Maui Family Support Services, Inc.

Celebrating 37 Years of Strengthening Children and Families in Maui County

1980 2017

2017 Annual Report
As I reflect back to Maui Family Support Services’ Fiscal Year 2017, I feel a deep sense of gratitude. We have accomplished so much over the years and I am grateful for the continued dedication of our staff, volunteers, and the Board.

During the first quarter of the year, we were blessed with a new million-dollar grant from the Office of Child Care, Administration for Children and Families, U.S. Department of Health and Human Services. This grant allowed us to help over two hundred Hawaiian children and families in childcare subsidies so that parents/caregivers can go back to work or school, or to stay employed or continue to pursue their educational goals. We also supported childcare providers in improving health and safety in their settings as well as in accessing professional development opportunities.

In August 2017, we completed a three-year grant with the Native Hawaiian Education Program for our PIKO Project (Positive Impacts for Keiki Outcomes). Although we did not get the renewal grant, we are thankful that we had the opportunity to serve over 1,500 families on Maui and Moloka‘i through screenings, home visits, and comprehensive child development services in Hāna.

We successfully renewed our Early Head Start grant from the Office of Head Start, ACF, DHHS. We are now on our 4th year of a 5-year grant to continue to provide comprehensive child development services on Maui, and home visiting services on Maui and Moloka‘i for 119 infants, toddlers, and pregnant women.

We are diversifying our funding sources, not only through federal, state, and county funding, but through our local foundations. These include Atherton Family Foundation, Casey Family Programs, Cooke Foundation Limited, Friends of Hawaii Charities, Inc., Hawaii Community Foundation, Hawaii Children’s Trust Fund, Kamehameha Schools, Maui United Way, Office of Hawaiian Affairs, The Samuel N. and Mary Castle Foundation, and many private donors.

We are truly grateful for our funding agencies for entrusting us public funds and private donations to provide comprehensive services which includes home visiting, licensed center-based care, support groups, counseling, Life Skills in middle and high schools, coalition work, and collaboration with other agencies. Without these financial resources, we would not be able to fulfill our mission of promoting healthy family functioning and preventing child abuse and neglect.

We are grateful to the community for allowing MFSS to be a part of many collaborative efforts in responding to the needs of our community.

I am deeply grateful to our dedicated staff, volunteers and the Board. I am always amazed with their flexibility and resiliency.

Sincerely,

Edeluisa Baguio-Larena
Chief Executive Officer
A message from our Board President, 
Dr. Michael Kim, 30 years with MFSS

Ever had a project or goal that seemed too big, too hard, too far away…….? Like graduating, or turning around a low performing department or institution, or making an athletic team, or even raising a child to be a good person.

Here’s a little help from the past. Remember Aesop?

A Crow, half-dead with thirst, came upon a Pitcher which had once been full of water; but when the Crow put its beak into the mouth of the Pitcher he found that only very little water was left in it, and that he could not reach far enough down to get at it.

He tried, and he tried, but at last had to give up in despair.

Then a thought came to him, and he took a pebble and dropped it into the Pitcher.
Then he took another pebble and dropped it into the Pitcher.
Then he took another pebble and dropped that into the Pitcher.
Then he took another pebble and dropped that into the Pitcher.
Then he took another pebble and dropped that into the Pitcher.
Then he took another pebble and dropped that into the Pitcher.

At last, at last, he saw the water mount up near him, and after casting in a few more pebbles he was able to quench his thirst and save his life.

Ah, so little by little does the trick. Be it Parenting or the work we do at MFSS, move pebbles; you don’t have to move boulders.

Thank you MFSS Staff, Board and Community.

Happy Holidays!

Michael Kim, M.D.
Board President
Board of Directors

**Michael Kim, M.D., Board President**
Dr. Kim is a Board Certified OBGYN since 1997 and is currently on staff at Kaiser Permanente since 1998. He had his own private practice and served as the Chief of Staff at Maui Memorial Medical Center in 1991. Dr. Kim has been on the MFSS Board of Directors since 1988.

**Wade Robson, Board Vice President**
Wade spent 25 years of his life in the entertainment business in Los Angeles. Four years ago, Wade and his family moved to Maui. He is a child abuse prevention advocate, he runs a support group for Adult Survivors of Child Abuse, and he is a sought-after documentary filmmaker for people and organizations with altruistic causes. Wade has been on the MFSS Board of Directors since 2014 and serves as the Vice President.

