2020 Annual Report

Celebrating 40 Years

of family strengthening and child abuse prevention in Maui County
We are now celebrating 40 years of Maui Family Support Services' existence. I’ve been on the Board for 32 years. So the BIG WHY for me is that I was a practicing OBGYN for 35 years and I retired at the end of June 2020.

I tried my best to deliver healthy babies with Moms having healthy pregnancies, but I also know that I delivered some babies into very stressful environments. I did rest a little easier knowing that Maui Family Support Services was offering supportive services to those families and the little ones so that they could have a good and safe start on life.

Our organization's hardworking staff teach parenting, promote family wellbeing, advocate for medical care, and even help fathers become Dads. This is just naming a few of the many services that we provide. And now, there is data showing that there is a rise in domestic violence ever since the pandemic started. All the more, services like ours are needed by families with young children.

On behalf of the Board, thank you all for allowing our Organization to serve so many vulnerable families.

Sincerely,

Mike Kim

The Mission of Maui Family Support Services, Inc. is to promote healthy family functioning by providing supportive services which build on family strengths.

Our Prime Directive is to utilize our collective resources toward the prevention of child abuse and neglect.
As soon as we completed our 39th year Annual Meeting in November 2019, I assembled a group of staff representing all MFSS programs to prepare for our 40th year celebration. Forty years is a tremendous achievement for a non-profit with humble beginnings. So we had set a date, reserved a venue, lined up some fun entertainment, and then, COVID-19 took us all by surprise.

One of the greatest strength of MFSS is the resiliency and flexibility of our staff. For the safety of all, we decided to cancel our in-person celebration, highlight last year's accomplishments through this report, and share our agency's growth over the years through online formats.

On behalf of the entire staff of MFSS, I want to thank all the families who have placed their trust in our agency. Thank you to our community partners and funding agencies for allowing us to provide much needed services in Maui County.

Sincerely,

Edel Baguio-Larena
Board of Directors

**Michael Kim, MD, Board President**

Dr. Kim practiced OBGYN on Maui since 1985 and was Board Certified OBGYN in 1987. He retired from Kaiser Permanente in June 2020. He had his own private practice initially before joining Hawaii Permanente Medical Group in 1998. He served as the Chief of Staff at Maui Memorial Medical Center in 1991. Mike has been on the MFSS Board of Directors since 1988.

**Giulietta Swenson, PsyD, Board Vice President**

Dr. Swenson is a Clinical Psychologist at the Maui Memorial Medical Center. She has over 11 years of diverse Clinical Psychology experiences including being the Mental Health Specialist for the Early Head Start program of MFSS from 2010 to 2014. Giulie joined the MFSS Board of Directors in October 2015.

**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 of Directors since 1989.

**Steve Clark, MD, Board Treasurer**

Dr. Clark is a dedicated pediatrician in private practice on Maui since 1985. He 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 MFS Board Treasurer and has been on the MFSS Board of Directors since 1995.
Joycelyn Victorino, Board Member

Joycelyn has been a long time supporter and community partner of MFSS. She retired in May 1, 2020 from ILWU where she worked for over 30 years. She is a wife, the mother of two adult sons, grandmother of five, great grandmother of two, and the first lady of Maui County. Joycelyn joined the MFSS Board of Directors in May 2019.

Arliza Borja-Losano, Board Member

Arliza is the Assistant Vice President and Branch Manager of the Kahului Branch of Bank of Hawaii. She has been with Bank of Hawaii for over 12 years. A graduate of Baldwin High School, she married her high school sweetheart and they are parents to four children. Arliza joined the MFSS Board of Directors in April 2017.

Desiree Guillen, Board Member

Desiree is the manager of Wailuku Subway. She has worked there for almost 10 years. She has four children, three of which graduated from the MFSS Early Head Start Kupukupu Child Development Center. She joined the MFSS Board of Directors in November 2019. She also serves as the Board–Early Head Start Policy Council Liaison.

Jorge Tirona, Board Member

Jorge is a Vice President and Senior Commercial Underwriter/Relationship Officer with Central Pacific Bank in Kahului. Born in Washington DC and raised in New York, Hong Kong, and Manila, he attended High School and College in Catholic universities in Manila before returning to DC to obtain an MBA in International Development Finance from The George Washington University and embark on a career in banking. He has lived on Maui since 2007 with his wife Margarita and two daughters. He is active on the tennis courts as well as on the Boards of the Maui Food Bank and the Maui Filipino Chamber of Commerce, among others. He joined the MFSS Board in December 2019.

