff Alakai
Maria Nachuo
Peter Horowitz
Charles Andrion

Facilitator:
Lori Teragawachi

I. WELCOME AND INTRODUCTIONS

Call to order at noon by Debbie Cabebe. The Promise of Community Action was recited.

II. RETREAT

1. LUNCH

2. COMMUNITY ACTION, ROMA & CSBG ORGANIZATIONAL STANDARDS

Presentation by Debbie Cabebe, NCRT, CEO

3. COMMUNITY NEEDS ASSESSMENT SURVEY RESULTS ANALYSIS

Facilitated by Dr. Lori Teragawachi

Board members evaluated issues/proposals for MEO to tackle in five departments – Community Service, Transportation, Youth Services, Early Childhood Services and Business Development Center – based on surveys and interviews.

First step was to eliminate suggestions already being done by MEO. Then board members broke down into groups to assess the expansion of services, how they pertain to MEO operations to create more efficiencies, prevention of future dependence and poverty and in the context of what other

agencies could do/are doing. The next step involved each board member placing dots on three top priorities on the board.

COMMUNITY SERVICES

Top 5 priorities:

- (10 dots) Expand immigration assistance to Micronesians/Pacific Islanders – many have so much fear and don't ask for assistance and are not aware of resources available.
- (10 dots) Promote, expand and create a stronger BEST program to reach more – expand reintegration program.
- (9 dots) Expand energy and rental assistance for kupuna.
- (6 dots) Find more sources of funding – County GET surcharge expires in 2030.
- (5 dots) Start now and look at health care needs and services of our demographics in 15 years – we will have the largest number of 80-year-olds (otherwise we may have homeless seniors at a growing rate).

Debbie Cabebe comments

- Provided prescription awareness funding with a grant in the past.
- Ran a Community Watch program at Hale Makana O Waiale with a grant in the past.
- Had a volunteer attorney that offered legal services at no cost in the past.
- Several suggestions involved mental health; MEO is not really a mental health nonprofit. Agencies like Aloha House and Mental Health Kokua are better positioned.
- Some kupuna no longer qualify for rental assistance because of the COLA increase to Social Security, some by as little as \$55. In addition, most rental assistance targeted for crisis situations, like eviction; kupuna need long-term housing.
- Trying to have an agent create an inventory of available housing and to manage the listings, but this requires a lot of work.
- Na Hoaloha and MEO Youth Services helping elderly with chores and landscaping.
- New head of Maui Independent Living Center to begin soon. Nani Watanabe, who ran the program for four years, recently retired.
- Grants are offered to start programs but funders expect the nonprofits to be self-sufficient when grant runs out. This is difficult.
- County provides nearly a third of MEO's funding; that's intentional. Federal Community Service Block Grant funds are meant to be leveraged locally. County has talked about putting time limits on grants, but transition between grantees can be rocky.

There was a discussion about generating revenue or a for-profit arm. MEO ran a basil project that was a moneymaker but may not have been legal. Community Action Partnerships generally don't do fundraisers, but the annual Gala brings in a healthy sum.

EARLY CHILDHOOD SERVICES

Top 5 priorities:

- (14 dots) Child care for infant and toddlers – expand Kahi Kamali'i program to other sites for newborns to 3 years old.
- (9 dots) Stronger recruitment and retention of staff.
- (7 dots) Increase Head Start enrollment to capture higher lower income families that cannot afford private school. Raise income limits for Head Start to help parents unable to pay \$1,000/month for private preschool.
- (7 dots) Expand facilities and staff to address the need for childcare.
- (3 dots) Expansion of Head Start classrooms with longer hours, year-round and more staff.

Debbie Cabebe comments:

- Staffing is an issue. 3 centers on Maui will not be opening due to lack of staff, especially Head Start Lead Teachers. Salaries have increased but cannot pay more than state Department of Education.
- MEO offers backpacks full of supplies for children graduating to kindergarten.
- Playground equipment at 8 centers will be changed out and improved.
- Have looked into expanding hours; 2 p.m. ending is too early for many parents. The issue is funding.
- Can set up preschools outside income requirements but cannot use Head Start funding and need to operate separately.

