Board Chair’s Message

CFS Brings Community Together for Families

It is a privilege to serve as Child & Family Service Board Chair and to work alongside such a dedicated team of fellow board members (p. 30), who, in collaboration with the CFS Guild (p. 11), community supporters, and public and private partners, (p. 15) invest their time and resources in the work of our nonprofit human services agency.

Throughout the 2016 fiscal year, which ended June 30, I want to especially note that Board members actively supported the full range of Child & Family Service’s (CFS) programs. Because of the CFS Mission in Action initiative, Board members visited CFS sites (p. 7) to see first-hand the results of our life-changing programs and services. They listened to inspiring and heartwarming stories of how we never give up on families and how we are mindfully available to support parents, keiki, youth and kūpuna for the long term. Board members communicated wonderfully their understanding and appreciation of the real challenges we face every day.

During this same period, we continued to focus on expanding community-wide support for the important work of CFS through fundraising efforts, marketing programs and innovative partnerships (p. 5).

We were also proud to partner once again with community leaders and the CFS Guild to raise record-breaking funds for the annual CFS gala (p. 17). A newer initiative, the CFS Stronger Families Fund® (p. 13), grew its base of loyal supporters and provides an important multi-year source of funds. These efforts enabled CFS to expand its mission-critical work of strengthening families in our community.

In addition, we were diligent in working with government, business and the nonprofit sectors to deliver quality services that strengthen entire families. Indeed, peer organizations on the national level recognized CFS’s leadership and invited us to share our expertise and experiences with them.

Finally, as more people in our Island communities learn about the vital work of CFS, we plan to use this awareness to develop new partnerships and programs. We will also sustain the dedication and excellence of CFS staff members, who drive the success of our life-changing work. On behalf of the CFS Board of Directors, I thank you for your support and for helping families to thrive. We are proud to partner with you to strengthen families in Hawai‘i.

Annual Report Cover & Theme: FAMILIES ARE FOREVER

The cover design was inspired by the U.S. Postal Service Forever Postage Stamp, which keeps its value over time. “Families are Forever” reflects CFS’s commitment to helping families to find the courage to change and to sustain those changes for the long term.

ACCREDITATIONS & AFFILIATIONS

Child & Family Service is accredited by the Council on Accreditation (a national accrediting organization) and is an accredited charity with the Hawai‘i Better Business Bureau. CFS is affiliated with the Alliance for Strong Families and Communities and the United Ways (including Aloha United Way, Hawai‘i Island, Maui, and Kaua‘i).
President & CEO’s Message

Changing Lives, Impacting Communities

“The help you gave makes sure our family is a family forever.”

Those are the words of a father whose family was strengthened because of his courage to change and his commitment to acquire skills that sustain success. CFS is “All about Family.”

In the 2016 fiscal year, we made significant progress in our strategic direction toward a family-centered, full-service organization to support life-changing results for families in crisis.

Our Family Centers were an integral part of this strategic direction. Located in community settings statewide, these walk-in Centers served as a one-stop model for meeting the needs of families. Families came in for basic needs such as clothing or baby supplies. They found welcoming CFS staff members and volunteers to help them with a full range of needs, from counseling and therapeutic support, nurturing parenting skills classes, to help in preparing for and securing a job to support their families.

Experience has taught us that families make tremendous strides when they are able to focus their energies, talents and hopes beyond daily survival. This year we piloted Transition to Success™, a nationally recognized initiative designed to move those in poverty toward self-sufficiency. We launched the program at our family centers on Maui and Kaua‘i, offering a full range of family strengthening services and partnering with Goodwill Industries of Hawaii on Maui to provide job training and placement opportunities.

We also continued to lead our community in measuring impact, forging a partnership with Aloha United Way (AUW) to bring a nationally recognized program called Results Based Accountability™, or RBA, to other nonprofit organizations across O‘ahu; CFS trainings sponsored by AUW to its partner agencies will provide a framework to improve program performance and create measurable program results. RBA was developed by Mark Friedman, Results Leadership Group partner and founder of the Fiscal Policies Studies Institute. CFS is the only licensed provider of RBA in the state of Hawai‘i. We were invited to present our RBA experience findings at the 2016 national conference of the Alliance for Strong Families and Communities.

Nonprofit effectiveness is a delicate balance between keeping our focus on the individual and developing systems, programs and practices that show our effectiveness to funders and partners. Through setting bold, but achievable goals with measurable results, CFS is moving families forward, today and in the future.

More on the Family Centers:
www.childandfamilyservice.org/programs/familycenters
Impact: a Visual Perspective

**INDIVIDUALS SERVED BY PROGRAM AREAS**

- **68%** “Healing from Trauma” Programs
- **16%** “Caring for Keiki” Programs
- **11%** “Empowering Youth” Programs
- **5%** “Honoring Kūpuna” Programs

**AGE**

- Infant (0 - 4) **6%**
- Child (5 - 9) **3%**
- Teen (10 - 19) **13%**
- Young Adult (20 - 34) **31%**
- Middle Age (35 - 55) **29%**
- Elderly (56+) **8%**
- Unreported **10%**

**INCOME**

- $16%$ At or under $27,950*
- $1%$ $27,951 to $34,999
- $1%$ $35,000 to $49,999
- **3%** At or over $50,000
- **79%** Unreported

**GENDER**

- **59%** Female
- **29%** Male
- **12%** Unreported

**PEOPLE SERVED BY ISLAND**

- **45%** O‘ahu
- **24%** Hawai‘i Island
- **16%** Kaua‘i
- **15%** Maui County

**ETHNICITY**

- **27%** Full or Part Hawaiian / Pacific Islander
- **17%** Caucasian
- **16%** Asian
- **12%** Filipino
- **12%** Other
- **13%** Unreported
- **3%** Hispanic / Latino

* In 2016, according to the US Department of Health & Human Services website, $27,950 is the poverty line for a family of four.

**10,518** Individuals Served

**43,500** Lives Touched
Child & Family Service receives financial support from a variety of sources including government contracts, private support, corporate and community support.

