From Our Board President
Dr. Michael E. Kim

Maui Family Support Services and I are getting older. This past week as I write this, I became a Grandpa. As I’ve had the special opportunity to help women deliver their babies, I’ve had the hints of aging—like when I saw a young man I delivered pitch in a High School baseball game, and then when I’ve delivered babies to women whom I delivered. But now this. Grandpa. I’ve certainly been rag’d by many who know my sarcastic sense of humor.

And how times have changed. All the things babies nowadays will never know—no TV, black and white TV, analog TV—at least they might experience Facebook! Yet at birth, babies start out essentially the same with respect to knowledge and experience. And then, they learn and experience, mostly from us older people, who actually still have the same capabilities to learn and experience.

But Parenting isn’t something that is always learned, though it is often done based on what we experienced (for better or worse). Which brings me back to being grateful that MFSS is also growing older, because our Agency is here, and part of our mission is to help Parents learn Parenting. Thanks again to all our supporters, and to our hardworking Staff and Board.

Oh, and my Grandson is the handsomest baby ever—unbiased opinion of course.

In 2011, MFSS is proud to once again receive 4-year accreditation from the National Council on Accreditation for Children and Families (COA). MFSS received expedited accreditation through the Pre-Commission Review Report process as a result of not receiving any out of compliance ratings in any of the programs, administrative and financial functions.

COA’s commitment to maintaining the highest level of standards and quality improvement is designed to identify providers that have set high performance standards and have made a commitment to their constituents to deliver the highest quality services. COA recognizes MFSS as one of these outstanding providers.
The Teen Voices (TV) program of Maui Family Support Services Inc. provides Maui County youth with information and support so they can choose not to use alcohol and other drugs. This focus on teens in our community relates directly to our agencies mission of preventing child abuse and neglect as youth who use alcohol and other drugs are more likely to engage in high-risk behavior leading to unplanned pregnancies. Meanwhile children of pregnant and parenting teens who use alcohol or other drugs are more likely to experience child maltreatment and neglect as well as poor child health, educational and social outcomes.

The TV program provides groups at various locations including intermediate and high schools, youth groups and other locations where teens gather. These groups focus on increasing social skills, promoting healthy beliefs about themselves and those around them and setting standards for which the youth will choose to live their lives. Teens are also offered and often take the opportunity to have one-on-one sessions with the Teen Coordinator who provides individualized support based on the strengths and needs of the teen at that moment.

Teens need not be pregnant or parenting in order to participant in these services as prevention of substance use and abuse as well as teen pregnancy is the goal and focus of this program. Working with teens to identify and understand the high risk behaviors and consequences of alcohol and drug use increase their ability to make healthy choices that will benefit not only them but our community as well.

For more information on the Teen Voices program, contact Leinell Coloma-Nahooikaika at 242-0900 or Leinell@mfss.org

A note from Jani...

Another year is coming to an end as we celebrate 31 years of serving children and families in Maui County. As an organization, MFSS continues to strive towards the goal of preventing Child Abuse and Neglect within our community while strengthening our families. Our Mission “to promote healthy family functioning by providing supportive services which build on family strengths” continues to be our focus and the desire of our staff and Board of Directors.

We have had a year of many blessings since our last Annual Newsletter. We celebrated our 30th Anniversary with a wonderful event that brought together our staff, Board, families and community members. Our participants were blessed in so many ways through the kind and generous donations that poured in from various sources in November and December. We continued to advocate for the reinstatement of Healthy Start in Maui County and for the continued funding of the Early Head Start program on a national level. Another wonderful Celebration of Fathers event was held recognizing the important role of men and male caregivers in the lives of our keiki and our staff attended various events promoting healthy families and children.

As we celebrate our 31st year of service, I want to thank each one of our wonderful staff and Board members and our many community partners for their hard work, support and dedication. Your efforts have made the difference in the lives of many children and families in our community!

Jani L. Jani Sheppard
Chief Executive Officer
The 5th Annual Celebration of Fathers, sponsored by Maui Family Support Services, Inc., was held on Saturday, June 11, 2011 at the Queen Kaahumanu Shopping Center. This event highlights the importance of fathers, male role models and caregivers in the lives of our keiki. Local community organizations provided crafts, games and information about their organization.