YOUTH SERVICES

Top 5 priorities:

- (8 dots) Employment/job training/mentorship programs.
- (8 dots) Expand financial education and training.
- (6 dots) Suicide prevention program.
- (6 dots) Domestic violence in teen relationship prevention program.
- (4 dots) Expand services for kindergarten to 5th grade and cover acceptance/discrimination.

Debbie Cabebe comments:

- Sports travel on Moloka'i and Lana'i a big need. MEDB supports robotics.
- Substance abuse and alcohol program may be expanding to Hana with a Health Department grant and Lahaina with a Liquor Commission grant.
- Stayed away from the "clubhouse" concept, like Boys & Girls Club. MEO Youth Services takes youth into the community for activities.
- Youth criminal detention facility being set up in Wili Pa Loop area. This will prevent youth from being sent to Oahu.
- MEO handled drop-out prevention until grant ran out. UH-Maui College picked up the program. Goodwill Hawaii now has the contract.
- Youth Services does a lot of self-advocacies with youth testifying before government bodies and sign waving for causes, like drunken driving prevention.
- Some services performed by other agencies: STEM by MEDB, mentoring by Big Brothers Big Sisters.
- Youth Services has a family component, through "Family Nights." One event involved families cooking a meal at home through a livestream with chefs at MEO. Youth Services provided the ingredients to families.
- After-school and summer, winter and spring break programs are limited to 45 by the number of seats on vans. Youth Services works with 500 to 800 students through in-school program.

TRANSPORTATION

- (9 dots) Maximize capacity on runs.
- (7 dots) Expand services.
- (7 dots) Transport families to emergency shelter, like Women Helping Women.
- (6 dots) Digital apps – Caregivers or children could help clients with scheduling initially and as time goes on, client population will become savvier.
- (6 dots) More buses powered by the sun – deploy more fuel-efficient vehicles.

Debbie Cabebe comments:

- Drivers received a 3 percent increase with the new county contract. Also, drivers are unionized. Morale and communication have improved under Director Patty Copperfield. Retention might not reflect morale but of the market.
- Organizing a video public transit forum for Maui County on Akaku. MEO hosting the event that includes Maui County Department of Transportation, Roberts Hawaii, Na Hoaloha and Kaunoa.
- Service expansion decisions are made by the county, not MEO. Funding is the restrictive factor.
- MEO used to have a gurney transportation contract with Maui Memorial Medical Center. On-call requirement and need for two-staff per vehicle were among the factors ending the program. Current buses cannot perform gurney transportation, back-loading buses needed.
- Apps could be difficult with scheduled ride share "windows" based on arrival or departure priority. A cancelation could lead to major readjustments.
- MEO was approached by Grand Wailea to operate a shuttle from Transportation base yard in Puunene to resort but the pandemic ended discussions.
- Bus wash, which is often down, was the best that could be purchased with funds available. Brand is middle of the road for quality.
- Sometimes, there is only one passenger on a bus but that depends on the times of drops offs and pickups. There is more ride-sharing with new scheduling system. But riders do complain about having to share rides.

BUSINESS DEVELOPMENT CENTER

- (11 dots) Mentorship program that matches clients/new businesses/entrepreneurs with established business operators.

- (10 dots) More availability of grant funding for start-up/existing or struggling businesses.
- (9 dots) Internship and volunteer opportunities with businesses and nonprofits.
- (6 dots) Focus on building entrepreneurial/business skills for teens or seniors interested in business development – seek out partners with schools (BDC offers Teen Financial Literacy in the evenings for better access).
- (4 dots) Publicize and expansion of microloan program.

Debbie Cabebe comments:

- Discussing development of Teen Core Four class. The County Council's 'Imi Pono youth contest showed the strong entrepreneurial spirit in young people.
- Attempting to expand Youth Financial Literacy program.
- Council Member Tasha Kama funded scholarships for startup businesses through Core Four class.

The results of the Retreat will be taken to the directors, who will discuss feasibility of suggestions. Feedback will be brought back to the board.

Compiled results should be ready by January/February 2023. The current Community Action Plan lasts until September 2023.

VII. ADJOURNMENT

The meeting was adjourned at about 3:30 p.m.

Respectfully submitted by Lee Imada

COMMUNITY NEEDS ASSESSMENT

Youth

June 16, 2022

11 to 12:30 p.m.