While a majority of our support is from government funding sources, CFS has implemented an integrated strategy to diversify its funding and revenue sources as well. As a result, CFS in the 2016 fiscal year raised 15% of its annual budget from non-governmental sources, including individuals, private foundations, corporations & community organizations.

The CFS Stronger Families Fund® (p. 13) added a new source of unrestricted funding to meet current as well as future needs. Pledges have totaled more than $1 million since the Stronger Families Fund® was launched last year. The CFS Board of Directors and CFS Real Property Board (p. 30) have achieved 100% participation rate into the Stronger Families Fund®.

The Finance & Audit Committee is comprised of community and business leaders in Hawai‘i. It is a great pleasure to work with these leaders, and to present on behalf of the Committee, the CFS financial report for fiscal year ended June 30, 2016.

**Net Assets at Beginning of Fiscal Year** $28,232,385

**Net Assets at End of Fiscal Year** $27,004,273

**Change in Net Assets** ($1,228,112)

*NOTE: Change in net assets reflects (1) underperformance in fundraising and investments at 6/30/16, (2) adjustment to the prior year audited financials of $472,843 properly account for the unvested portion of accrued time off at 6/30/15 and (3) adjustment to the prior year audited financials of $200,000 to adjust overstatement of pledges receivable at 6/30/15.*
Raising Awareness & Funds to Strengthen Families

The Development & Marketing Committee had a busy 2016 fiscal year. We are pleased with much success in both areas and our progress is a direct result of the planning we did in 2014 and 2015.

The Stronger Families Fund® (p.13) initial Hui commitment was at $900,000 as we ended our last fiscal year. This was $100,000 short of our $1-million goal. Building on the momentum created, this amount was funded by December 2015, months earlier than initially planned.

A commitment from the General Contractors Association of Hawaii for $89,250 launched our second $1-million Hui. This balance is growing steadily thanks to a $100,000 commitment from the James Campbell Company LLC and $50,000 from the Consuelo Foundation. Plans are in place to reach this second $1-million fund goal by the end of 2017.

In addition to the success of the Stronger Families Fund®, we received significant support for CFS programs - honorable mentions include the Robert F. Lange Foundation, The Harry & Jeannette Weinberg Foundation, Hawaii Community Foundation, Victoria S. & Bradley L. Geist Foundation, Hau'oli Mau Loa Foundation, and CVS Health/Longs Drugs. These key supporters, along with many other foundations, corporations, professional and community organizations, helped reinforce the positive impact our programs have on individuals and families. All are listed in the Honor Roll of Donors (p.15) section of this report.

We took a year off from our golf tournament to “refresh” the format for the future. In the meantime, the Fall Gala (p.17) resulted in more funding for programs, specifically for the Leeward domestic violence shelter “Hallway of Hope”. As always, the event was impeccably managed by our wonderful Guild (p.11).

Equally important, our marketing efforts secured better media coverage of many of our programs’ success stories. Our new CFS website (p.22), which was launched in February 2016, also raised the visibility of CFS and highlighted its programs and services in a fresh way. The marketing of a social service non-profit with nearly fifty programs statewide is not an easy task and, thanks to the volunteer leadership of Al Hoffman, the website and other marketing efforts have been a great step forward for us. We always need help building awareness about the work of CFS and, since each of you reading this annual report has a connection to CFS, you can be an important ambassador by simply sharing your insights with others. Thank you in advance for that!

The nicest part of our committee’s development and marketing work was allying with the CFS family. Just as CFS is “all about families,” our work together was truly a “family” effort.
At CFS, we partner with families to provide the best support possible, empowering them for positive changes that last a lifetime. Our services support families with young children, youth at risk, families experiencing domestic violence or other life challenges, and kūpuna trying to live life to its fullest.

The 2016 fiscal year was a year of program growth to meet the needs of families in Hawai’i. We continued our commitment to serve families through our Family Centers, a healing place where families can have their needs met in one location. We launched an initiative to refresh our Ewa Family Center to make it more family friendly and accessible, including providing play areas for children. Mahalo to Bowers + Kubota Consulting for their facilities design expertise.

This year also marked a full year of preparation for Transition to Success™ (TTS), an anti-poverty model that brings community resources together to support long-term independence for families. We began piloting the program at our Family Centers on Maui and Kaua’i and fully trained twelve CFS staff members in TTS. We also started to track the impact of this model and are looking forward to continue analyzing its effectiveness for Hawaii’s families.

Over the past three years, we have developed scorecards for our programs to demonstrate effectiveness through Results Based Accountability™ (RBA), a framework to improve program performance and to create measurable program results. And this year was no different as we continued to review data and to fine tune what we measure to demonstrate each program’s impact.

This year we partnered with Aloha United Way (AUW) to launch an initiative to provide RBA training to AUW partner agencies. The training was offered through the Institute for Training and Evaluation, a division of CFS that provides services to nonprofits on measurement strategies and implementation as well as training in Trauma Informed Care (TIC), domestic violence and compassion fatigue.

By leading the way in working together with community partners, we are making a difference for families in Hawai’i.
From Twinkle to Wrinkle
FY 2016 CFS Programs
Caring for Keiki
Childhood education programs and programs focusing on the prevention of child abuse and neglect through parent education and family counseling.

- Child and Family Center
- Early Identification
- Hale Ho'omalu Family Center
- Head Start
- Healthy Families Home Visiting
- Nana's House Family Center
- Neighborhood Place of Wailuku

- Specialized Substance Abuse Treatment Services for Pregnant & Parenting Women & Children (E Ala Hou)
- Strong Families Home Visiting
- The Parent Line / HomeReach
- TIFFE Community-Based Parenting Education
- TIFFE Early Intervention Services
- TIFFE Mobile Outreach Program

Healing from Trauma
Programs designed to aid individuals and families in crisis, helping them to heal and rebuild their lives through counseling and therapeutic support services.