Mahalo to all who participated to once again make this event a success and remind our community that dads and male role models are important part of the lives of our keiki. To participate in the next Annual Celebration of Fathers Event or for more information, call David at (808) 242-0900.

DAVID LITMAN has joined MFSS as the new Fatherhood Involvement Team (FIT) Co-Coordinator.

The Fatherhood Involvement Team (FIT) promotes the role of males in the lives of their Keiki by providing group presentations and activities to fathers and male caregivers of all ages, with children of all ages, or fathers-to-be.

Services provide one-on-one and group support, information on healthy relationships, communication skills, increasing positive peer relations, parenting, child development, pregnancy prevention, and sexual health. Services are free, confidential and voluntary. For more information on FIT Program, give David a call at (808) 242-0900 ext. 235.

We are happy to have David join our team and look forward to serving more fathers in our community.
MFSS served over 4500 individuals last year. Many of our families are struggling financially, finding it difficult to make ends meet from month to month, much less being able to buy a special holiday dinner or gifts for their children. Each year we are blessed to receive wonderful donations and have opportunities to participate in Holiday events provided by other organizations that benefit our families. However, there are often families that still go without over the holidays.

If you would like to help make the holidays a little brighter for our keiki and their families here are some ways you can help:

- Donations of toys and gifts for children of all ages (we may serve children 0-5, but siblings are important too!)
- Donations of household items such as laundry soap, new pillows and blankets, new towels, shampoo (all those things that you use every day!)
- Donations of gift certificates that can be given to families to shop for their families
- Financial donations – which can be used to purchase turkey dinners for families from Safeway, formula for families in need and purchasing food from the Maui Food Bank for families in need

As an agency, we focus our funding on the needs of our participants, which often mean our agency goes without things that could be helpful for us to do our job or just make things easier our better, here are some ways you can help:

- We are accepting donations for the live and silent auction to take place in April at our Agency Fundraiser, we are looking for ‘big ticket’ items such as air and/or hotel overnight packages, dinner or snorkel or whale watch cruises, other activities such as parasailing, jewelry, artwork from known artists and other things that can be auctioned.
- Volunteers who can help clean and detail our agency vans, or gift certificates to get them cleaned
- Volunteers who can help do office work and answer phones
- Volunteers who can help clean our yard
- Financial donations or endowments

Justin Cruz of KHON2 News emceed both the 5th Annual Celebration of Fathers event held in June and the 16th Annual Stand for Children Rally and Celebration held in September. Justin did a wonderful job of keeping the audience engaged, entertained and involved children from the audience having them sing and answer questions. We are so thankful that he came to Maui to emcee these events for us.

Justin visited the MFSS Child Development Center and received a poster made by the children and signed by MFSS staff in thanks for his wonderful support. In photo along with center keiki are L-R, Arneda Wilson, Caregiver; Justin Cruz, Jennifer Valdez, FSW; and Jeannine Gines Caregiver.
**Participant Spotlight**

One mom’s story…
(participant names have been changed to protect privacy)

Emily was introduced to MFSS when she learned she was pregnant. With the father of her child in the military and nobody to support her through her pregnancy, she became a participant in the Healthy Start Program. She was able to receive support her Family Support Worker, Kehau, during their weekly home visits. Kehau provided her with information about the Prenatal Services that the program provided to expectant mothers, promoting healthy pregnancies and supportive post partum care for the parent and child. Along with the pamphlets about what to expect on her pregnancy she brings on the home visits, she also took her to a site visit at the hospital. She showed her where to go when it’s time for her to give birth and after. After giving birth to a healthy, beautiful son, life became very busy and she was no longer able to continue home visiting services.

A year and a half ago, Emily was in need of support for some issues that came up in her family. At that time she enrolled in the Enhanced Healthy Start program (EnHS). The program helped her to resolve the issues in her family and reunite with her son. The EnHS team members, which include a Family Support Worker, Registered Nurse and Mental Health specialist, helped her on the transition from supervised visits to overnight visits then to full physical custody of her son. They helped her create a schedule and routine to follow and provided information on positive ways to discipline her child and on his development.

Emily shares that she tried other parenting programs but feels that they were not as helpful and she feels that the EnHS program really worked in her situation because it helped her on parenting skills. She appreciates the information she receives from her Family Support Worker regarding parenting and positive approaches to discipline.