MEO Classrooms

Kahlen Boteilho-Dougherty

Jaryk Lucero

La'akea Wells

Jaymarvin Bautista

Kaimi Barona

Kaikea Barona

Kimokeo Puaa-Ortiz

Melanie Edmain

Kamaile Figueroa

Cruz Freitas

Justin Freitas-Yoro

Iliana Correra

Kendrah Medeiros-Kiyonaga

Arrianna Shirota

Gianna Armbul Okuda

Lealia Correra

Hina Wells

Layla Correa

Kassen Yamashita

Jorden Yoro

Kymani Yoro

Riley Yoro

One thing they like about Youth Services.

- Making new friends.
- Field trips.
- Going places they don't normally go.
- Helping others, especially kupuna.
- Meeting new people and being their friends.
- Swimming.
- Reward day.
- Prevention activities.
- Summer activities.
- Going to the beach.
- Going on hikes.
- Getting out of the house.
- Going to lao Valley, the bomb.
- Getting motivated out of playing video games.

- Doing community service and hanging out with friends.
- Playing card games.

Envision what MEO could look like in 2027.

Group 1

Transportation

- Giveaway scooters, hover boards – not gasoline powered.
- Flying vans.
- Driver education.

Community Services

- Offshore ocean cleanup with boat.
- Build homes for homeless.
- Obtain farm food to give to homeless.
- Disinfect furniture to prevent illness.

Youth Services

- College and drop out support/education.
- Vandalism prevention.
- Plant more trees.
- Mental health assistance.
- Teen pregnancy prevention.
- Eat healthier program.

Business Development Center

- Money management and financial aid information.

Early Childhood Services

- Build new toys for children.
- Donation of school supplies.
- More playground equipment.
- More books.

Group 2

Early Childhood Services

- Preparing children for school in reading, math.

Youth Services

- Sign waving for social causes, such as “Don’t Drink and Drive.”
- Picking up trash.
- Making gifts for the community.

Business Development Center

- Financial literacy classes for teens and elementary children.

Community Services

- Rental and utility assistance for those in need.

Transportation

- Continuing transportation services for those in need.

Group 3

Business Development Center

- More teen financial literacy classes offered in high school to teach youth who to spend money wisely.

Transportation

- More handicap accessible methods of transportation.

Community Services

- Support kupuna in their daily activities.

Early Childhood Services

- Better playgrounds at sites with monkey bars, slides, ladders, rock walls.

Youth Services

- Suicide prevention.
- More vans for transport.
- Cleaning.

Group 4

Youth Services

- Continue to help clean kupuna yards.
- Continue sign-waving for youth causes, like no smoking or driving drunk.
- Continue helping in restoring and maintaining native Hawaiian preserves.
- Continue beach cleanups.

Transportation

- More buses powered by the Sun.
- Transportation for the elderly.

Early Childhood Services

- Learning how to read, shapes, days of the months and solving math problems.

Community Services

- Help with water and electricity bills,
- Rental assistance.
- Support Maui Independent Living Center.
- Food support.
- Reintegration of recently released inmates.
- Help people with their rights.

Business Development Center

- Basic financial literacy in the schools at younger ages. Focus on managing money.
- Helping entrepreneurs and people wanting to open a business.

Group 5

Business Development Center

- More advertising, promotion and marketing of programs available.

Transportation / Early Childhood Services

- Unfamiliar with programs.

Youth Services

- More community service activity.
- Mentor elementary school age children on life skills.
- Help with Early Childhood Services children.
- Tutoring of younger children.

Community Services

- More opportunities for the community.
- More advertising to the public.

What concerns do you have as a youth growing up on Maui?

- Environmental imbalance.
- Disruptions in the food chain with some animals not having enough food to survive.
- Invasive species.
- Coral reefs dying.
- Damaging effects of sunscreen.
- Spreading of micro-plastics.
- Pollution.
- Climate change.
- Sinking islands.
- Running out of natural resources.
- Deforestation.
- Influence of drugs/alcohol.
- Under-age drinking/driving.
- Under-age smoking and drug use.
- Bullying.
- Health care.
- Being unable to buy or rent a home.
- Homelessness.
- Food shortage.
- High cost of living.
- Gas prices.
- Poverty.
- Tourism.
- School safety. Better security at schools.
- School fights and drama.
- Brush fires.
- Water use and shortages.
- Lack of clean water.
- Maui turning into a city and losing farmland.
- Vandalism.
- Better/more mental health awareness.
- More youth activities.