**James Geiger, Esq., Board Secretary**
Jim is a partner with Mancini, Welch & Geiger since 2002 practicing in the areas of commercial litigation, general business advice, and land use matters. Jim is the current MFSS Board Secretary and has been on the MFSS Board since 1989.

**Steve Clark, M.D., Board Treasurer**
Steve is a dedicated pediatrician in private practice on Maui since 1985. Steve was a member of the Active Medical Staff at Maui Memorial Medical Center and served on numerous hospital committees. He also served as Chairperson for the Department of Pediatrics in 1991-1992. Steve currently serves as the Treasurer and has been on the MFSS Board since 1995.
<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anthony Arakaki</td>
<td>Board Member</td>
</tr>
<tr>
<td>Mike</td>
<td>served on the Maui County Council from 2006 to 2016. He served as the Chair of the Policy and Intergovernmental Affairs Committee and Vice Chair of the Water Resources Committee and Land Use Committee. He also served as member of the Budget and Finance Committee; Committee of the Whole; Housing, Human Services and Transportation Committee; Economic Development, Energy, Agriculture and Recreation Committee; and Planning Committee. Mike has served on the MFSS Board since 2014.</td>
</tr>
<tr>
<td>Giulie Swenson</td>
<td>Py.D., Board Member</td>
</tr>
<tr>
<td>Arliza Borja Losano</td>
<td>Board Member</td>
</tr>
<tr>
<td>Michael Victorino</td>
<td>Board Member</td>
</tr>
<tr>
<td>Arliza</td>
<td>Assistant Vice President and Branch Manager of the Kahului Branch of Bank of Hawaii. She has been with Bank of Hawaii for over ten years. A graduate of Baldwin High School, she married her high school sweet heart and they are parents to four children. In addition to her role at Bank of Hawaii and full time mom, she is also a student of Chaminade University. Arliza joined the MFSS Board in April 2017.</td>
</tr>
<tr>
<td>Faith Ito</td>
<td>Board Member</td>
</tr>
<tr>
<td>Arliza</td>
<td>Education of Young Children-Maui Board.</td>
</tr>
<tr>
<td>Michael Victorino</td>
<td>Board Member</td>
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<tr>
<td>Arliza</td>
<td>Education of Young Children-Maui Board.</td>
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<tr>
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<td>Board Member</td>
</tr>
<tr>
<td>Arliza</td>
<td>Education of Young Children-Maui Board.</td>
</tr>
</tbody>
</table>
Executive Leadership Team

Edeluisa Baguio-Larena, Chief Executive Officer, 16 Years
Edel holds a Masters of International and Intercultural Management and a Bachelor’s Degree in Social Work. She served as the MFSS Director of Early Childhood Education Services from 2008 to 2014. She was appointed as Acting CEO of MFSS in October 2014 and became CEO in March 2015. She reports to the Board of Directors, and is responsible for the organization’s consistent achievement of its mission, strategic plan, and financial objectives.

Donna Vickers, Chief Financial Officer, 3 Years
Donna holds a Masters in Business Administration with specialization in public/nonprofit finance. She has an undergraduate degree in Accounting with a specialization in computer data processing. She holds multiple licenses and certifications in accounting and auditing including, but not limited to, a Certified Network Administrator. She has over 30 years of experience in the accounting field with over 20 years within the nonprofit/government field.

Daphne Ladia, Director of Quality Care for Hawaiian Keiki, 16 Years
Daphne has a Bachelor’s Degree in Human Services Management. She recently transitioned from Chief Operations Officer to Program Director of our Quality Care for Hawaiian Keiki program. She provides oversight of the program ensuring all outcomes and objectives of the project are met on time and within budget.

Dr. Vicki Draeger, Director of Resource Development, 4 Years
Vicki Draeger has a Ph. D. in Curriculum and Instruction, is a former Head of School of Montessori of Maui, and worked for 13 years as Head of Early Childhood Education for Keiki O Ka Aina Family Learning Centers before joining MFSS in 2013. She assists in writing grants for MFSS in line with our strategic plan. When needed, she also supports various programs through training and consultation.
Raenelle Coloma, Program Director, 11 Years

Raenelle has a Master of Education and 10 years experience with MFSS. She is responsible for the operational success of MFSS programs ensuring seamless team management and development, program delivery, as well as quality control and evaluation.