- Comprehensive Counseling & Support Services (CCSS)
- Developing Options to Violence / Turning Point for Families Alternatives to Violence
- Domestic Violence Shelters
- Domestic Violence Advocacy
- Domestic Violence Services for Families
- Employment Services for Refugees

- Family Strengthening Services
- Immigrant / Community Resource Center
- Maui Sexual Assault Center
- Molokai Integrated Services System
- Sex Abuse Treatment Services
- Transitional Housing for Victims of Domestic Violence
- Voluntary Case Management

Empowering Youth
Programs that help teens through personal crisis in school and in life, providing tools to become confident, independent, and successful and to earn a high school diploma.

- Alternative School for Youth (Hale O Ulu)
- Community Based Residential (Ka Pa Ola)
- Crisis Mobile Outreach
- Guiding Transitioning Youth to Success
- Independent Living Program for Residential Services
- Independent Living Services
- Kit Hanohano Truancy Prevention
- Ohana Support Services
- Project Ho'ohuli – Girls Court
- Teen Pregnancy Prevention Program
- Therapeutic Crisis Home
- TIFFE Adolescent Substance Abuse
- TIFFE Adolescent Substance Abuse Treatment School Based

- TIFFE Developmental Disabilities Program
- TIFFE Evaluation & Outpatient
- TIFFE Functional Family Therapy
- TIFFE Girls Court Counseling Program
- TIFFE Intensive Independent Living Skills
- TIFFE Intensive In-Home Therapy
- TIFFE Multisystemic Therapy
- TIFFE Together We Can
- TIFFEYouth Outreach Program (Community Based)
- TIFFEYouth Outreach Program (School Based)
- Transitional Family Home / Respite Home
- Youth Independent Living Services (Positive Youth Development)

Honoring Our Kupuna
Caregiver programs offering respite, resources, and support to families caring for elderly loved ones with other health issues. Wellness and case management programs help keep kupuna safe and living independently.

- Long Term Support Services
- Ohana Care
- REACH (Responsiveness, Encouragement, and Assistance through Counseling & Help)

- Senior Case Management
- Senior Groups - Health Maintenance

Social Enterprises
Contracted counseling and crisis intervention services for local businesses.

- WorkLife Hawaii (Employment Assistance Program)
“Families are Forever”
From CFS participant to CFS staff member

Maile says she did everything right. She graduated from college, landed a good job, fell in love, got married and became a mother of two children. But it wasn’t long before her seemingly happy ending turned dark and in 2012 she found herself in a physically and emotionally abusive relationship.

Domestic violence can affect anyone, regardless of economic status, race, gender or background. When Maile realized she could no longer hide the bruises, she confided in a friend, who encouraged her to file a restraining order against her now ex-husband and to get help.

Maile was referred to Voluntary Case Management at the Neighborhood Place of Wailuku CFS Family Center and worked with Care Coordinators, Marc Chesick, and later Nicole Sasaoka. Nicole organized a personal service plan for Maile and her children, then ages 2 and 3 (now 5 and 6). The 39-year-old says she was initially unsure of meeting with the CFS staff, but adds that Nicole and her colleagues were encouraging and patient with her and her children as she emotionally processed the trauma of her experiences. “At that point, I didn’t trust anyone,” she says, “But there I knew (my children and I) were safe.”

She attended a weekly domestic violence (DV) support group, parenting classes and more. “I learned the power of the support group,” she says. “I had a sense of belonging. I can’t imagine going anywhere else.”

It wasn’t long before her trepidation faded. Neighborhood Place of Wailuku became a haven for her and a welcoming place for her young children. Maile says she is still in contact with many of the women she grew close to within the DV support group, and has gone through the Hawaiian cultural based parenting classes four times.

CFS programs and services had such a big impact on Maile that, when her case closed and she no longer needed weekly, ongoing support, she felt gratitude to the organization that, she says, gave her life back. “It was a no brainer that I wanted to stay around,” says Maile.

In May 2016, Maile started volunteering for CFS Maui and four months later became one of its employees. She works for two programs: the Ku Hanohano Truancy Prevention program for middle school students and the Transition to Success™ pilot program to help underserved adults. “It’s about treating these kids and these adults like champions and setting them up for success,” she says.

Part of her role at CFS is sharing her story. She says she’s open about describing her domestic violence traumas to participants in the programs she works. Maile also joined the CFS Annual Meeting (p.19), sharing her story on stage in front of CFS board members, volunteers, and donors.

The full-circle experience from CFS participant to CFS staff has been enriching and empowering, she says. “I came to CFS for help, to make me OK. Now to be able to switch gears to help so many other people is rewarding. I’m blessed with that.”
Many times when people walk into CFS, they are often at one of the lowest points in their lives. It was no different for 41-year-old Rhonda*. When she first visited the CFS Hilo Family Center in May 2015, with her then 6-month-old son, she was the victim of domestic abuse, unemployed and homeless, sleeping in her van in a church parking lot.

Heartbreaking as Rhonda’s situation was, Leenette Kealoha, CFS Hilo Domestic Violence Advocacy Program Supervisor says it was not unique. What was noteworthy about Rhonda, says Leenette was her positive attitude. “I could tell that there was more to her. She had this sense of optimism,” she says.

Within the first month of working with CFS, Rhonda made quick strides toward a fresh start. “She was very proactive. She was aggressive and adamant about getting herself back on track,” says Leenette. Rhonda contacted partner agencies Leenette connected her with, attended weekly DV support group, and attended her church. By the time Rhonda exited the program, she had expanded her network, increased her knowledge on DV, obtained a full time job, secured housing, and went on to represent herself in court to obtain full custody of her son.

“I was so proud,” says Leenette who reported that Rhonda spent countless hours preparing for her custody case. Rhonda would come into the Hilo Child and Family Center with binders of paperwork, using the center as a safe space to prepare for court and apply for housing.

“Everyone knew her, she got along with all of us,” says Leenette, adding that the CFS staff even watched her son grow up. “When she first came in, she brought him with her in an infant carrier. We later watched him take his first steps. Now, he’s in preschool!”

Rhonda exited the CFS program in February 2016, and Rhonda and her son now have a house in the Puna area. Inspired by her time with CFS, Leenette says, Rhonda’s goal is to start a resource center.