- Dropout rates.
- Early childhood education.
- Availability of affordable education/care for children with disabilities.
- Lack of Native Hawaiian enrichment in communities.
- Animal negligence.
- Domestic abuse.
- Job opportunities for newly released inmates.
- Not being able to get into school or to obtain future jobs.
- Safe playground equipment and bathrooms at public parks.

What are some examples of how the Youth Services Program impacts you in a positive way?

- Teaches you to be respectful of elders.
- Builds social skills through social interaction. Meeting, seeing more people provides opportunity to learn things by experiencing them.
- Meeting new people; making friends.
- Community service activities and requirements. Makes me feel better as a person to help people in need and want to do more community service.
- Opens up opportunities.
- Learning the legislative process
- Community awareness.
- Helping the community.
- Teaches the downfall of drinking and smoking.
- Learning how to take care of and cleaning the environment.
- Instills life skills and independence.
- Opens my eyes more.
- Learning things about our island.
- Keeps us away from vaping, drugs and drinking.
- Provides experiences they don't usually get.
- Teaches responsibility by getting to know the community and keeping them out of trouble.
- Learn more about Hawaiian culture.
- Get out of the house.
- Offers break from electronics.
- Growing into a better person.
- Developing a resume.
- New hobbies.
- Exercise.
- Skill building.
- Traveling the island.

COMMUNITY NEEDS ASSESSMENT

Staff

June 15, 2022

8 to 10 a.m.

MEO Classrooms

Regina Lee, Head Start

Kris Padin, IT

Cassi Yamashita, Community Services Director

Renee Kiyonaga-Moyer, Fiscal

Dane Ka'ae, Youth Services Director

Debbie Lorenzo, Chief Financial Officer

Jennifer McGurn, Community Services Assistant Director

Dustin Kaleiupu, Youth Services

Tammy Ramirez, Human Services

Alex Domingo, Early Childhood Services Assistant Director

Mahie McPherson, Moloka'i Branch Director (Zoom)

Rose Jane Ancheta, Lana'i Branch Director (Zoom)

Sherrilynn Nishikuni, Transportation Assistant Director

Frank Estrelaa, Transportation driver

Patty Copperfield, Transportation Director

Dawn Kaluakini, Transportation

Lianne Peros Busch, Business Development Center

Garrett Hera, Lana'i driver (Zoom)

Lee Imada, Executive Assistant

Envision what MEO could look like in 2027.

Dane Ka'ae/Renee Kiyonaga-Moyer/Frank Estrelaa/Lee Imada

Community Services

Start:

- Caregiver support programs.
- Navigator to help clients sign up for SNAP and MedQuest.
- Expand BEST program to reach more clients.
- Add language/acculturation services for other racial/ethnic groups besides Hispanics, i.e. Filipino and Micronesian populations.
- Offer Meals on Wheels program for seniors/persons with disabilities on weekends/holidays – gap period for food program.

Stop: None.

Continue: Everything.

Early Childhood Services

Start:

- Increase Head Start student enrollment to capture those with higher-lower incomes who cannot afford private preschool.
- Another Kahi Kamali'i site.

Stop: None.

Continue: Everything.

Youth Services

Start:

- Prevention program for elementary-age youth.
- Expand program Maui County-wide. Currently serving Central Maui, Upcountry and Moloka'i.

Stop: None.

Continue: Everything.

Transportation Services

Start:

- Segregate Human Service transport by group – youth, seniors, persons with disabilities. Currently, hodgepodge of passengers can create safety issues and problems for drivers, i.e., dialysis patients, who many not feel well after dialysis, need to travel to other pick-ups.
- Meals on Wheels on holidays/weekends.
- Relocate Shop to Transportation base yard.
- Better bus wash.

Stop: None.

Continue: Everything.

Business Development Center

Start:

- Publicize and expand microloan program.
- Offer Teen Financial Literacy evenings for better access (BDC will be doing this).
- Offer Core Four, Financial Literacy programs both in-person for better interaction and experience and virtually for those unable to come to Wailuku for in-person classes and for better program reach.