Ave Diaz, Director of Early Childhood Education, 16 Years

Ave holds a Bachelor’s degree in Human Relations in Organizations with an emphasis on Children, Youth and Families. She has been with MFSS for 16 years, serving in multiple capacities. She was a Home-Based Supervisor for Early Head Start from 2008 to 2015. She was promoted to Director of Early Childhood Education in November 2015. Her responsibilities include oversight, direction, and supervision for all early childhood programs of the agency.

Zina Andrade, Administrative Supervisor, 25 Years

Zina Andrade has been with MFSS for 25 years. She assists the MFSS Executive Leadership Team in all operations of the agency as well as facility maintenance, office-related functions, general clerical support, administrative support for the CEO, helps with orientation of all new employees, and coordinates Board of Directors meetings.
## Financial Position 2016-2017

### Cash
- $510,045.86

### Accounts Receivable
- $457,221.79

### Deposits and Other Current Assets
- $168,212.50

### Net Property & Equipment
- $1,919,678.44

### Endowment & Long Term Investments
- $797,998.93

### Total
- $3,853,157.52

### Liabilities

<table>
<thead>
<tr>
<th>Liabilities</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Accounts Payable</td>
<td>$115,898.46</td>
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<tr>
<td>Accrued Expense</td>
<td>$109,377.04</td>
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<td>Defer Revenue</td>
<td>$20,851.00</td>
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<tr>
<td>Payroll Liabilities</td>
<td>$90,668.95</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>$336,795.45</strong></td>
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### Net Asset Equity

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<thead>
<tr>
<th>Net Asset Equity</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Unrestricted Net Assets</td>
<td>$1,631,197.92</td>
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<tr>
<td>Temporarily Restricted</td>
<td>$464,065.97</td>
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<tr>
<td>Permanently Restricted</td>
<td>$1,421,098.18</td>
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<tr>
<td><strong>Total Liabilities and Equity</strong></td>
<td><strong>$3,853,157.52</strong></td>
</tr>
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</table>

### Revenue by Source

<table>
<thead>
<tr>
<th>Revenue Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal</td>
<td>$2,516,170.57</td>
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<tr>
<td>State</td>
<td>$1,001,158.79</td>
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<tr>
<td>Foundations and Other</td>
<td>$89,074.25</td>
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<tr>
<td>County</td>
<td>$279,294.23</td>
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<tr>
<td>Fundraising</td>
<td>$2,880.00</td>
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<tr>
<td>Other Income</td>
<td>$75,653.62</td>
</tr>
<tr>
<td>Donations, Contributions</td>
<td>$237,121.19</td>
</tr>
<tr>
<td><strong>Total Operation Income</strong></td>
<td><strong>$4,201,352.65</strong></td>
</tr>
</tbody>
</table>

![Pie chart showing revenue sources]
Served 8446 People in FY 2017

Highlights of Activities

- Over 5,226 Home Visits completed
- Over 2,400 Referrals to community resources
- Over 90 Socializations/Family Days, providing an opportunity for families to decrease isolation
- Over 260 Group Sessions held with youth, parents and fathers
- Over 3300 of People received info on Choosing/Providing Quality Early Care, Education Services, and/or Available Financial Assistance

Services Funded By:

[Logos of various organizations]
Serving Maui and Moloka‘i with Home-Based Services since 1998 and Center-Based services on Maui since 2003. Home-Based services are provided in the family home by trained and dedicated Parent-Child Educators who visit with prenatal women and families with children up to three years old, once per week. Together, they watch and think about the child, help the child learn using the families’ interactions, daily routines and household materials. Twice per month, families come together for Socialization where parents and children can play and learn together. Center-Based services are provided at one of our two child development centers in Wailuku or Lahaina. Our Early Head Start learning environments are nurturing spaces that support the learning of very young children and create safe, fun, and welcoming environments for infants and toddlers.