Michael Connor, PhD, Board Member

Dr. Connor, retired, was a Licensed Clinical Psychologist in private practice and a Full Professor of Psychology at Cal State University, Long Beach. His areas of specialty include Exercise and Sport Psychology, Child-Developmental Psychology, Parenting with focus on Fathers-Fathering, Ethnic-Racial Diversity, and Positive Aging. While he commenced working with young children at the original Project Head Start program as a Teacher, a Child Development Supervisor, and later as a Consultant to Region I, his interest in fathering issues goes back to April 1967 with the birth of his first daughter. Mike joined the MFSS Board of Directors in June 2020.
Executive Leadership Team

Edeluisa Baguio-Larena, Chief Executive Officer, 19 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 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.

Zina Andrade, Administrative Supervisor, 28 Years

Zina Andrade has been with MFSS for 28 years. Assists the MFSS Executive Leadership Team in all operations of the organization as well as facility maintenance, office-related functions, general clerical support, administrative support for the CEO, helps with orientation of all new employees and volunteers, and coordinates Board of Directors' meetings.

Daphne Ladia, Project Director, Ho‘owaiwai Kai‘aulu & Quality Care for Hawaiian Keiki, 19 Years

Daphne has a Bachelor’s Degree in Human Services Management. She has been the Program Director of the Quality Care for Hawaiian Keiki program since 2016. In January of 2020, she was assigned to manage the Ho‘owaiwai Kai‘aulu Project which includes Healthy Families America-Maui/Molokai, Outreach and Resource Specialists, Hale Hi‘ipoi, Kane Connections, and Youth Services. She provides oversight for the two projects ensuring all outcomes and objectives are met on time and within budget.
Debbie Butay, Chief Financial Officer, 14 Years

Debbie transitioned to Chief Financial Officer (CFO) in December 2018. Debbie also held this position in 2012 to 2014. Under the general direction of the CEO, Debbie is responsible for the organization's financial management. She is also responsible for maintaining compliance with program contract requirements and the government rules and regulations.

Larae Balag, Director of Early Childhood Education, 4 Years

Larae has a Bachelor’s Degree in Early Childhood Education. She is responsible for the operations of Early Head Start (EHS) and Hale Hi’ipoi Infant/Toddler Center in Hana. Larae has an extensive experience in Early Childhood Education and has served as resource speaker in EHS/Head Start conferences.
Financial Position 2019-2020
(Unaudited)

**Assets**
- Cash: 350,987.92
- Accounts Receivable: 701,746.64
- Dep & Other Current Assets: 98,892.95
- Net Property & Equipment: 1,846,966.50
- Endowment & Long Term Inv: 786,726.64
**TOTAL ASSETS:** 3,785,320.65

**Liabilities**
- Accounts Payable: 99,340.23
- Accrued Expense: 94,610.31
- Defer Revenue: 20,881.00
- Payroll Liabilities: 66,830.20
**TOTAL LIABILITIES:** 281,661.74

**Equity**
- Unrestricted Net Assets: 1,151,627.51
- Temporarily Restricted: 623,188.79
- Permanently Restricted: 1,728,842.61
**TOTAL EQUITY:** 3,503,658.91

**TOTAL LIABILITY & EQUITY:** 3,785,320.65

**Revenue By Source**
- FEDERAL: 2,843,855.01
- STATE: 1,115,179.89
- FOUNDATIONS & OTHERS: 260,176.79
- COUNTY: 789,843.00
- FUNDRAISING: 9,746.76
- OTHER INCOME: 78,729.03
- DONATION, CONTRIBUTIONS: 10,028.41
**TOTAL:** 5,107,558.89

Revenue By Source

[Diagram showing the breakdown of revenue by source, with FEDERAL at 56%, STATE at 22%, COUNTY at 15%, FOUNDATIONS & OTHERS at 5%, and OTHER INCOME at 2%.]

- **DONATION, CONTRIBUTIONS:** 0%
Maui Family Support Services, Inc.
Strengthening Children and Families in Maui County since 1980!

Last Year MFSS Provided...

Outreach and Resource Information - Over 1400 moms visited at Maui Memorial Medical Center
Home Visiting Programs - Over 3500 home visits completed with families of children 0 -3 years old
Low Cost/No Cost Infant and Toddler Centers - Over 48 children received quality child care
Groups for Men and Male Caregivers - Over 175 men attended support groups on Maui and Moloka‘i
Youth Life Skills Education - Over 1700 served in Intermediate and High Schools in Maui County
Child Care Subsidy Programs - Over 400 children were able to attend quality childcare in Maui County

Over _____ People Served in FY

Services Funded By:
Early Head Start

Home-Based Services - Since 1998

Center-Based Services - Since 2003

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 Home Visitors 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 three 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.