Stop: None.

Continue: Everything.

Jennifer McGurn/Sherrilynn Nishikuni/Debbie Lorenzo/Lianne Peros-Busch/ Dustin Kaleiopu

Community Services

Start:

- Increase partnerships with OHA with a focus on Native Hawaiians.
- Expand BEST to include housing (pandemic funds for housing to be ending).
- Bring back legal services.

Stop: Senior Community Service Employment Program, smallest impact of all programs.

Many clients stop working at conclusion of the program.

Continue: Rental and employment assistance, BEST.

Early Childhood Services

Start:

- Raise income limits for Head Start to help parents unable to pay \$1,000/month for private preschool.
- Expand summer services, more sites.

Stop: None.

Continue: All childcare services.

Youth Services

Start:

- Add treatment services. There are some youth who are past prevention.
- Drop-out prevention.
- Expand reach to Hana, Lahaina.
- Expand parental interaction, especially connecting Youth Services families with MEO services.

Stop: None.

Continue: Prevention programs.

Transportation

Start:

- Digital apps. Caregiver or children could help client with scheduling; as time goes on, client population will become savvier.
- Separate Paratransit and Human Service operations.
- Deploy more fuel-efficient vehicles.
- Maximize capacity on runs.

Stop: None.

Continue: All services

Business Development Center

Start:

- Mentorship program that matches clients/new businesses/entrepreneurs with established business operators.

Stop: None.

Continue: Debt management counseling, business training classes, i.e., Core Four.

Rose Jane Ancheta/Mahie McPherson

Community Services

Start:

- Prescription assistance program.
- Social worker/navigator to help clients fill out paperwork, certificates.
- Landscape and household chore service for kupuna.

Stop: None.

Continue: Everything.

Early Childhood Services

Start:

- Family bonding/strengthening classes. With both parents working, families can lose cohesion.
- Preschool scholarship assistance for all parents, even those not enrolled in Head Start.

Stop: None.

Continue: Everything.

Transportation

Start:

- Increase routes and times, more drivers.

Stop: None.

Continue: Everything.

Business Development Center

Start:

- Investment classes.
- Basic computer classes.

Stop: None.

Continue: Everything.

Youth Services

Start:

- Assistance for off-island travel for sports, academic activities. Cost is an issue.
- Domestic violence in teen relationships program.

Stop: None.

Continue: Everything.

Cassi Yamashita/Regina Lee/Kris Padin/Tammy Ramirez

Community Services

Start:

- Enlace Community Group
- Support of COFA and include Lana'i and Moloka'i.
- More space.

Stop: None.

Continue: Rental, WAP, SCSEP, LIHEAP, Enlace, BEST, MILC.

Early Childhood Services

Start:

- Home-to-school transport.
- Sharing a calendar of events, i.e., sign-ups and school year, with other departments.
- Substitute staff pool to fill in as needed.

Stop: None.

Continue: Kahi Kamali'i, Head Start, parenting classes.

Youth Services

Start:

- Lana'i and Moloka'i programs.
- Employment/job training/mentorship program.
- STEM program.
- Financial literacy.
- Annual event, like a fair.

Stop: None.

Continue: Drug/alcohol, suicide, cyberbullying prevention; after-school programs.

Transportation

Start:

- Transportation for employees to resorts, not as much parking available.
- Transport to emergency shelter, like Women Helping Women to pick up families.
- Reduce two-week excursion request window.
- Gurney transportation. There is need and grants available.

Stop: None.

Continue: Nonemergency medical transportation, Youth transportation.

Business Development Center

Start:

- Calendar of events distributed company wide.

Stop: None.

Continue: Credit/debt counseling, Financial Literacy and Core Four.

Translators (new department)

Start:

- Marketing.
- MEO has lots of staff who speak different languages, could create a listing.
- This is a need especially in the COFA population.
(Debbie Cabebe: MEO has a language plan, though needs to be updated.)

David Daly/Tammy Ramirez/Alex Domingo/Dawn Kulukini

Community Services

Start:

- Expanded and stronger system in place for reintegration of recently released inmates.
- Create an Enlace for Pacific Islanders.

Stop: None.

Continue: Everything.