When the a member of the team visits her at home, Emily shares that she feels comfortable with them because she knows that they are there to help her. They always provide her with answers to her questions which are often accompanied by pamphlets just in case she wants to know more about a particular topic.

Emily feels that being a single mom is a struggle, she has to do it all by herself. She has to be on top of not only herself but also care for her son. Caring for her little family has been difficult and at times she has struggled with providing consistent positive direction for her son. She often felt too tired and overwhelmed to parent her son due to financial and other struggles. However, Emily shares that, because of the program, she was able to get help and cope with these struggles.

Despite these struggles, she still feels that being a mom is a wonderful experience. Watching her son blossom and grow brings smile to her face, and by the end of the day when she is tired and weary, seeing her son full of energy and happiness, sweeps all the pain away.

Emily feels that she is in a better place now before she joined the program. She’s been sober for a year and half, she’s going school and enrolled in the Dental Hygiene program, she has her own place, she has a car and most of all, she spends most of her free time with her 2-year old son, Taylor, playing in the park, going swimming every weekend, coloring and reading books before bedtime.

“I encourage other people to take advantage of this opportunity to use this program because the information they provide especially parenting really works. There’s always something new to learn.”
Maui Family Support Services, Inc. sponsored the 16th Annual Stand for Children Rally & Celebration on Saturday, September 17, 2011 at Queen Kaahumanu Shopping Center. This annual event is a part of an ongoing effort to bring attention and support to the needs of children and families in Maui County. Mahalo to the following participating agencies and community partners for providing information and fun activities to the children and their families:

- Alu Like, Inc – Pulama I Na Keiki
- Big Brother Big Sisters Maui
- Friends of the Children’s Justice Center
- Good Beginnings Maui County
- Hawaii METH Project
- IMUA Family Services
- Kihei Youth Center
- Kamehameha Schools
- Malama I Ke Ola Health Center, WIC Program
- Maui YMCA
- MEO Head Start
- Maui Police Department
- Tutu & Me Traveling Preschool UH Maui College

We would also like to thank the following for the wonderful entertainment throughout the event: Té Tana Torinetia “Polynesian Child” Polynesian Group, Zumba Disco Maui by Misty Boteiho-Doughtery; Kaelyn Garaganza & Jordyn Pagaduan; Maui Cheer Babes; and Zenshin Daiko Drummer.

Maui Family Support Services is grateful to Justin Cruz of KHON 2 News who emceed this wonderful event to celebrate and rally the importance of children.

One of many activities at the event allowed children to string straws and cut-outs to make necklace.

One of many fantastic performances by Té Tana Torinetia “Polynesian Child” Polynesian Group. The keiki did an amazing job!
PROTECTIVE FACTORS

Hawaii, with its Child Abuse laws helps to lead our nation in the prevention of child maltreatment. Maui Family Support Services, Inc. is committed to partnering with parents in arming themselves with the five, and now six, protective factors that can buffer children from the ever present risks of abuse in today’s world.

Every MFSS program partners with parents to help them increase the health and well-being of their child in developing these six (6) protective factors, which are:

1. Parental Resiliency: the ability to cope and bounce back from challenges.

2. Social Connections: to be able to build networks of support that help provide assistance in times of need and developing resources for parent information or problem solving.

3. Concrete Support Systems: to be able to ensure that their basic family needs are met, such as food, shelter, clothing, and connections to community services.

4. Knowledge or Parenting and Child Development: to be armed with accurate information about their child at different ages so they can best understand what kinds of behavior to expect.

5. Social and Emotional Competence of Children: to know how to support their child in having positive interaction with others, so they can self-regulate, and to feel secure when sharing their feelings.

Newly added:

6. Nurturing and Attachment: to recognize opportunities during a hectic day when they can listen and respond to their children, even if it’s just a few minutes.

Understanding how you’ve been nurtured as a child will probably be how you will nurture as a parent is one of the fundamental building blocks to helping your child grow into a confident and resilient adult. So, ask yourself, “How would you like to be remembered as a parent?”