Despite the hardship her clients initially go through, Leenette says it is women like Rhonda, who make it worth coming into work everyday because the role of CFS is so vital. “When they come in, they are in trauma, it’s good to help them overcome that and to see them be successful.”

* Not her real name
Supporting CFS programs directly

The O‘ahu Guild had many reasons to celebrate in the 2016 fiscal year. The Guild’s membership increased to 60 hardworking community leaders across the island. In October, the Guild once again executed a sold-out fundraiser, “Honolulu Advertiser presents A NIGHT ON THE JERSEY BOARDWALK.” Nearly 1,000 people attended the gala, held at the Hawai‘i Convention Center, raising more than $700,000 for CFS. In November 2015, the Aloha Chapter of the Association of Fundraising Professionals awarded the Guild with its National Philanthropy Day Award for Outstanding Volunteers. It was a great honor!

But the Guild went beyond organizing its annual fundraisers and events. We decided to get more involved in supporting CFS programs directly. To increase volunteer participation, we created opportunities for Guild members to not only support the programs financially, but organized hands-on projects. O‘ahu Guild-led projects in FY2016 include: Rejuvenating the House of Hope emergency shelter playroom used by children healing from the trauma of domestic violence; purchasing easy-to-transport umbrella strollers for the Healthy Families parenting program; and, providing $20 gift cards for parents in the Healthy Families program to buy holiday presents. The O‘ahu Guild also hosted a Holiday Boutique Fundraiser, where members raised $40,000 in proceeds to fund programs to help end the cycle of child abuse.

The Guild’s great work wouldn’t be possible without the guidance of leaders like Dan Watanabe. A heartfelt mahalo goes out to Dan, a longtime CFS staff member and O‘ahu Guild liaison, who retired this year.

CFS O‘ahu Guild Roster FY16

Cheryl Walthall, Chair
Nicole Matsuo, Vice Chair
Jodi Webb, Secretary
Kathy Croze, Treasurer
Chris Acee
Shawlea Aona
Rosa Asuelo
Cathy Bailey
Salome Bala
Michelle Bartell
Dolores Bediones
Diane Bennett
Stella Cabana
Brandi Chung
Heather Cox-Shonka
Sandy Crowell
Malia Denis
Leila Diamond
Amy Donn
Verna Felipe
Chintana Griffin
Jayson Harper
Carol Hasegawa
Stephanie Hsu
Barbara Kuljis
Virginia Lippi
Mary Luther
Jill MacMillan
Gayle Marumoto
Mandy Marumoto
Christine Medeiros
Kathy Mills
Trish Milone
Colleen Minami
Anne Miranda
Gail Miyata
Sarah Moy
Myrna Murdoch
Giovanna Neuman
Aimee Ogata
Beulah Olanolan
Wendy Oshiro
Leta Price
Debbi Putnam
April Queen
Robin Rohr
Nora Stark
Carol Striph
Ashlinn Sue
Marcia Sumile
Jan Taketa
Pat Teho
Rhonda Thomas
Bonny Tinebra
Elaine Tsai
Ruth Ushijima
Kim Uto
Mary Valenti
Lynn Watanabe
Nancy Webb
Shan Wirt
Laura Woods
Jodi Yip Lee
Susan York
Sandi Yongrong
Jan Yukumoto

1: Members of the CFS O‘ahu Guild at the Aloha Chapter of the Association of Fundraising Professionals National Philanthropy Day.
2: The newly renovated O‘ahu Transitional and Emergency Center playroom.
The Kaua‘i Guild Report

Our strength is in our numbers

When it comes to the impact of the Kaua‘i Guild in helping families across the Garden Island, our strength is in our numbers. The more of us there are, the more we can do. In 2015, the Guild had 322 members, affectionately known as “Guildas.” Our goal for the next fiscal year is to reach 500 members.

These hard-working women and men spend their free time helping CFS in various ways throughout the year. Two of the Guild’s biggest annual initiatives are The Backpack Brigade and Holiday Giving.

In June, Guildas buy new backpacks and fill each of them with school supplies for more than 200 children across the island. It’s been a successful program since its inception in 2007.

**Using funds donated from Guildas, social workers join parents for a special shopping trip, during which parents pick out presents for their children. It’s been a great win-win scenario . . .**

Members of the Kaua‘i Guild sort and prepare food baskets for Kaua‘i Families as part of the Holiday Giving project and backpacks as part of the Backpack Brigade.

In late fall, the Kaua‘i Guild kick-starts a gift donation drive for its annual Holiday Giving. We used to ask Guildas to buy presents and then gifted them to local children in need. The trend now in social work is to empower and educate families, in hopes of stopping the cycles of poverty, addiction and violence. Using funds donated from Guildas, social workers join parents for a special shopping trip, during which parents select presents for their children. It’s been a great win-win scenario—easier for the staff and the Guildas and more rewarding for the parents and children.

In 2015, Guilda donations bought presents for 278 keiki. They also distributed food baskets to 66 families.

In addition to these two fundraisers, throughout the year Guildas also volunteer at the two island Family Centers, donate clothing, bedding, toiletries and toys and respond to emergency pleas from CFS for a specific client, such as a couch or table to furnish the new place of women and children who have left an abusive partner.
Child & Family Service continued during the 2016 fiscal year to develop leading edge programs that serve the needs of Hawaii’s families today, ensuring they can be strong families forever.

The Stronger Families Fund® was vital in making this possible by providing private funding that benefits all of our programs, without restrictions.

While government funding supported 85% of our 2016 budget (p. 4), the state and federal requirements became even more highly prescriptive, limiting the reach and impact of our programs. It was the added investment of the Stronger Families Fund® that allowed us to strategically enhance and expand our programs beyond government limitations.

Building on the momentum of publicly launching the Stronger Families Fund® at the end of the previous fiscal year, we reached our first $1-million by December 2015. Shortly afterwards, through the support of the General Contractors Association of Hawaii (GCA), we officially launched our second $1-million fund thanks to lead gifts by The Howard Hughes Corporation & Ward Village Foundation and Swinerton Builders. The year came to a close with an extraordinary commitment of $100,000 by the James Campbell Company LLC and a $50,000 commitment by the Consuelo Foundation, positioning us to work toward raising our second $1-million dollar fund.