Early Childhood Services

Start:

- Expansion of Head Start classrooms with longer hours, year round, more staff.
- Stronger recruitment and retention of staff.
- Mental health support for families, keiki.
- Equity in pay for teachers/program staff, raise the bar.
- Additional partners for Head Start.

Stop: None. (Burnout of staff).

Continue: Search for community partners to increase services.

Youth Services

Start:

- Mental health program for youth.
- Expansion of programs.

Stop: None.

Continue: Everything.

Transportation

Start:

- Expansion of CDL training availability and funding.

Stop: None.

Continue: Everything.

Business Development Center

Start:

- More availability of grant funding for start-up/existing or struggling businesses.
- More peer-to-peer access for start-up businesses.

Stop: None.

Continue: Core Four; micro-lending.

Debbie Cabebe: The evolution of Enlace began with MEO becoming the Seasonal Farmworker Jobs grantee, servicing Moloka'i and Lana'i pineapple workers. Many ag workers moved to hotels, and agricultural companies – with the help of CEO Gladys Baisa – brought in labor from Mexico. But this group had no support, which led to the creation of Enlace. The work of acculturation and translations for other racial/ethnic groups falls on Maui County Immigration Services, and the county has tried to take Enlace funds away. MEO has argued, successfully, that the agency has a special/historical relationship with the Hispanic community in Maui County.

How could we measure the success of MEO's efforts in our community?

- Longevity of a program.
- Continued funding – Funding opportunities come with good outcomes.
- Comparing historical and current outcomes.
- Being top of mind for new service opportunities.
- Direct input from clients and have them tell their stories.

- Focus on quality vs. quantity. Quantitative data do not always reflect good/bad program. (Debbie Cabebe: Unfortunately, numbers drive funding).
- Share success stories and make sure the community knows what MEO does.
- More accurate, finer detailed reporting, telling MEO's story better and more often.
- Families following their Family Partnership Agreement Plan can be a measure of success. Head Start can be tricky because repeating families might not be a good thing in perspective of the Cycle of Poverty. "We want you to love us and do better."
- Long-term tracking plan for students in Head Start.
- Credentialed staff.
- Examining client case studies.
- Facebook surveys.
- Inquiring about how client learned about MEO.
- Rate of accidents/safety.
- Create an annual growth chart per program. (Debbie Cabebe: Some grants are capped in terms of spending and clients; others not.)
- Public survey by department.
- Create an online fillable evaluation/comment form.
- Utilize social media to get the story out and monitor "likes" to measure popularity.
- Scientific public poll.
- Word of mouth.
- Pre- and post-evaluations – more evidence-based results.
- There are some things that cannot be measured, i.e. the ripple effects of prevention efforts and sign-holding by youth.
- Number of people served. On Moloka'i, there is an increase in ridership (Debbie Cabebe: 26 percent of Human Services transport comes from Moloka'i).
- Increase clients utilizing services.

Describe the most pressing need in Maui County? / What could MEO do to address this need?

- | | |
|------------------------------|---|
| ○ Cost of Living. | - Continue MEO programs.
- Continue efforts to increase affordable housing.
- Capture data for gap group not earning enough to make it but too much for services. |
| ○ Homelessness. | - Keep Hale Makana park pallet homes. |
| ○ Senior care. | - More care for the elderly.
- Handy person/group to assist with home repairs and yard work. |
| ○ Mental health/drug abuse. | - Coordination of services.
- Support for education with pay. |
| ○ Lack of qualified workers. | |
| ○ Cultural poverty. | |

TOP NEEDS/LACK OF SUPPORT

Lack of access to basic health care / mental illness / physically disabled / drug abuse assistance. (Entire group)

Homeless Sheltered / Unsheltered. (Entire group)

Culture of poverty. (Entire group)

- Strengthening family cultures
- Bring BDC Financial Literacy to communities that could benefit.
- Provide Financial Literacy to public schools.
- Bring programs like “Money on the Bookshelf” to preschool families.

COMMUNITY NEEDS ASSESSMENT

Community

June 17, 2022

8:30 to 10:30 a.m.

MEO Classrooms

Jud Cunningham, Maui Behavioral Health Resources (Aloha House, Maui Youth and Family Services, Malama Family Recovery Center). Leases space on Vineyard Street from MEO for 24-bed sober living men's dormitory (Zoom).