In January Maui Family Support Services, Inc. was a participating charity of the 2011 Hyundai Tournament of Champions. As a participating charity, MFSS received funds from the proceeds raised at the event. On May 20, 2011 MFSS as well as other organizations attended a luncheon provided by The Mark and Debi Rolfing Charitable Foundation, which was the organizing charity for the golf tournament. In total the tournament raised $285,190 for Maui County charities. Along with MFSS designated beneficiaries were Boy Scouts of America, Maui County; Friends of the Children’s Justice Center; Hale Makua; J. Walter Cameron Center; Ka Lima o Maui; Lahainaluna High School Foundation; and Maui Memorial Medical Center Foundation and the Hawaii State Junior Golf Association.
Financial Position
(Unaudited)

Assets
Cash.......................... $936,300
Accounts Receivable....... $339,216
Prepaid Expenses.......... $31,943
Deposits..................... $2,130
Net Property & Equipment... $1,340,265
Land.......................... $623,099
Deferred Annuity.......... $200,000
Long-Term Investment.... $593,908
TOTAL $4,066,861

Liabilities
Accounts Payable......... $42,308
Payroll Liabilities........ $90,224
TOTAL $132,532

Net Assets
Unrestricted............... $2,965,333
Temporarily Restricted... $768,996
Permanently Restricted... $200,000
TOTAL $3,934,329

TOTAL LIABILITIES & NET ASSETS $4,066,861

Program Revenue
Federal....................... $1,452,550
Federal Pass-Through...... $477,422
State........................ $9,500
County....................... $304,539
Maui United Way........... $42,431
Fundraising.................. $83,196
Foundations............... $96,341
Interest..................... $4,681
Other......................... $2,272
In-Kind........................ $23,496
TOTAL OPERATING INCOME $2,496,428

99.8% of children served are NOT confirmed for abuse and neglect

Outreach and Resource Specialists (OARS)


Good Beginnings Maui County

Phone Intakes/Counseling/ Referrals/Outreach Events/ Utilized Lending Library..... 1104

Families Receiving Assistance with Childcare/ Preschool........................ 136

Parents/Caregivers Attending Workshops Co-Sponsored by GB........ 144

Ohana Support Services Home Visiting
84 Served
Includes caregivers and children

Enhanced Healthy Start
216 Served
Includes caregivers and children

Teen-FIT-ROKK
664 Served
Through groups, classes and outreaches

Demographics of Participants Served by Above Programs

Caucasian....................... 16%
Hawaiian/Part Hawaiian/ Other Pacific Islander........ 44%
Asian........................... 25%
African American.............. 1%
Aleutian/Native Am. Ind.... 1%
Hispanic........................ 5%
Other........................... 9%

Early Head Start
Home and Center Based
185 Children Served
25 Pregnant Women Served

Ethnicity
Hispanic or Latino Origin... 5%
Non-Hisp/Latino Origin..... 95%

Race
Am. Ind/Alaska Native..... 2%
Asian......................... 11%
Black/African American.... 0%
Hawaiian/Pac. Islander.... 40%
White......................... 5%
Biracial/Multiracial........ 42%
Other......................... 0%
Unspecified................... 0%

All Programs

Children Identified with a Delay and Referred to Part-C Provider........... 46
Individuals Who Received Services for Mental Health, Substance Abuse or Domestic Violence...... 111
Report Covers Base Grant, ARRA Expansion Grant and COLA/QI Grant

Total Amount of Public and Private Funds

<table>
<thead>
<tr>
<th>Amount Received From</th>
<th>Budgetary Expenditures</th>
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</thead>
<tbody>
<tr>
<td>Public.................................. $ 1,473,179</td>
<td>Program Costs........... $ 1,607,008</td>
</tr>
<tr>
<td>Private................................ $ 7,750</td>
<td>Administrative Costs... $ 132,594</td>
</tr>
<tr>
<td>Donated Goods and Services............ $ 258,673</td>
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Amount from Source:

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<tr>
<th>Source</th>
<th>Amount</th>
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<tr>
<td>US Dept. of Health and Human Services........ $ 1,392,284</td>
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<tr>
<td>Count of Maui.................................. $ 52,387</td>
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<tr>
<td>State of Hawaii, Dept. of Education.......... $ 28,508</td>
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</tr>
<tr>
<td>Charity Walk................................... $ 3,000</td>
<td></td>
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<tr>
<td>Weinberg CD Interest........................... $ 1,750</td>
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<tr>
<td>Rolfing Charitable Foundation................ $ 3,000</td>
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Proposed Budget 8/1-11-7/31/2012 Program Year

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<thead>
<tr>
<th>Source</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Proposed Budget................................ $ 1,563,350</td>
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Results of Most Recent Financial Audit
- The audit for fiscal year 2011 (July 1, 2010 – June 30, 2011) is in progress.
- The most recent completed audit covered fiscal year 2010 (July 1, 2009-June 30, 2010) expressed an unqualified opinion with no findings.