Lerone tile
Dir.of Early Childhood Ed. 4 Years

Rose Onate
Education/Disabilities Specialist 6 Years

Kuuipo Gomes Alonzo
Home-Based Supervisor 20 Years

Leigh Racadio
Center-Based Supervisor 7 Years

Renee Morris
Family/Community Engt.Spr. 12 Years

Tricia Gouveia
Health Specialist 6 Years

Geri DeRego
Program Assistant 4 Years

Sinolian Hallena
Family Case Manager 2 Years

Tammy Ruiz
Home Visitor 19 Years

Arlene Tendo
Home Visitor 15 Years

Cynthia Pennington
Home Visitor 12 Years

Teresa Ackenback
Home Visitor 5 Years
**Maui Family Support Services, Inc.**  
**Early Head Start-Annual Report**  
**August 1, 2019 – July 31, 2020**

## Total Amount of Public and Private Funds Received

<table>
<thead>
<tr>
<th>Source</th>
<th>Budgeted</th>
<th>Actuals</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Public</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Private</td>
<td>72,017.</td>
<td>72017</td>
</tr>
<tr>
<td>Donated Goods and Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td></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 Department of Health and Human Services</td>
<td>$1,342,440</td>
<td></td>
</tr>
<tr>
<td>County of Maui</td>
<td>65,564.</td>
<td>65564.</td>
</tr>
<tr>
<td>State of Hawaii, Department of Education</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maui United Way</td>
<td>22,017.</td>
<td>22,017</td>
</tr>
<tr>
<td>Castle Foundation</td>
<td>50,000.</td>
<td>50,054.</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Proposed Budget

**August 1, 2019 to July 31, 2020 Program Year**

### Program Operations:

<table>
<thead>
<tr>
<th>Item</th>
<th>Budgeted</th>
<th>Actuals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel</td>
<td>$981,990</td>
<td></td>
</tr>
<tr>
<td>Fringe Benefits</td>
<td>263,600</td>
<td></td>
</tr>
<tr>
<td>Equipment &amp; Supplies</td>
<td>42,641</td>
<td></td>
</tr>
<tr>
<td>Travel</td>
<td>5,800</td>
<td></td>
</tr>
<tr>
<td>Contractual Services</td>
<td>8,000</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>113,860</td>
<td></td>
</tr>
<tr>
<td><strong>Training and Technical Assistance</strong></td>
<td>60,881</td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$1415,891</strong></td>
<td><strong>$1415,891</strong></td>
</tr>
</tbody>
</table>

### Non-Federal Share

<table>
<thead>
<tr>
<th>Item</th>
<th>Budgeted</th>
<th>Actuals</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Non-Federal Share</strong></td>
<td><strong>$354,532.</strong></td>
<td></td>
</tr>
</tbody>
</table>

### Total

<table>
<thead>
<tr>
<th>Item</th>
<th>Budgeted</th>
<th>Actuals</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total</strong></td>
<td><strong>$1,770,423</strong></td>
<td><strong>$1,770,423</strong></td>
</tr>
</tbody>
</table>

### Fiscal Comments:
Services to Children and Families 2019-2020

Number of children served...176
Number of families served ...141
Number of Pregnant Mothers... 13

Percentage of children/pregnant women served who are at or below the Federal Poverty Guidelines: 50%
Percentage of children/pregnant women served who are/were homeless during enrollment: 26%

Average Monthly Enrollment: 96%

Percentage of Enrolled Children that Received Medical and Dental Exam/Oral Health Screenings
Medical .................................93%
Dental/Oral Health Screenings...60%

Efforts to Prepare Children for Kindergarten & Parent Engagement Activities

Annual 2019-2020 School Readiness Report

- In the spring of program year 2019-2020, assessment data were collected on 112 children. Data is reflective of the children who received Home-Based and Center-Based services between March 31 and August 24, 2020. Approximately 10% of the 112 children assessed had an Individualized Family Service Plan (IFSP) and received early intervention services.

- Five Central Domains of development in the Teaching Strategies GOLD (TSG) are used to report children’s growth and learning. TSG provides MFSS EHS teachers, home visitors, and administrators with valuable data three times a year to track and monitor each individual child’s progress as well as to assess progress in each service option (Home-Based or Center-Based). Aggregating the data provides an overall snapshot of performance, program-wide.

Demographics of Participants

- The charts below show the demographics of the participants within the 3rd Checkpoint Period:
The tables below represent children’s progress towards the five central domains of development, program wide.