Paul Tonnesen, Friends of the Children's Justice Center. Supports youth programs, uses MEO facilities for trainings.

Sherry Yamashita, Maui United Way. CEO Nick Winfrey and Debbie Cabebe worked together on the nonprofit directors association; provided PPE to MEO; collaborated on ALICE reports.

JD Wyatt, Ka Lima O Maui. MEO provides transportation for clients who have no other means to get to work.

Margie Dela Cruz, Maui Adult Day Care Center. MEO and MADCC have partnered for 50 years with 30 percent of clients using MEO for transportation to centers, including Hana. Senior Community Service Employment Program (SCSEP), operated by MEO, provides workers.

Thomas Daya, Boys & Girls Club of Maui. Provides transportation after school and holidays to club and home.

King Van Nostrand, Na Hoaloha. Partners with MEO on senior activities, including providing paratransit service and enlisting Youth Services help to clean yards.

Lori Tshako, director of the Maui County Housing and Human Concerns Department. Partners with MEO on programs, offers perspectives.

Curtis Jamison, Housing and Human Concerns Department Grants Management.

Darren Kono, Maui County Department of Transportation. Paratransit coordinator. (Zoom).

Ruth Griffith, Kaunoha Senior Services administrator. (Zoom).

Roland Prieto, Kaunoha Senior Services assistant administrator. MEO assists with transportation to nutrition and leisure programs; facilitates senior clubs. (Zoom).

Larae Balag, Maui Family Support Services. Partners with early Head Start and transportation. (Zoom).

Diane Petropulos, Maui Mediation Services. Partnered on landlord/tenant cases to keep people housed. (Zoom).

8:34 a.m.

Envision 2027:

Larae Balag/Roland Prieto

Community Services

Start:

- Translation services for Pacific Islanders.

Stop: None

Continue: Keep all.

Early Childhood Services

Start:

- Child care for infant and toddlers. Services disappeared when pandemic hit and not all providers returned. There now is a high demand.
- Develop / support development of services.

Stop: None.

Continue: All.

Youth Services

Start:

- Mental health services, continue partnerships.
- Preparation for life beyond high school; partner with schools Pathways and other programs.

Stop: None.

Continue: All.

Transportation

Start:

- Retain and recruit drivers to maximize services. Enlarge the pool.
- Expand Services.

Stop: None.

Continue: Really good.

Business Development Center

Start: None.

Stop: None.

Continue: Everything. Good and well done.

Jud Cunningham/Diane Petropulos

Community Services

Start:

- Translation services for Pacific Islanders.
- More legal and tax support for elderly.

Stop: None

Continue: Keep all.

Early Childhood Services

Start:

- There is a big demand for services and MEO could look to fill the demand by developing child care services or supporting others with training and resources.

Stop: None.

Continue: Everything.

Youth Services

Start:

- In wake of pandemic and its impact on youth, offer mental health services.
- Continue partnerships with agencies like Aloha House.

Stop: None.

Continue: All.

Transportation

Start:

- Expand Services.

Stop: None.

Continue: Everything

Business Development Center

Start: Expand awareness of programs available.

Stop: None.

Continue: Everything.

Lori Tsuhako/Paul Tonnesen/Thomas Daya

Community Services

Start:

- Outreach to LGBT seniors.
- Mental health support.
- Community “hub” for available housing. One stop for renters/landlords. Soliciting housing units from community.

Stop: None.

Continue: Housing assistance.

Early Childhood Services

Start:

- More programs for younger children, K to 3; expand to Lahaina and other areas; provide after school, vacation child care.
- Focus on expanding facilities and staff to address need for child care.

Stop: None.

Continue: Head Start programs.

Youth Services

Start:

- Incorporate mental health, inclusion, diversity in programming and resources.
- More advocacy and training for self-advocacy.
- College and career exploration.

Stop: None.

Continue: Work on Moloka‘i and Lana‘i; partnerships with other service agencies; prevention work on vaping, alcohol.

Transportation

Start:

- Expand outreach awareness to all youth programs.

Stop: Improve timeliness as possible.

Continue: All transportation services.