Commemorating the historical significance of establishing the Stronger Families Fund® as an innovative fundraising initiative for CFS, we held two signing ceremonies over the past year. During the ceremonies, CFS leaders reiterated that donors to the fund are the strength behind our work. In addition to their personal financial investment, Stronger Families Fund® members devote their time, intellect, and spheres of influence to support CFS.

Throughout the pages of the Honor Roll of Donors (p. 15), Stronger Families Fund® members are specially noted with the word “FUND”. To these and all our loyal donors, we thank you for the powerful difference you helped us make in the lives of Hawaii’s families.

“Innovative & Reliable Source of Support for CFS”

“The Fund builds on one of the basic strengths of CFS – a committed group of supporters who come together to collectively achieve more than any of us could do individually.”

Rich Wacker, CFS Board of Directors Immediate Past Chair
The Stronger Families Fund® Founding Hui Signing Ceremony
September 02, 2015


General Contractors Association of Hawaii (GCA), in partnership with The Howard Hughes Corporation & Ward Village Foundation and Swinerton Builders contribute $58,000 to the CFS Stronger Families Fund®.

December 21, 2015

(L to R) Cedric Ota, GCA 2nd VP, Johnny Y. Higa, GCA Executive VP, Karen Tan, CFS Chief Program Officer, David Striph, EVP Howard Hughes Corp., Todd Apo, VP Community Dev, Howard Hughes Corp., Gladys Hagemann, GCA Deputy Director, George Ehara, GCA President and Clay Asato, GCA 1st VP.
Honor Roll of Donors

The Child & Family Service Honor Roll of Donors recognizes the tremendous generosity of donors and volunteers who provide the resources CFS needs to achieve its mission of strengthening families and fostering the healthy development of children. Along with individuals, corporations, trusts, foundations, and community organizations, we also recognize our ‘Onipa’a Society and Stronger Families Fund® members – our most steadfast donors. It is with deep gratitude that, within these pages, we acknowledge their support.

Special message to our supporters: We have carefully reviewed all gifts to CFS during our Fiscal Year 2016 (July 1, 2015 - June 30, 2016) to confirm that we properly recognize each gift. Occasionally, despite our best efforts to ensure accuracy, errors occur. If we have made a mistake, we sincerely apologize and ask that you alert us to such errors by contacting the Development & Communications Office at 808.543.8413 Thank you in advance for your understanding.

Individuals

The following section acknowledges individuals and families who made gifts, pledges, and pledge payments between July 1, 2015 and June 30, 2016.

$200,000+
Anonymous

$199,999 - $100,000
Larry & Assuloo Fish (L to R) Patti Bates, President & CEO, Child & Family Service; Linda Fox, Executive Director of TIFFE; Patti Bates, Executive Director of TIFFE, and EVP & Chief Performance Officer, Child & Family Service; & Michele Saito, President, DTRIC Insurance Group & Chair, CFS Board of Directors.

$99,999 - $50,000
Ailika & Tanya Mau (L to R) Howard Garval, President & CEO, Child & Family Service; Linda Fox, Clinical Director, TIFFE; Patti Bates, Executive Director of TIFFE and EVP & Chief Performance Officer, Child & Family Service; Linda Fox, Executive Director of TIFFE, and EVP & Chief Performance Officer, Child & Family Service; & Michele Saito, President, DTRIC Insurance Group & Chair, CFS Board of Directors.

$49,999 - $25,000
Howard & MaryEllen Garval (L to R) Howard Garval, President & CEO, Child & Family Service; Linda Fox, Clinical Director, TIFFE; Patti Bates, Executive Director of TIFFE and EVP & Chief Performance Officer, Child & Family Service; & Michele Saito, President, DTRIC Insurance Group & Chair, CFS Board of Directors.

$24,999 - $15,000
John & Janice Arizumi (L to R) Howard Garval, President & CEO, Child & Family Service; Linda Fox, Clinical Director, TIFFE; Patti Bates, Executive Director of TIFFE, and EVP & Chief Performance Officer, Child & Family Service; & Michele Saito, President, DTRIC Insurance Group & Chair, CFS Board of Directors.

$9,999 - $5,000
Jeffrey & Loan Arce (L to R) Howard Garval, President & CEO, Child & Family Service; Linda Fox, Clinical Director, TIFFE; Patti Bates, Executive Director of TIFFE and EVP & Chief Performance Officer, Child & Family Service; & Michele Saito, President, DTRIC Insurance Group & Chair, CFS Board of Directors.

$4,999 - $2,500
Anonymous

$2,499 - $2,000
Anonymous

$1,499 - $1,000
Anonymous

Year In Review:

TIFFE/CFS Merger: “Sharing similar missions, two organizations merge”

In 2015, after a more than year-long process, The Institute for Family Enrichment, affectionately known as TIFFE—pronounced “Tiffy”—merged with CFS and became the agency’s newest array of programs.

TIFFE had operated as a for-profit organization in Hawaii for more than 30 years. Over that period, it had earned a reputation for offering outstanding therapeutic services for youth, adolescent substance abuse treatment services in schools and communities, mobile outreach for homeless families and program support for families of children with developmental disabilities.

“The two organizations combined brought 144 years of service to Hawaii’s children and families,” says CFS Executive Vice President and Chief Performance Officer, Patti Bates. “We shared similar missions and coming together would increase our reach into the community and change more lives for the better.”