**Table 1: Approaches to Learning**

<table>
<thead>
<tr>
<th></th>
<th>Emerging 1-2 Yrs Old</th>
<th>Accomplished 1-2 Yrs Old</th>
<th>Emerging 2-3 Yrs Old</th>
<th>Accomplished 2-3 Yrs Old</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emotional and Behavioral Self-Regulation</td>
<td>63%</td>
<td>38%</td>
<td>32%</td>
<td>6%</td>
</tr>
<tr>
<td>Cognitive Self-Regulation (Executive Functioning)</td>
<td>57%</td>
<td>19%</td>
<td>1%</td>
<td>0%</td>
</tr>
<tr>
<td>Initiative and Curiosity</td>
<td>43%</td>
<td>13%</td>
<td>2%</td>
<td>0%</td>
</tr>
<tr>
<td>Creativity</td>
<td>44%</td>
<td>6%</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

**Table 2: Social & Emotional Development**

<table>
<thead>
<tr>
<th></th>
<th>Emerging 1-2 Yrs Old</th>
<th>Accomplished 1-2 Yrs Old</th>
<th>Emerging 2-3 Yrs Old</th>
<th>Accomplished 2-3 Yrs Old</th>
</tr>
</thead>
<tbody>
<tr>
<td>Relationships with Adults</td>
<td>63%</td>
<td>56%</td>
<td>56%</td>
<td>56%</td>
</tr>
<tr>
<td>Relationships with other Children</td>
<td>44%</td>
<td>44%</td>
<td>38%</td>
<td>38%</td>
</tr>
<tr>
<td>Emotional Functioning</td>
<td>95%</td>
<td>5%</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>Sense of Identity and Belonging</td>
<td>88%</td>
<td>89%</td>
<td>52%</td>
<td>48%</td>
</tr>
</tbody>
</table>

**Table 3: Language and Communication**

<table>
<thead>
<tr>
<th></th>
<th>Emerging 1-2 Yrs Old</th>
<th>Accomplished 1-2 Yrs Old</th>
<th>Emerging 2-3 Yrs Old</th>
<th>Accomplished 2-3 Yrs Old</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attending and Understanding</td>
<td>53%</td>
<td>47%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Communicating and Speaking</td>
<td>60%</td>
<td>40%</td>
<td>27%</td>
<td>3%</td>
</tr>
<tr>
<td>Vocabulary</td>
<td>73%</td>
<td>73%</td>
<td>27%</td>
<td>3%</td>
</tr>
<tr>
<td>Emergent Literacy</td>
<td>97%</td>
<td>52%</td>
<td>52%</td>
<td>48%</td>
</tr>
</tbody>
</table>
Data Outcome: The table below represent children’s progress towards School Readiness Goals in the spring of program year 2019-2020. The table reflects contrasting data of children’s progress in both Center-Based and Home-Based option.

<table>
<thead>
<tr>
<th>School Readiness Goals</th>
<th>Program Wide</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Not Meeting</td>
</tr>
<tr>
<td><strong>Goal 1:</strong> Uses non-verbal and verbal communication skills to engage others in interaction.</td>
<td>44%</td>
</tr>
<tr>
<td><strong>Goal 2:</strong> Draw/write/scrabble to represent objects or actions.</td>
<td>2%</td>
</tr>
<tr>
<td><strong>Goal 3:</strong> Learn to express a range of emotions.</td>
<td>26%</td>
</tr>
<tr>
<td><strong>Goal 4:</strong> Develop sense of number and quantity.</td>
<td>27%</td>
</tr>
<tr>
<td><strong>Goal 5:</strong> Adjust reach and grasp to use different tools (writing tools/utensils/puzzle pieces/toys/etc.)</td>
<td>4%</td>
</tr>
<tr>
<td><strong>Goal 6:</strong> Demonstrates the ability to be flexible in actions and behaviors.</td>
<td>7%</td>
</tr>
</tbody>
</table>
Data Summary: The data collected from TSG Checkpoint shows that MFSS EHS children, both Home-Based and Center-Based, made progress in meeting widely held expectations for their age group in the final assessment period of 2019-2020 program year.

- In the area of Approaches to Learning, data show growth in every age group particularly in the sub-domain: creativity where 95% of children ages 2-3 are emerging skills. Children at this level uses creativity to increase understanding and learning; shows imagination in play and interactions with others.

- In the area of Social and Emotional Development, 99% of children ages 2-3 successfully gained skills in the sub-domain: sense of identity and belonging. Children at this level show awareness about self and how to connect with others. Ninety-five percent (95%) of children ages 2-3 successfully gained skills in the sub-domain: relationships with other children; which indicates children gained the appropriate skills to build relationship with their peers.