Ave Diaz
Director
16 Years

Kuulipo Gonsalves Alonzo
Home-Based Supervisor
17 Years

Elisa Leiakoha
Center-Based Supervisor
9 Years

Renee Morris
Family & Community Specialist
9 Years

Tricia Gouveia
Health Specialist
3 Years

Marie Fitzsimmons
Mental Health Specialist
1 Year

Marsha Jones
ERSE Coordinator
5 Years

Debbie Butay
Data Specialist
11 Years

Larae Balag
Education and Disabilities Specialist
2017

Tammy Ruiz
Parent-Child Educator
16 Years

Arlene Tendo
Parent-Child Educator
12 Years

Cynthia Pennington
Parent-Child Educator
9 Years
Early Head Start Annual Report
August 1, 2016—July 31, 2017

Total Amount of Public and Private Funds Received

<table>
<thead>
<tr>
<th></th>
<th>Budgeted</th>
<th>Actuals</th>
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</thead>
<tbody>
<tr>
<td>Public</td>
<td>1,428,161</td>
<td>1,433,005</td>
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<tr>
<td>Private</td>
<td>22,000</td>
<td>47,874</td>
</tr>
<tr>
<td>Donated Goods and Services</td>
<td>331,176</td>
<td>419,243</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$1,781,337</td>
<td>$1,900,122</td>
</tr>
</tbody>
</table>

Amount from Sources:

<table>
<thead>
<tr>
<th>Source</th>
<th>Budgeted</th>
<th>Actuals</th>
</tr>
</thead>
<tbody>
<tr>
<td>US Dept Health &amp; Human Svc</td>
<td>1,324,702</td>
<td>1,324,702</td>
</tr>
<tr>
<td>County of Maui</td>
<td>65,565</td>
<td>65,564</td>
</tr>
<tr>
<td>State of Hawaii, DOE</td>
<td>42,000</td>
<td>43,382</td>
</tr>
<tr>
<td>Maui United Way</td>
<td>20,000</td>
<td>17,506</td>
</tr>
<tr>
<td>S. Castle Foundation</td>
<td>40,000</td>
<td>40,001</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$1,492,267</td>
<td>$1,491,155</td>
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Budgetary Expenditures

<table>
<thead>
<tr>
<th>Category</th>
<th>Budgeted</th>
<th>Actuals</th>
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</thead>
<tbody>
<tr>
<td>Personnel</td>
<td>984,537</td>
<td>999,191</td>
</tr>
<tr>
<td>Fringe Benefits</td>
<td>168,000</td>
<td>176,164</td>
</tr>
<tr>
<td>Equipment and Supplies</td>
<td>191,624</td>
<td>216,834</td>
</tr>
<tr>
<td>Contractual Services</td>
<td>70,000</td>
<td>21,347</td>
</tr>
<tr>
<td>T &amp; TA</td>
<td>36,000</td>
<td>37,271</td>
</tr>
<tr>
<td>Other</td>
<td>31,000</td>
<td>30,072</td>
</tr>
<tr>
<td>In Kind &amp; Volunteers</td>
<td>331,176</td>
<td>419,243</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$1,812,337</td>
<td>$1,900,122</td>
</tr>
</tbody>
</table>

Proposed Budget
August 1, 2017 to July 31, 2018 Program Year

<table>
<thead>
<tr>
<th>Category</th>
<th>Budgeted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel</td>
<td>1,087,617</td>
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<tr>
<td>Fringe Benefits</td>
<td>172,000</td>
</tr>
<tr>
<td>Equipment and Supplies</td>
<td>106,013</td>
</tr>
<tr>
<td>Travel</td>
<td>14,050</td>
</tr>
<tr>
<td>Contractual Services</td>
<td>15,000</td>
</tr>
<tr>
<td>Rent and Utilities</td>
<td>39,980</td>
</tr>
<tr>
<td>Training and Technical Asst</td>
<td>30,881</td>
</tr>
<tr>
<td>Others</td>
<td>13,488</td>
</tr>
<tr>
<td>In-Kind: Space, and Volunteers</td>
<td>225,796</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$1,704,825</td>
</tr>
</tbody>
</table>

Fiscal Comments:
Maui Family Support Services, Inc. Early Head Start program was able to remain within budget for FY 2016-2017. We were very proud that we exceeded the budgeted In-kind. In contract year 2017-2018, we received an increase in our S. Castle funding which will allow budget for our specialists as well as need supplies for our centers.