And although TIFFE possessed a similar mission to CFS’s, its services and resources were very distinctive from CFS programs. During the merger process, 500 TIFFE program participants continued receiving services, and approximately 120 employees kept their jobs.
Dwayne Arakawa
Ken & Genie Arakawa
Melanie Arcedo
Janelle Ares
Bruce & Brenda Atasio
Clay Ataso
Stephanie Atasio
Nadid Assaf
Bud Bowles & Rosa Azuelo
Glen & Loren Bailey
Jack & Solome Bolo
Blair & Loli Banker
Andrew Sugg & Lisa Barnes-Sugg
Joe & Suzanne Barrios
Keana Bate
Jo Anne Bayta
Dolores & Albert Bediones
Paul & Diane Bennett
Christopher & Katherine Bennett
Brian Bentley
Jeannine Bernard
Paul Boyce
Jason Brand
Robert Brant
Nikki Brissette
Jereilyn Brown
Paul & Heather Brissom
Don & Carol Buenconsejo
Delia Bungcayao
Tracy Burgos
Michael Van Dyken & Elise Burkart
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Felipa Callejo
Gary Chang
Malcolm Tom & Karen Char
Neil & Yoomin Char
Kevin & Wendy Charves
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Celia Ching
Richard Leman & Donna Ching
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Candace Choy
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Christopher & Martha Fernandes
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Angelica Flores
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Lynn Fujimoto
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Betty Fujioka
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Jerome Fukuhara
Alvin & Karen Fuse
Hayden Gabriel
Reginald & Sandra Gage
Christopher & Tanya Gamby
Jennifer Gershman
Heather Govere
Wayne & Melissa Goo
Douglas Goto
Estella Grantham
Gregory Close & Linda Graizer
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Lisa Grininger
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Jayton Harper
Barbara Pleadwell
Sally Hartman
Russell & Val Hata
A NIGHT ON THE JERSEY BOARDWALK
Bruce Springsteen, Frankie Valli, and The Angels performed during a one-night, sold-out fundraiser at the Hawai‘i Convention Center in October 2015.

These rock stars—Hawaii’s business leaders expertly acting the part—performed for a crowd of nearly 1,000 attendees for “Honolulu Star-Advertiser presents A NIGHT ON THE JERSEY BOARDWALK.” The seventh annual themed fundraising gala benefit raised more than $700,000 for Child & Family Service. In addition to live renditions of chart-toppers from the 1960s, ‘70s, ‘80s, and today, the gala featured a Jersey Shore photo booth, a boardwalk juggler, and magician. Two lucky winners even received two round-trip tickets, donated by Alaska Airlines.

Martha Smith, the CEO of Kapiolani Medical Center for Women and Children and Glen Kaneshige, the President of Nordic PCL Construction, Inc. co-chaired the event.

A special mahalo goes to the CFS O‘ahu Guild (P. 11) for their dedication and detailed execution of this annual event.
Year In Review:

Annual Meeting: “Talk story with three CFS program champions”

Over 117 years, CFS has helped thousands of kamaaina families across the Islands. The organization’s nearly 50 programs (p. 7) serve the community from “twinkle to wrinkle,” said Karen Tan, Chief Program Officer during the 2015 fiscal year annual meeting.

The Annual Meeting, held at the Waialae Country Club in January 2016, featured the success stories of three former CFS program participants. Each stepped on stage for a talk story session with emcee Paula Akana and CFS staff to share how we provided support when they needed it most and helped them thrive.

Thanks to the CFS Domestic Violence Services program, Shana* and her daughter were able to leave an abusive relationship that Shana had been in for nine years. She says CFS provided her with resources, a safe place and the confidence she needed to move forward.

Maile (p. 9) also was in an abusive relationship with her husband and the father of her two children. After she filed a restraining order, she came in to a CFS Family Center to get emotional support for herself and her children. She also received housing and employment services and today, she works for CFS.

Francesca, her brother and her mother, who was diagnosed with schizophrenia, were often homeless. Francesca and her brother ended up in a CFS foster care program on Hawai‘i Island and placed in a loving home. Thanks to therapy, tutoring and a foster parent who never gave up on her, Francesca grew into a successful young woman. She graduated with a bachelor’s and master’s degrees from UC Berkeley and credits CFS programs and her foster care mother for her stability and success in life.

* Not her real name
1: (L to R) Emcee Paula Akana talks with domestic violence survivor Mai Le, CFS Specialist Nicole “Cole” Sosaoka, & CFS Chief Program Officer Karen Tan.

2: (L to R) Emcee Paula Akana talks with Francesca as she shares her story with CFS President & CEO, Howard Garval, & Karen Tan.

3: (L to R) Outgoing CFS Board of Directors Chair Richard Wacker “passes the torch” to incoming CFS Board of Directors Chair Michele Saito.
Keith & Carmen Haugen
Shela Hawkins
Maybelinda Hayashi
Paige Heckathorn
S. Henna
Wayne Henry
Candace Herbias
Meredith Hersh
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James & Bessie Higa
Colleen Higa
Mitsi Higashida
Janel Higuchi
Kelly Higuchi
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Yves Hipolito
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Mark Hooge
Nalani Holliday
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Amber Hong
James Honke
Laura Hood
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Dana Johnson
Megan Jonas
Justin Juan
Rudy Juan
Kristen Kaczynski
Thomas & Alicia Kagawa
Carol Kage
Emerson Kahoano
Jenny Kajioka
Franklin & Jeannette Kam
J. Kam
Jon & Vicky Kam
Marion Kamei
Danell Kane
Naoami & Arnold Kanehiro
Nicole Kanemitsu-Toa
Steven & Myrna Kanemoto
Izamu Kanehiro
Jonah Kanehiro
Michelle Kang
Joy Kaniko
Ryan Kano
Ashley Kapii
Megi Kashimoto
Dayne Kato
Stephanie Kaumeheiwa
Jesly Kawaubata
Muriel Ikeda-Mahelona
Eri Kawaguchi
Dorothy Kawasaki
Stephen & Charlene Kealoha
Moiia Kekahuna
Aileen Kelly
Reene Keone
Mr. & Mrs. Richard J. Kersten
Angela Kia
Amy H. Kidani
Michael Kimble
Mark Kimoto
Kenneth Kirtson
James & Amy Kishaba
Chantelle Klein
Hun Ko
Julie Ko
Jana Koba
Dwayne Kobuke
Ann Koda
Karen Komatsu
Gail Kuali
Candice Kubo
Leonard & Mari Kubo
Linda Kumasaki
Marsee Kunioka
Jenny Kuo
Alice Kurata
Kelly La
Tifani Lacara
Derrick Lai
Eamon Lai
Angela Lam
Jill Larita
Brittany Larson
Edward Lastimoso
Hilarion Lau
Johnny Lau
Larry Lau
Phoebe Lau
Dennis & Reinette Lau
Kim Laurin
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An Sui Lee
Christopher Lee
Erika Lee
Jessica Lee
Keith Lee
Steven Lee
Young Hee Lee
Sandra Leialoha
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Jennifer Limos
Amanda Linde
Elyse Litvack
Guannan Liu
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* Deceased