- In the area of Language and Communication, approximately 100% of children ages 2-3 are emerging skills in the sub-domain: attending and understanding while 97% of children ages 2-3 are developing vocabulary skills. Children at this level attends to, understands, and responds to communication and language from others. Seventy-three percent (73%) of children ages 1-2 are emerging vocabulary skills.

- In the area of Cognition, 100% of children ages 2-3 are emerging skills in the sub-domain: memory while 80% of children ages 1-2 successfully developed reasoning and problem-solving skills. Children uses memories as a foundation for more complex actions and thoughts and learned to use a variety of strategies in solving problems. Fifty-nine percent (59%) of children between the ages of 1 and 3 demonstrated progress towards sub-domain: mathematical thinking. Children at this level develops sense of number and quantity.

- In the area of Physical Development, 100% of the 2-3 year olds are emerging skills in fine motor while 89% of children ages 1-2 successfully developed this skill set. These children uses hands for exploration, play, and daily routines. Eighty-four percent (84%) of children ages 2-3 are emerging in gross motor skills while 74% of children ages 1-2 gained this skill set. These children demonstrates effective and efficient use of large muscles for movement and position.

- Strengths: The greatest strengths in developmental growth are in the following areas:
  - Approaches to Learning:
    - Sub-domain: Creativity
      - Children demonstrates the use of creativity to increase understanding and learning.
  - Social and Emotional Development:
    - Sub-domain: Relationships with other children
      - Children shows interest in, interacts with, and develops personal relationships with other children.
    - Sub-domain: Sense of Identity and Belonging
      - Children are able to show awareness about self and how to connect with others.
  - Language and Communication:
    - Sub-domain: Attending and Understanding
      - Children attends to, understands, and responds to communication and language from others.
    - Sub-domain: Vocabulary
      - Children understands an increasing number of words used in communication with others.
Cognition

- **Sub-domain: Memory**
  - Children recognize differences between familiar and unfamiliar peoples, objects, actions, or events.

Perceptual, Motor, and Physical Development

- **Sub-domain: Perception**
  - Children demonstrate the use of perceptual information to understand objects, experiences, and interactions.

- **Sub-domain: Fine Motor**
  - Children develop appropriate skills to coordinate hand and eye movements to perform actions as well as the use of hands for exploration, play, and daily routines.

- **Sub-domain: Health, Safety, and Nutrition**
  - Children show increasing independence in self-care routines with guidance from adults/caregivers.

School Readiness Goals: The data collected to analyze children’s progress towards School Readiness Goals indicates that children, in both Home-Based and Center-Based, are gaining the essential skills in preparation for preschool.

Family Engagement 2019-2020 Activities Report

**Family Well-Being:** Pedestrian Safety; Car Safety; Fire Safety; Nutrition and Healthy Choices; Preventing Lead Exposure in Children; Preventing Child Heat Strokes in Cars; Family Planning; SIDS Prevention through Safe Sleeping Practices for Baby; Immunizations-Protecting your Child; Home Safety; Dangers of Second Hand Smoke; The Flu-Germs and Hand Washing; Baby Bottle Tooth Decay; Emergency Preparedness Procedures; Facts on Mumps; Managing Stress; The Importance of Fatherhood Involvement; Help Finding Affordable Housing; and Stress management; COVID-19 ongoing resources.

**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; and Parent participation in Policy Council.

**Families as Life-Long Learners:** Read Aloud America; Financial Literacy/Budgeting/Financial Stress/Building Credit, Understanding Tax Deductions & Filing Taxes, Learning How to Maintain Accounts with Financial Institutions; Vocabulary Building Techniques: Seguin Three Period Lesson/Dialogic Reading, Speech & Language Developmental Milestones; Math & Science Every Day at age One to Three; School Readiness Goals; and Positive Disciplines and Temperaments.

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

**Positive Parent & Child Relationships:** Positive Disciplining and Parenting Styles; Cultural Sharing of songs and stories; Early Learning through Routines and 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; and How to Cultivate Emotional Intelligence in Children.
Each year the program seeks to improve quality services to families within Maui County. The program completes a self-assessment and community assessment, which allows the program to adjust services to meet the needs of families within the community. Below are the MFSS EHS program goals and year one actions that the program has completed to accomplish each goal.