Services to Children and Families

Number of Children Served........ 185   Number of Families Served........ 161   Percent Served... 98.1%

Average Monthly Enrollment   100%

Percentage of Enrolled Children that Received Medical and Dental Exams

<table>
<thead>
<tr>
<th>Service</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Medical</td>
<td>67%</td>
</tr>
<tr>
<td>Dental</td>
<td>32%</td>
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</table>

Agency’s Efforts to Prepare Children For Kindergarten

Through home-visits, in the classroom, and through family socializations, we partner with parents/other caregivers in:
- Promoting language development skills and family literacy
- Promoting healthy social and emotional development in young children
- Administering formal and informal developmental assessments to monitor developmental milestones reached, including children with special needs
- Assisting and supporting the family’s and child’s readiness to transition into preschool.
- Ensuring up-to-date well baby checks, immunizations, and dental check ups.
- Maintaining a healthy and safe environment for the entire family.
- Developing Individualized Family Partnership agreements to reach school readiness goals listed above.

Information About Parent Involvement Activities

Parents participate in Policy Council, Parent Committees, Health Services Advisory Committee, and parent/child interaction home activities after classes or in between home visits to support children’s development. We invite community partners as well as parents to present topics that family’s request. Topics covered during the year include CPR/1st Aid, fire drill & escape planning, summer safety, car seat safety, pedestrian safety, understanding & guiding toddlers’ challenging behavior, benefits of messy play, workforce development, adult education, teen parenting services, “good touch/ bad touch,” “I’m Moving, I’m Learning” oral health and screening, responding to medical conditions (asthma, eczema), nutrition for the family, “family rules,” developing a healthy relationship, father involvement, and results of fighting when children are present.
MAUI UNITED WAY

MFSS is once again a partner agency with Maui United Way. Maui United Way graciously supports the Early Head Start Program. The Early Head Start Program provides child development services at no-cost to income eligible families working and/or attending school to promote positive child development, positive educational and health outcomes for children birth to 3 years old by providing specialists services, in the areas of mental and physical health, nutrition, positive parenting, education & special needs.

G.N. WILCOX

G.N. Wilcox donated $9,000 to re-instate the Clinical Specialist for the Fatherhood Involvement Team (FIT) Program for FY 2011.

SHANE VICTORINO FOUNDATION

The Shane Victorino Foundation awarded MFSS to continue Early Head Start Program services. Services include Home Visiting and Child Development Centers in Wailuku and Lahaina. Children in the Centers receive day care at no-cost to the families. Children participating in the Home based option receive weekly home visits by Parent-Child Educators.

WOMEN’S FUND

Women’s Fund has donated $5,000 to support the Outreach and Resource Specialist (OARS). With this funding, MFSS has been able to continue as the only agency in the State of Hawaii that meets with new moms at the hospital.

BUZZ’S WHARF

MFSS was chosen in April 2011 by Buzz’s Wharf for their Give Back Program. Buzz’s Wharf Restaurant donated 10% of their sales on every Wednesdays for the month of April. These funds will be used to support MFSS in our goal of strengthening families and preventing child abuse and neglect.

FRIENDS OF HAWAII CHARITIES, INC.