Results of the most recent financial audit for FY15/16 was Financial Statements present fairly, in all material respects. The current audit for FY16/17 in process, but we believe all items are in good standing. Pending approval from BOD.
Services to Children and Families 2016-2017

Number of children served...188  
Number of families served ...155

Number of Pregnant Mothers... 19

Percentage of children/pregnant women served who are at or below the Federal Poverty Guidelines: 95.17%

Average Monthly Enrollment: 100%

Percentage of Enrolled Children that Received Medical and Dental Exam/Oral Health Screenings

Medical .................................97.87%
Dental/Oral Health Screenings......56%

Efforts to Prepare Children for Kindergarten & Parent Engagement Activities

Annual 2016-2017 Teaching Strategies Gold (TSG) Demographics

The pie charts below shows the demographic makeup of all EHS families served on Maui and the island of Molokai combined in both Home Based (HB) and Center Based (CB) options.

**Participants Race**
- Other Pacific Islander 38%
- White 9%
- Hawaiian 23%
- Asian 8%
- All other & combinations 16%

**Participants Age**
- Birth to 1 Yr. 29%
- 1 to 2yrs. 21%
- 2 to 3 yrs. 40%
- Prek-3 10%

**Participants Primary Language**
- English 69%
- Other 31%

31% Dual Language Families understand English

**Participants Gender**
- Male 54%
- Female 46%
Widely Held Expectations (WHE) measure the wide range of development and learning that can occur within an age group. WHE data helps us to see how program children are doing in their development and learning. The Trimester School Readiness (SR) reports also assist the program in determining if further training in various content areas is needed to strengthen the staff’s skills and helps target specific resources that are needed for participants and their family to improve in various developmental areas.

The MFSS EHS School Readiness goal benchmark is:

- 90% of program children will meet or exceed the developmental and learning expectations (WHE) of their age group in Social Emotional, Gross and Fine motor, Language and Cognition; as well as Math and Literacy concepts.

The chart below shows scoring for all three checkpoints throughout the year for the children in each developmental area; Social/Emotional, Gross Motor, Fine Motor, Language, Cognitive, Literacy, and Math. The School Readiness goals are for both Home Based (HB) and Center Based (CB) options offered in the program.

The charts show that Language and Math developmental areas are below the 90% threshold. During the final checkpoint, the data shows that about 20% of the children in the program are below the appropriate age level for displaying age-appropriate skills in the Social-emotional area, would include skills such as expressing their needs verbally, soothing oneself appropriately etc. The graph also shows that about 22% of children are below the appropriate skill level for language development which ties hand in hand with why the social-emotional area might be low as well. Literacy is the only area showing that is below 80%, the reasoning behind this decrease could be many things such as skills for pre-k take a longer time to retain. Curriculum selected may not be intentional enough within the literacy area, and or the teacher may have missed opportunities to capture enough observation to score a child appropriately. All of these reasons are being reviewed and adjustments are made for continuous improvement.
Performance data in the SR Goals, the Early Learning Outcomes and the Parent Engagement Outcomes are monitored and compared to completed Home Visits and Center Based attendance, among other important data. The program ensures support for families not being able to complete Home Visits or to meet at least 85% of monthly center attendance. The program also uses the SR Child Development and Learning Outcomes to identify professional development and training needs for the direct service staff.

### Home Based Visits Completed

![Bar Chart: Home Visits 2016-2017](chart1)

#### Center Based Attendance

![Bar Chart: Center Attendance 2016-2017](chart2)

### Parent Engagement Topics and Activities


**Families as Advocates:** Well Baby Checkups and what to expect at the Doctor’s, Transition information; what to look for and what to ask when looking for childcare and preschools, Parent In-kind support for the EHS program, Parent participation in Policy Council.


**Family Engagement in Transitions:** Continuing programs after 3 years of age, Preschool Subsidy Programs & Panelist Presentation of available Preschool Programs and Resources.