Year In Review:

CFS O‘ahu Guild wins Volunteer Award for National Philanthropy Day

In 1984, Lynn Watanabe, Sharon Weiner, and Ruthann Yamanaka founded the CFS O‘ahu Guild, with the simple intention to “build friendships, have fun and the rest will follow.” Today, the Guild has 60 members who dedicate their time to organize CFS’s annual fundraiser gala, coordinate volunteer opportunities and more (p.11). In November 2015, its hard work was officially commended.

The Aloha Chapter of the Association of Fundraising Professionals presented the O‘ahu Guild with the association’s National Philanthropy Day Award for Outstanding Volunteers at a luncheon at the Sheraton Waikiki. The award recognizes the Guild’s work in organizing large fundraisers, direct member involvement in supporting CFS programs and providing ongoing activities for CFS program participants. “We felt very honored and humbled to have received this prestigious award especially since we were up against many other well deserving nominees,” says Carol Striph, the 2015 O‘ahu Guild chair.

For more information or to join the Guild, please contact 808.543.8413 or visit www.childandfamilyservice.org/cfguild
CFS Revamps its Website

In February 2016, when CFS staff, program participants and community members typed into their Internet browser, www.childandfamilyservice.org, they were greeted to a revamped, updated website.

With more than 50 programs, and with some just being added this past fiscal year, the CFS website is a one-stop hub for all the ways the organization helps Island families in need. But in recent years, it hadn't kept pace with web demands and developing technologies. It was in need of a major overhaul.

Over the course of eight months, new program information was added to the website, which was first launched in 2001. A news page with updates about CFS, a FAQ page with information on how it operates, and an updated payment system offering a more donor friendly experience were all incorporated to the redesigned site.

CFS staff are now able to share a site with their program participants and donors that's not only easy to use, but also has information about all the organization's programs and services.

“The new site allows us to better tell our story, provides different ways for donors to give online, and is a community resource,” says CFS Communications Specialist Barry Tokuhama.
Year In Review:

National Parent Leadership Month

February 2016 was once again “National Parent Leadership Month,” thanks to a proclamation by Gov. David Ige. The month recognizes parents in Hawai‘i and across the Mainland for the important role they play as mentors. During a February 12 event at the State Capitol, Lieutenant Governor Shan Tsutsui recognized 24 O‘ahu parents not only for their responsibility as providers at home, but also for their impact in shaping Hawai‘i’s communities. The parents were nominated by community members and social service providers.

The event also honored the work of The Parent Line. The Parent Line is a free statewide confidential telephone line operated by CFS staff, and funded by the Hawai‘i State Department of Health. Parents, guardians and caregivers can call the warmline to speak with experienced CFS staff to get information and resources on child behavior, development, parenting and caregiver support.
In 2015, Riggs led yearlong adult sexual assault training for the department’s 350 officers in monthly two-hour sessions. With a specialized curriculum and role-play scenarios, officers learned how trauma affects individuals in different ways, including PTSD, and how to effectively communicate with sexual assault victims. The program was spearheaded by CFS, the Maui Sexual Assault Response Team and the Maui County prosecutor’s office. Because of its success, it is now part of new recruit training for the Maui Police Department.
That's why CFS’ partnership with Longs Drugs, owned by CVS Health, has been so critical. Since 2014, Longs Drugs has donated personal care products, household products, nonperishable and packaged food, even holiday items such as Halloween costumes and Christmas wrapping paper, to CFS. The items are categorized and boxed and CFS staff and O’ahu Guild members pick them up from Longs to then distribute at the Family Centers. In the 2016 fiscal year, more than $200,000 worth of goods were donated.

“The donations we receive help supply our Family Center food pantries with items that attract individuals and families who are in crisis, to come to us for help with basic needs. This act of giving serves to break down barriers, allowing our social service teams to determine ways we can best provide services to help with the underlying issues creating the crisis,” says Novelyn Hinazumi, Director of CFS Kaua‘i Programs.

Some of the items donated by CVS Health/Longs Drugs including food, hygiene, & beauty products.

These contributions by Longs Drugs not only help CFS programs, but they also benefit local nonprofits with which CFS partners.
Foundations & Trusts

Private foundations and trusts are vital collaborative partners in supporting the life-changing programs provided by Child & Family Service on all islands.

$200,000+
- Hawaii Community Foundation
- Robert F. Lange Foundation
- The Victoria S. and Bradley L. Geist Foundation

$199,999 - $100,000
- The Harry & Jeannette Weinberg Foundation, Inc.

$99,999 - $50,000
- Anonymous
- Consuelo Foundation
- Hau’oli Mau Loa Foundation
- Hawaiian Electric Industries Charitable Foundation
- Jean & William K. H. Mau Foundation
- McInerny Foundation

$49,999 - $25,000
- Anonymous
- Hawaii Children’s Trust Fund of the Hawaii Community Foundation
- Marisla Fund of the Hawaii Community Foundation

$24,999 - $15,000
- Atherton Family Foundation
- Bank of Hawaii Foundation
- Ellen M. Kaeng Memorial Fund of the Hawaii Community Foundation
- G.N. Wilcox Trust
- Kulik Community Fund of the Hawaii Community Foundation
- Teresa F. Hughes Trust
- The Mary Kay Foundation

$14,999 - $10,000
- Anonymous
- Atlas Insurance Agency Foundation
- Hawaii Hotel Industry Foundation
- The A.C. Kobayashi Family Foundation
- The Howard Hughes Corporation & Ward Village Foundation