Friends of Hawaii donated $5,000 for the Fatherhood Involvement Team (FIT) program. One of many activities of the FIT program is to provide early, comprehensive support to young males by promoting the development of parenting skills and applied understanding of child development.
**Mahalo - Major Contributors**

Bank of Hawaii Charitable Foundation  
Big K-Mart  
County of Maui  
Fred Baldwin Memorial Foundation  
Friends of Hawaii Charities  
G.N. Wilcox Trust  
Good Beginnings Alliance  
Hawaii Community Foundation  
Hawaii Hotel Industry Foundation  
Hyundai Tournament of Champions  
Kiwani’s Club of South Maui  
Labrenz Family Trust  
Makana O Maui Fund  
Mark & Debi Rolfing Charitable Foundation Trust  
Maui Economic Concerns of the Community, Inc.  
Na Hale O Waine’e  
Maui Police Department  
Maui United Way  
Napili Plaza  
Shane Victorino Foundation  
State of Hawaii, Department of Education  
State of Hawaii, Department of Health  
State of Hawaii, Department of Human Services  
U.S. Department of Health & Human Services  
U.S. Department of Justice  
Women’s Fund of Hawaii

**Mahalo - Family of Friends**

ACM Consultants, Inc.  
Cally Adams, DDS  
Linda Andaya & Family  
Stanley & Vicky Andrade  
Zina Andrade  
Atlantis Submarines  
Edel Baguio-Larena  
Jeny Bissell  
Robert & Ann-Marie Bjornson  
Boss Frogs Dive and Surf Shops  
Emily Bott  
Dulce Butay  
Buzz’s Wharf Restaurant  
Sara Byrd  
Carbonaro DeMichele CPAs  
Robert J. Cella  
Reta Chin  
Steve E. Clark, MD  
Cindy Coleman-Jakubczak  
Roy & Elizabeth DeLyon  
Ave Diaz  
Robin Dickson  
Paul & Jeanne Dunn  
Nora Etrata  
Priscilla Felipe  
Paul A. Fiske  
Foodland & Western Union  
James W. Geiger  
Jason Gill  
Ashley Griffin  
Haleakala Waldorf School  
Melissa Hashimoto-Binkie  
Hoaloha Na Eha, Ltd.  
Hone Heke Corporation (Expeditions)  
Grant E. Howe  
Efren Inaba, JD Painting  
Island Honda  
Mary Blaine Johnston  
Kathie Jones  
Marsha Jones  
Thomas & Marlene Jones, Haiku Pharmacy  
Tasha Kawai  
Kiffmann Taekwondo & Fitness Center  
Michael E. Kim, MD  
Dominic & Darlyn KinChoy  
Clyde Kono  
Ailina Laborte  
James & Susan Labrenz  
Daphne Ladia  
Makani Nui Associates  
Brian & Liane Mansano  
Christi Masters  
Bradly Maurer  
Maui Choral  
Maui Classic Charters  
Maui Harley Owners Group  
Maui Hotel & Lodging Association  
Shirley McNerney  
Williet “Poni” Medeiros  
Bethany Merl  
J. Milholland  
Renee Morris  
Iris Mountcastle  
Edwin Muroki  
Daniel Nakamura  
Steve & Penny Noufer  
Linda C. Oertel  
Ohana Fun! Hawaii  
Glenna Okamura  
Nancy Parkman  
Pacific Whale Foundation Eco  
Cris & Phil Peacock  
ShyAnn Pebria  
Cynthia Pennington  
Michelle Pietsch  
Pine Isle Market  
Jason Porta, Hawaiian Breeze Solution  
Ebony Prentice  
Jasmine Ramos  
Kenneth Rendell  
Jeanne & Jim Riley Foundation  
RJ Cleaning Services  
Tammy Ruiz  
Gary & Edy Salenger  
Roy Sakamoto  
Sylvia Sharrar  
L. Jani Sheppard  
Particia K. Sparks  
Jack Spock, Maui Job Corps  
Craig & Dawn Stephens  
Lise Michelle Stevens  
Stopwatch Bar & Grill  
Guelletta Swenson  
Kent & Polli Smith  
Mary Lee Schwabenland  
Jayme Tamaki  
Milton M. Tamanaha  
Edwin & Barbara Tanner  
Union Leasing Corp  
Jennifer Valdez  
Value Maui LLC  
Waipuna Chapel  
Donelle B. Williams
Join The Family of Friends…You can make a difference!

- Regular $30
- Supporting $60
- Sustaining $100
- Donor $250
- Sponsor $500
- Additional Contribution of $____

Name ________________________________
Address ______________________________
City __________________ State ______ Zip code ______

Please make your check payable to: Maui Family Support Services, Inc.

I would like to volunteer to help with special events or other areas.

Please call me at __________________________

Donate on-line at: www.MFSS.org