**Positive Parent & Child Relationships:** Child Behavior, Positive Disciplining and Parenting Styles, Cultural Sharing of songs and stories, Early Learning through Routines & Children Thrive on Routines, Sensory Play, Social Emotional Development: Managing feelings, Toddlers’ Brains Under Construction/Brain Power, Age appropriate Toys, Toilet Training, Crying for Help, the myths about “Spoiling” Infants, How to Cultivate Emotional Intelligence in Children.
Healthy Families America

Since 1988 (formerly Healthy Start)

Serving Maui, Moloka‘i and Lana‘i, Healthy Families America (HFA) is a nationally recognized evidence-based home visiting program model designed to work with overburdened families. HFA staff generally start providing services while the mother is pregnant or soon after the birth of the baby. The Family Support Workers work with the parent/caregiver to cultivate and strengthen nurturing parent-child relationships, and promote healthy childhood growth and development. They bring books and other supplies to the home and help support overburdened families. HFA Family Support Workers are supported by the Hawaiian Cultural, Clinical, and Child Development Specialists.

Kaenelle Coloma
Director
11 Years

Gina Santos
Clinical Supervisor
11 Years

Krissey Garcia
Clinical Supervisor
5 Years

Marie Fitzsimmons
Clinical Specialist
1 Year

Krystle Aikala
Family Support Worker
1 Year

Melanie Evangelista
Family Support Worker
2 Years

Jenifer Fernandez
Family Support Worker
1 Year

Glenda Miguel
Family Support Worker
2 Years

Daisy Briones-Bishaw
Family Support Worker
1 Year

Melia Mattos
Child Development Specialist
2017
Healthy Families America services on Lana`i are provided by the Hawaii State Department of Health (DOH), Maternal and Child Health Branch and the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under ASO 14-123 for grant amount $428,300.00. This information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements be inferred by DOH, HRSA, HHS or the U.S. Government.”

In Fiscal Year 2017

- Over 200 Families Served in Maui County
- 178 families received child health and development services
  - 100% of children served had a medical home
  - 100% of children were up-to-date with immunizations
    - Over 1,000 home visits were conducted
      - Had 23 family days
    - Completed 1,424 screenings and assessments
Since 1983 (formerly Healthy Start Early Identification Team)

Families benefit from meeting with the Outreach and Resource Specialists (OARS) in order to identify needs and concerns early on, helping families to best meet their children’s needs from an early age and throughout their lives. Since 1983, MFSS has visited new mothers at Maui Memorial Medical Center, providing community resources for all, and referrals to home visiting services for qualifying families. Early identification by the OARS team is essential. In terms of brain development, quality early relationships and experiences can positively affect gene function, neural connections, and the organization of the mind, having lifelong positive effects.

Our dedicated team visits with new mothers to ascertain their needs and interests. Team members have extensive knowledge of the services MFSS provides and can make appropriate intra-organization referrals when indicated. In the event that the participant’s needs are best served elsewhere, OARS personnel assist the family in locating appropriate services.

Outreach and Resource Specialist Services also known as Early Identification Services are provided in part by the Hawaii State Department of Health (DOH), Maternal and Child Health Branch and the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under ASO 14-095 for grant amount $962,494.00. This information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements be inferred by DOH, HRSA, HHS or the U.S. Government.”
In Fiscal Year 2017

- Over 1500 Mothers Screened & Provided with Resource Information and Appropriate Referrals
- Of the total 1,533 screened, 122 were eligible and accepted home visiting services
- Visits to Maui Memorial Medical Center 7 Days a Week
- Weekly Visits to WIC Clinics
Since 2005 (formerly Enhanced Healthy Start)

The State of Hawaii Department of Human Services funds MFSS Ka Pu`uwai O Na Keiki to support families needing more intensive services. These services may help them solve their problems and learn how to care for and discipline their children in ways that do not harm them or put them at risk of abuse or neglect. Services may include counseling, evaluation, and resources that will allow them to access day care, treatment, parenting classes, etc. Families meet regularly with their Family Support Worker as well as a Registered Nurse and Clinical Specialist. Working as a team, they are able to build upon families’ strengths to help struggling families overcome barriers and cope with life’s challenges.