<table>
<thead>
<tr>
<th>Goal</th>
<th>Year One 2019-2020 Progress Efforts</th>
</tr>
</thead>
</table>
| **Program Goal 1:** Expand early childhood education services in Maui County to serve a larger percentage of children in Quality Licensed Infant/Toddler settings. | A. The program has opened one additional site in partnership with Ka Hale O Ke Ola Homeless Resource Center, with eight enrollment slots.  
B. The program continues to apply for additional funding to supplement center-based services.                                                                 |
| **Program Goal 2:** Increase the number of EHS children transitioning to Head Start or Community Preschool settings after aging out of EHS with facilitating seamless and well-coordinated services for families to support their children’s success in education. | A. The program has increased 5% of children transitioning into a preschool setting within the community.  
B. The program has revised transition plans beginning at the age of 2 instead of 2.5 has been implemented.  
C. During Head Start enrollment period, a MEO Head Start rep visits MFSS EHS to complete applications with participants.  
D. Preschool Resource Panel has continued. This year the program invited a variety of Preschool settings from Maui County. This effort has assisted staff and families in gaining knowledge of quality ECE settings. |
| **Program Goal 3:** Integrate, and implement revised School Readiness Goals plan to ensure all children and families are receiving high quality comprehensive services. | A. Staff have been trained quarterly to comprehend and articulate SRGs to families during Parent/Teacher Conferences and Home Visits.  
B. Staff have been trained to build capacity focused on implementing SRGs in the classroom and home environments.  
C. The program’s Ongoing Assessment Tool (MyTSG) is sophisticated and able to generate reports more efficiently.  
D. Board Members, Policy Council and Participant Families are beginning to engage and advocate for their child’s education; asking questions and providing feedback to the program.  
E. Child Outcome reports are utilized when planning activities for Monthly Parent Meetings.  
F. Based upon monitoring reports, the program has seen a 25% increase with classroom environments that reflect SRG’s for the enrolled population. |
| **Program Goal 4:** To improve children and families’ overall health, development and family outcomes based around planning and achieving SMART goals. | A. There was a 10% increase of families receiving and achieving goals during the program year compared to the prior program year.  
B. Recently incorporated Family Case Manager Position provided an increase in Family Goals being appropriate and met.  
C. Practice Based Coaching planning and implementation has been an ongoing process for both HB and CB options. |
| **Program Goal 5:** MFSS EHS services will increase compatibility with Pacific Islander cultures and other identified cultures of participants within the program. Socializations and Monthly Parent Meetings will be cultural relevant for families. | A. The program was able to hire four (4) individuals that speak three (3) different dialects of the Pacific Islands.  
B. Storybooks, songs, and handouts have been translated to a variety of Pacific Island dialects.  
C. EHS team participated in a cultural family board project. This project was an opportunity for participants to learn about program staff.  
D. Families have begun to share their cultural practices at Parent Meetings and in the classroom.  
E. Classroom environments are reflective of the population enrolled.  
F. Staff have participated in cultural trainings at the state and national levels. |
Hale Hi`ipo - Hāna Infant and Toddler Center

Since 2015

In May of 2015, MFSS officially opened Hale Hi`ipo, 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`ipo 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 Hāna 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`ipo 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 2020

- 10 children from 10 families served
- 90% of all children enrolled are at age appropriate developmental levels
- 100% of all enrolled families have received Home/School connections activities
- 100% of all enrolled children have completed an active transition plan by the age of 2
- Hale Hi`ipo staff instill Hawaiian Language and values into daily routines with children
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. Family Support Workers work with the parent/caregiver prenatally or soon after the birth of the baby 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 families in need. HFA Family Support Workers are supported by the Clinical Supervisor, Clinical Specialist, and Child Development Specialist (CDS). HFA-Lana‘i is funded by Hawaii State Department of Health. HFA-Maui/Moloka‘i is funded by U.S. Department of Education-Native Hawaiian Education Program.
In Fiscal Year 2020

- 46 families served in Maui and Moloka‘i with 956 home visits
- 13 families served on Lana‘i with 205 home visits
  (services were suspended from 12/28/20 to 03/16/20)

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 $135,000. 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.”
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 has over a decade of services to men and male caregivers 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 men/fathers/male caregivers. In 2019, the KC program began to implement Kamalama Parenting group, parenting classes based on Hawaiian values, and rooted in the understanding that parents are their children’s first teachers.

Not only does our KC team provide 1:1 and group sessions, but they are active in various community events, including hosting the Annual Celebration of Fathers event. Our KC Program Supervisor is the Chairperson of the Hawaii Commission on Fatherhood.

David "Kawika" Mattos
KC Program Supervisor
5 Years

Kealii Emmett
KC Facilitator
1 Year

Thomas Hi
KC Facilitator
1 Year

Bryant Yap
KC Facilitator
1 Year

In Fiscal Year 2020

- 113 Men Attended Support Groups
- 13 Parents Completed the Kamalama Parenting Group

The Harry and Jeanette Weinberg Foundation
Hui Kane ~ Men’s Group motto:

We believe men should be respectful, responsible, accountable and honest, have integrity, and be healthy partners, nurturing fathers, and role-models in our community.