Business Development Center

Start:

- Focus on skill-building for teens – business/entrepreneurial; seek out partners, such as schools.
- More publicity/outreach to community.
- Internship opportunities with businesses and nonprofits.

King Van Nostrand/JD Wyatt/Curtis Jamison

Community Services

Start:

- Expand translation services to Pacific Islander and other languages.
- Continue and expand energy and rental assistance. Prices are rising, especially for kupuna.
- Financial education to break the cycle of poverty.

Stop: None.

Continue: All programs.

Early Childhood Services

Start: None.

Stop: None.

Continue: All programs.

Youth Services

Start:

- Expand to rural areas, such as Hana.

Stop: None.

Continue: All programs.

Transportation

Start:

- Detailed scheduling and confirmation, easier interaction with staff.

Stop: None

Continue: All programs.

Business Development Center

Start:

- Expansion of microloan program with better marketing.

Stop: None.

Continue: Everything.

Margie Dela Cruz/Sherry Yamashita

Community Services

Start:

- Mental health services.
- Expand translation services to Filipinos and Hawaiians.
- Support homeless through housing and food.
- Education support for health care, such as certified nursing assistants and nursing. The health care shortage is real. Hale Makua is going abroad to fill certified nursing assistant positions.
- Anger management.
- Networking class for families.

Stop: None.

Continue: All programs.

Early Childhood Services

Start:

- Mental health support for parents, children and service providers.

Stop: None.

Continue: All programs.

Youth Services

Start:

- Mental health support.
- Summer and after-school programs.
- Financial education and training.
- Networking class.

Stop: None.

Continue: All programs.

Transportation

Start:

- Gas stipend with increasing cost of gasoline, some families forced to choose between gas and food.

Stop: None

Continue: All programs.

Business Development Center

Start:

- Internships and volunteer opportunities with big companies and businesses.

Stop: None.

Continue: Everything.

How could we measure the success of MEO's efforts in the community?

- Don't count output, measure impact! Outputs (number of people served) vs. Outcomes (increase in self-sufficiency). Not all numbers need to go up if needs are met.

- Pre- and post-test, integrate need assessment programs, nimble programs to integrate suggestions, formal follow-ups, integrate self-sufficiency to prevent serial dependency.
- Collect impact stories, personal stories and data to share the “so what?” Some measurements are difficult to obtain with anecdotal stories filling the vacuum. Anecdotal testimony before entities, like the County Council, end up getting generalized.
- Data collection through surveying the community, monitoring social media and keeping track of needs and outreach.
- Depends on who you are talking to . . . with regard to success.
- Longitudinal data comparison vs. not enrolling in a program.
- It’s important to reach out and find out why community is not using service and where the gaps are that need to be addressed.
- Use power of partnerships to help gather surveys for MEO.
- Testimony at County Council meetings as a forum for complaints.
- More marketing/outreach on services available.

Describe the most important pressing need in Maui County? What could MEO do to address this need?

Need	Addressing Need
<ul style="list-style-type: none"> ○ “Kids” – re-establish well-being and social development. 	Increase outreach, feeder programs.
<ul style="list-style-type: none"> ○ Affordable housing. Problem is beyond MEO’s reach but what can MEO do? 	Continue rental assistance.
<ul style="list-style-type: none"> ○ Economic reality of living on Maui, holding multiple jobs, which impacts how families raise kids and quality of life. 	Supplemental support; BDC to help them with side job or business to add income; help clients get better jobs; make Kids aware of what opportunities are available.
<ul style="list-style-type: none"> ○ Mental health awareness, so much of quality of life stems from healthy mind and body. 	Instead of saying “mental illness,” say “mental health issues” to describe condition.
<ul style="list-style-type: none"> ○ Cost of living and economic polarization between haves, have nots. 	Workforce support, teach community “how to fish.”

Causes of Poverty:

Lack of access to basic health care/mental illness/physically disabled/drug abuse assistance.

- By enhancing the workforce and training people can address some of these areas.
- Look beyond health care providers to organizations, such as Aloha House, etc., and increasing financial support for treatment for the individuals and for the providers to expand services.

- More workers/resources in health care to meet needs through workforce development at Malama I Ke Ola, Hale Makua and hospital.

Homelessness Sheltered/Unsheltered

- Private sector for support.
- Develop case management services to go along with other homeless services.