In Fiscal Year 2017

- 113 Families Served in Maui County
- 96% of families were NOT reconfirmed for Abuse or Neglect
- 100% of Children Served had a Medical Home
- 100% of Children were Up to Date on Immunizations
- Conducted 1527 home visits; completed 904 screenings and assessments
Since 2015

In May of 2015, MFSS officially opened Hale Hi`ipoi, the first licensed Infant and Toddler Center in the Hāna Community. Located on the campus of Hana Elementary and High School, the Center offers quality childcare to children ages 6 weeks-3 years. The creation and opening of Hale Hi`ipoi has been a long planned effort between MFSS, the County of Maui, Kamehameha Schools and the Hāna community. Hāna previously had no licensed infant-toddler care, which often made it difficult for Hana High and Elementary to retain staff and ensure a safe environment for the young children of teen parents, keeping them in school. The opening of Hale Hi`ipoi has not only provided children a safe and developmentally-appropriate place to learn and grow, but has provided the opportunity for their parents to work or attend school, and has created four new jobs in the Hāna community.

In Fiscal Year 2017

- 12 Children from 10 Families Served
- 83% of Children Served are Native Hawaiian
- 3 Children Enrolled Whose Parents Work for Hana High and Elementary School
Since 2005

While almost any man can father a child, there is so much more to the important role of being dad in a child’s life. The MFSS Kāne Connections (KC) program began in 2005, and is currently a decade of service to the fathers and families in Maui County. KC services are provided in a group setting and also one-on-one services when needed to provide more direct support to fathers/male caregivers.

“Fathers play a significant role in fostering social-emotional, cognitive, language, and motor development in the lives of their young children. Research shows that fathers strengthen development when they take an active role early and often in the lives of their children, even before they are born.” (The Important Role of Fathers in the Lives of Young Children by William Scott and Amy De La Hunt)

Kāne Connections

In Fiscal Year 2017
- 210 Men Served
- 110 Group Sessions Held
Since October 2016

MFSS Quality Care for Hawaiian Keiki aims to increase the availability, affordability, and quality of child care programs that are child-focused, family-friendly, and fair to providers. The program supports Hawaiian families to increase their economic stability and prepare children to be ready for school by helping parents to enroll their children in quality child care environments.

In Fiscal Year 2017

- 168 families served
- 263 children received subsidy assistance
- 138 participating child care providers
- 22 workshops completed with 184 parents and 28 child care providers
- Distributed over 2200 informational handouts on choosing quality child care, parent education resources and child care assistance resources
Parents play a critical role in shaping a child’s behavior and personality both as role models, and through the quality and consistency of their interactions with their child. To quote Ultimate Guide to Parenting Classes by Alexander Page, “When you get a new job, you usually have to do a good amount of training before you get any real responsibility. Unfortunately, being a parent doesn’t work the same way. Nobody makes you take a training course on how to raise a kid, but it’s not a bad idea. That’s why there are parenting classes. It’s next to impossible to be good at something without practice, so why not practice your parenting skills? Whether you have a newborn or a teenager, it’s never too late to try and learn effective parenting techniques.”

Recognizing the vital role of the parent in the life of their child(ren), MFSS offers interactive group sessions to parents, caregivers (resource caregivers, hanai parents and grandparents) and fathers to support them in what is probably their most important and challenging job.

**Na Hui Parenting Groups**

Since 2014

In Fiscal Year 2017

- 100% of participants completing the program reflect an increase in Knowledge of Protective Factors
- 29 Group Sessions held
Since 1998

Young people are strong, passionate, and motivated. With the right inspiration, tools and guidance, they’re able to meet the challenges before them with confidence, enabling them to set and achieve their goals. MFSS provides the Youth Services program in Maui DOE Schools by presenting Botvin LifeSkills Training (LST).

LifeSkills is a research-validated substance abuse prevention program proven to reduce the risks of alcohol, tobacco, drug abuse, and violence by targeting the major social and psychological factors that promote the initiation of substance use and other risky behaviors. Since 2009, MFSS has been providing this evidence-based program to youths in Maui DOE middle and high schools including, King Kekaulike High School, Maui High School, Baldwin High School, Iao Intermediate, and Lokelani Middle. LifeSkills has been selected for the highest honors by more government agencies than any other prevention program, and is in the distinct position of being the top-research based prevention program in the country.

In Fiscal Year 2017

- 827 Youth Served
- Over 130 Group Sessions Provided
Since 2002

MFSS partners with the County of Maui to promote accessibility to high quality early childhood learning and care for young children and their families in all areas of Maui County. MFSS serves as the fiscal agent for this important community resource.