Parenting Class motto:

We believe parents should be respectful, responsible, accountable and honest, practice self-care and healthy co-parenting. We should keep learning and put our children’s well-being first. We commit to be a nurturing parent, a healthy partner and a positive role-model for our children.
Ka Pu`uwai O Na Keiki

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 2020

- 182 Families Served in Maui County
- 97% of families were NOT reconfirmed for Abuse or Neglect
  - 98% of Children Served had a Medical Home
  - 98% of Children were Up to Date on Immunizations
- Conducted 1,850 home visits including virtual visits
- Completed 1,375 screenings and assessments
Maui County Early Childhood Resource Center

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.

Melanie Padgett
Project Specialist
14 Years

In Fiscal Year 2020

- 588 people received information on choosing/providing quality early care and education services (less than expected due to community events being cancelled because of Covid)
- 397 Maui County Subsidy Applications Distributed
- 96 families of 112 children received tuition assistance from the Maui County Child Care Subsidy for licensed day care and preschool.
- 55 families of 58 children from under-served communities received County of Maui funded tuition assistance for licensed day care or preschool
- 15 children receiving Maui County Child Care Subsidy had a parent in school or job training
- 52 families experiencing medical emergencies, job loss or housing insecurity were able to keep their children in preschool or day care while working toward recovery and sustainability.
Outreach and Resource Specialist

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. OARS personnel also meet with Prenatal mothers at local WIC clinics.

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 were 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 $201,618.00 up to September 30, 2020. 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 2020

- 977 screens completed and provided with resource information and appropriate referrals
- Of the total screened, 278 were eligible for home visiting services
- Visits to Maui Memorial Medical Center 6 days per week until March 18, 2020 COVID-19 restrictions implemented
- Weekly visits to WIC clinics until March 18, 2020 COVID-19 restrictions implemented
Since October 2016

MFSS Quality Care for Hawaiian Keiki (QCHK) 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 2020

- 167 families served
- 223 children received subsidy assistance
- 117 participating child care providers
  - 10 workshops promoted/facilitated/participated in for 39 teachers/caregivers and 45 parents/community members
- Distributed over 850,000 informational handouts on choosing quality child care
  - Social media posts on choosing child care reached over 8,000 people
- Continued to provide childcare subsidies through COVID-19 helping to keep providers open and essential families working
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.

Youth Services

Momi Medeiros
Youth Services Program Supervisor
8 Years

Sylvania Amor
Youth Services Facilitator
2 Years

Courtney Hampton-Fujihara
Youth Services Facilitator
2020

In Fiscal Year 2020

• 1,074 youth served at five (5) schools in Maui County
The Ho`oikaika Partnership is a coalition of more than 60 Maui County agencies and individuals committed to preventing child abuse and neglect in Maui County.

Ho`oikaika Partnership and Islands of Hope Maui have combined Core Partners to continue to support the Maui community through further collaboration and collective impact. Islands of Hope is focused on weaving the community safety net and Ho`oikaika strengthens and fills the gaps.

Islands of Hope–Maui (IOH) is a collaborative effort of Maui Child Welfare Services, Casey Family Programs, and Ho`oikaika Partnership to help build the public-private safety net protect strengthen and support `ohana. The symbol of the Ho`oikaika Partnership is the hukilau, or net, which serves to remind us that our strength is in our working together and our net has no pukas (holes).

MFSS is a founding Core Partner and Fiscal Agent for this important community collaboration.

Mission Of The Partnership:

The mission of the Ho`oikaika Partnership is to continuously expand the knowledge and use of the Five Protective Factors to all those that touch and shape the lives of the children in Maui County to reduce the incidence of child abuse and neglect (CAN). Islands of Hope supports this mission by promoting collaboration to respond to the needs of children and families in our community.

Vision Statement of the Partnership:

The combined vision of the Ho`oikaika Partnership and Islands of Hope is that every child in Maui County will live peacefully, free from any type of abuse or neglect. All the `ohana of Maui will flourish and prosper within a nurturing community that embodies the aloha spirit.

The Work of Ho`oikaika Partnership - Islands of Hope

- Increases awareness about child abuse and neglect in Maui County
- Work together, creatively and flexibly, to do the right things right, the first time, on time, every time, one child at a time.
- Reduce the number of entries and re-entries of youth into foster care.
- Continuously strive to improve.
- Engage with each other, our community and our clients with cultural humility, utilizing culturally competent practices.
- Foster a learning culture and we are open to new ideas.
- Rely on the collective expertise of the collaborative.
- Use data to inform and improve our work.
- Collaborates on strategies for preventing child abuse and neglect in Maui County
- Teaches parents, professionals, and the public about the risk factors associated with child abuse and neglect and the protective factors that can prevent child abuse and neglect
- Informs, educates and motivates the community to implement the Protective Factors
Islands Of Hope and Maui United Way have formed a close collaboration to ensure all county resources for Maui are in their database and up to date.