Maui County Early Childhood Resource Center

In Fiscal Year 2017

- 1118 People Received Information on Choosing/Providing Quality Early Care and Education Services, and/or Available Financial Assistance
- 359 Subsidy Applications Distributed
- 96 Eligible Children Received Financial Assistance
- 30 Children Served had a Parent in School or Job Training
- 22 Families who were in medical or job-loss related emergencies were able to keep their children in preschool or licensed child care while they recovered from this stressful situation.
Administrative & Finance Staff

Debbie Butay  
Development Specialist  
11 Years

Bridget Chang  
Admin Assistant  
2 Years

Misty Balag  
Accounting Specialist  
1 Year

Lyka Elegino  
Accounting Specialist  
1 Year

Brenna Hamman  
Accounting Specialist  
1 Year

Ane Miller  
Admin Assistant  
1 Year

Substitute Teachers

Anuhea Medeiros

Dmitry Voskresensky

Kristen Agarpao

Tiana Cosma

Natasha Emmsley

Jax Nolan
Awards & Recognition

Community Partner Award
Hana High and Elementary School

Community Partner Award
Kamehameha School

Angel Award
Naoi Leialoha
Volunteer of the Year

Irene “Cookie” Chong Kee Memorial Award
Marie Fitzsimmons
Clinical Specialist, Early Head Start
Team Member of the Year
Debbie Butay
EHS & QCHK Data and Development Specialist

MFSS Team of the Year
Quality Care for Hawaiian Keiki

Daphne Ladia
Program Director of QCHK
16 Years

Darlyn Kin Choy
Provider Specialist
16 Years

Marsha Jones
Intake Specialist
9 Years

Hermina Booysen
Intake Specialist
6 Years

Debbie Butay
Data Specialist
11 Years

Kawehi Kaaa
Family & Community Specialist
1 Year

Daisy Briones-Bishaw
Program Assistant
1 Year
5 Years

Momi Medeiros
5 Years

Marsha Jones
5 Years

Krissy Garcia
5 Years

Madelyn Quemado
5 Years

Alohi Labra-Clark
5 Years
10 Years

Patty Paranada
10 Years

20 Years

Cindy Coleman-Jakubiczak
20 Years

25 Years

Zina Andrade
25 Years
“You are doing a wonderful job! Thank you for what you are doing to help the Keiki of Maui”

“Staff was extremely helpful and made the application process easy. Thank you for your help. We can only hope more funding comes in for the program as it helps many parents in need. Would love to get more info on skills and professional development.”

“Darlyn has been helpful with good communication skills.”

“I adore every single person I came in contact with.”

“Very professional and amazing! They really care about their families.”

“Elisa is a great, educated, compassionate supervisor. I love interacting with the teachers as well. You all do a great job and I never really worry about whether or not my son is in good hands. :-)

Kane Connections is “doing a good job, thanks we need more like it!”

“Kuuipo has been very welcoming and helpful when she is here.”
“Keep up the great work and continue the system that’s happening right now Kawika. Mahalo nui!.”

“Its hard to give recognition to one staff member because all have been outstanding.”

“Everybody I met and spoke with are always friendly and welcoming.”

“Very awesome program, helpful and encourages quality time spent with your child.”

“This childcare program has been the best one of my family has been a part of! I believe that while we are making a decent income for our family, childcare is one of the things we struggled with being with it being VERY expensive. This program allowed my family to put the income based part aside because we knew we had a chance. Without this program, I’m not sure if both of us would be able to continue to work without having childcare for our children. I am very grateful for QCHK and very their staff!”

“They’re always Pleasant and very informal. Also very encouraging when things seem bleak they always have a positive word or a positive upbeat that helps! Encouragement matters and they do a great job at it as well as informing us. Giving hints and tips on how to join workshops be a part of something that the agency is doing and I like that! “

“They are all so great. Thank you all so much for helping me and my family through it all. Also, the lessons that you provide to help us understand the kids is so helpful. It has helped me grow as a better parent as well. Thank you so much.”
Maui Family Support Services, Inc.

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HI Petroleum
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Hula Grill Ka’anapali
Kamehameha Schools Maui
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Thomas Brown Trilogy
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Wendy Tolentino