2020 Virtual Ho‘oikaika Conference
Over 200 virtual attendees hosted over two half days in early October. We had presenters from Hawai‘i, Arizona, Washington, all the way to Boston.

PATCH Preschool Open Doors Sign–Up
Representatives from PATCH & TuTu And Me were on site to sign families up for preschool and learn more about the traveling preschool options. Hosts also gave parents information about the Ages & Stages Developmental Screening Tool.

25th Annual Stand For Children Virtual Rally

John Cruz
Lending his voice to raise awareness for Child Abuse & Neglect Prevention.

Casey Family Programs Board of Trustees visits Maui Family Support Services on February 20, 2020 for a talk story with the Islands of Hope Steering Committee and families.
Administrative & Finance Staff

- **Zina Andrade**
  - Administrative Supervisor
  - 28 Years

- **Debbie Butay**
  - Chief Financial Officer
  - 14 Years

- **Lyka Reed**
  - Accounting Specialist
  - 4 Years

- **Ane Miller**
  - Accounting Specialist
  - 2 Years

- **Bridget Chang**
  - Program/Admin Assistant
  - 5 Years

- **Marcy Ulep-Souza**
  - Program/Admin Assistant
  - 5 Years

- **Sheri-Ann Sardinha**
  - Program Assistant
  - 3 Years

- **Zina Andrade**
  - Administrative Supervisor
  - 28 Years

- **Debbie Butay**
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  - 2 Years

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  - Program/Admin Assistant
  - 5 Years

- **Marcy Ulep-Souza**
  - Program/Admin Assistant
  - 5 Years

- **Sheri-Ann Sardinha**
  - Program Assistant
  - 3 Years
Awards & Recognition

Irene “Cookie” Chong Kee Memorial Award

Jody-Lee Waiohu

Jody is an extremely hard working person. She gives her “ALL” to everyone. She is very caring, sweet, but also will guide people in the right direction. She puts 100% in the job, she is stellar. Jody is loved by all her participants from Hana to Lahaina. She had even worked with the Molokai families. She perseveres even in the light of hardship and pandemic and continues to deliver seamless and professional services to all of the families that she is assigned.

Team Member of the Year Award

Shelly Brown

Shelly leads the hardest team and keeps them on track. Shelly has a tough group of people on her team, which can sometimes be a big challenge for a supervisor. However, she address them with kindness and respect. She hears them out and helps them move to beyond challenges.
MFSST Team of the Year

Early Head Start - Center-Based and

Ka Pu`uwai O Na Keiki

[Image of group photo and other images]
Community Partner Award

Friends of the Children's Justice Center

Paul Tonnessen, Executive Director

Paul and his crew of volunteers have assisted so many of our families in need. They seem to always find a way to get what families truly. We are so grateful for their service and always with a smile.

Volunteer Award

Dominic Kin Choy

Dominic helped with QCHK’s move to a new office, moving boxes and smaller items that did not come with the movers. He then helped staff in getting our new QCHK office in order, putting up, carrying in, carrying out to throw away, re-arranging, using his own vehicle and tools. And always with such wonderful attitude, willing to listen to suggestions and requests, and then doing an awesome job.

Gordon Hardy

Gordon is always wiling to assist MFSS any chance he gets whenever asked without hesitation. He has loaned his truck to pick up Christmas presents, painting parking lot to make available space more efficient, put together ergo-office chairs for the staff, picked up things that needed to be removed like broken, old desks when we received new ones, helps with set and break down at events, and is constantly available and on call to do whatever we can think of him to help with.

Volunteer Award

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Maui Family Support Services, Inc.

Maui Family Support Services, Inc.
1844 Wili Pa Loop
Wailuku, HI 96793

Help MFSS strengthen children and families in Maui County!

WAYS YOU CAN DONATE

• With a Memorial Gift
  Honor a friend or loved one by donating in their name.

• With a Planned Gift
  Donate stock, mutual funds, or real estate.

  Contact Debbie Butay at 808-242-0900

• With Goods or Services
  Donate toward one of our yearly events.

  Contact Zina Andrade at 808-242-0900

• With a Monetary Gift
  Return this form and your check to the address above, or
donate online at www.mfss.org

Maui Family Support Services, Inc.

would like to give a huge MAHALO to the following donors, friends and community partners for
their continued support!

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