$9,999 - $5,000
- Annie Sinclair Knudsen Memorial Fund of the Hawaii Community Foundation
- Anonymous (2)
- Anonymous Fund of the Hawaii Community Foundation

$4,999 - $2,500
- Anonymous
- East Hawaii Fund of the Hawaii Community Foundation
- Friends of Hawaii Charities, Inc.
- Goodale Family Fund of the Hawaii Community Foundation
- Hung Wo & Elizabeth Lau Ching Foundation
- Hypertherm H.O.P.E. Foundation
- Island Insurance Foundation
- Oscar L. & Ernestine H. Armstrong Advised Fund of the Hawaii Community Foundation

$2,499 - $2,000
- Barbara S. & Allen C. Wilcox Jr Foundation
- City Mill Company, Ltd.
- Chung Kun Ai Foundation
- First Insurance Company of Hawaii Charitable Foundation
- Soroptimist International of Waikiki Foundation, Inc.

$1,999 - $1,000
- Anonymous
- Carole Kai Charities dba Great-Aloha Run
- Castiglione A Casauria Family Foundation
- G.J. & Ellen Watumull Foundation
- The Dwayne & Mari Steele Fund of the Hawaii Community Foundation
- The Monsanto Foundation

$499 - $250
- Hawaii Youth Services Network
- Milton & Henrietta Kushkin Fund of the Hawaii Community Foundation

Under $100
- Amazon Smile Foundation
- Riley Family Revocable Living Trust

Artwork by a Child & Family Service Youth

Bold = Board Member, Real Property Board Member, or Board Member Affiliated
Italic = Guild Member
* = ‘Onipa’a Society
Underline = Stronger Families Fund
^ = Employee of Child & Family Service
* = Deceased
The center is open and bright and the children have their own designated area with books and toys.”

Manager Returning participants are amazed at the transformation,” says West Hawai‘i Island Office Director Wally Shrinski.

The center’s 10-year-old faded and musty carpet was removed and replaced with tile flooring and the walls were repainted. The center’s administration office was moved to a larger room, and the participant meeting rooms were decluttered. “The goal was to optimize the efficient use of the limited office spaces and in doing so create a warm, inviting, and family friendly place to work,” says Wally Shrinski, Director of CFS West Hawai‘i Island Programs.

Luckily, the CFS Hawai‘i Island office did not have to close its doors during the renovations, and was able to relocate staff and program services to a temporary location just eight miles down the road.

“Returning participants are amazed at the transformation,” says West Hawai‘i Island Office Manager Lisa Corley. “Before there was no place for children to play, except outside. Now, the center is open and bright and the children have their own designated area with books and toys.”

Community Organizations
Community partners extend their resources to provide financial support to Child & Family Service programs, bringing grassroots efforts together to support families.

<table>
<thead>
<tr>
<th>Amount</th>
<th>Organization</th>
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<tbody>
<tr>
<td>$200,000+</td>
<td>Aloha United Way</td>
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<tr>
<td>$199,999 - $100,000</td>
<td>Hawaii Island United Way Gases and Welding Distributors Association (GAWDA)</td>
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<td>$199,999 - $50,000</td>
<td>Anonymous (2)</td>
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<tr>
<td>$99,999 - $25,000</td>
<td>West Hawai‘i Association of Realtors</td>
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<tr>
<td>$4,999 - $2,000</td>
<td>Kealakekua Lions Club</td>
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<tr>
<td>$2,000 - $500</td>
<td>Hilo Woman’s Club</td>
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In-Kind
Individuals and businesses provide goods and services to support our program needs or our fundraising activities. In addition to these donors, hundreds more prefer to remain anonymous.

<table>
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<tr>
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<th>Organizations</th>
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<td>Hilo Woman’s Club</td>
</tr>
</tbody>
</table>

Year In Review:
West Hawai‘i Island Office Gets Office-wide Upgrades
After more than a month of renovations, the West Hawai‘i Island CFS office reopened its doors in June 2016. Located in Kealakekua, the office is a one-stop resource center for local families.

The center’s 10-year-old faded and musty carpet was removed and replaced with tile flooring and the walls were repainted. The center’s administration office was moved to a larger room, and the participant meeting rooms were decluttered. “The goal was to optimize the efficient use of the limited office spaces and in doing so create a warm, inviting, and family friendly place to work,” says Wally Shrinski, Director of CFS West Hawai‘i Island Programs.

Luckily, the CFS Hawai‘i Island office did not have to close its doors during the renovations, and was able to relocate staff and program services to a temporary location just eight miles down the road.

“Returning participants are amazed at the transformation,” says West Hawai‘i Island Office Manager Lisa Corley. “Before there was no place for children to play, except outside. Now, the center is open and bright and the children have their own designated area with books and toys.”
Kaua‘i Girls Court Graduates First Cohort

Three teens, ages 16 and 17, became Kaua‘i’s first graduates of Girls Court, a one-year-old program aimed at preventing and reducing female juvenile delinquency.

The program, started in January 2016, promotes self-sufficiency and responsibility and fosters healthy behaviors and lifestyles. Girls Court provides female-specific programs and services and is run entirely by women, including a judge, probation officers and CFS staff. The program is modeled after Oahu’s Girls Court, founded in 2004.

The three teens did community based activities, including volunteering at an elderly daycare, working in a lo‘i and organizing a local thrift shop. But it wasn’t all work. They also enjoyed a fine dining experience at Kauai Community College, camped at Kokee Lodge, climbed through a ropes course at Waipa Foundation and got makeovers at a local salon.

“The biggest benefit I’ve seen is teaching these young women that there are positive activities available in our community for them to do that are healthy, that can give back to their community, that are fun without having any negative impact on their lives,” says CFS Clinical Supervisor, Kalena Serraon. “Girls Court helps them build relationships.”
CFS ‘Onipa’a Society Welcomes New Members

The Hawaiian word ‘Onipa’a means to be steadfast. The work of Child & Family Service would not be possible without the sustained commitment of our donors. With sincere gratitude, we recognize those reaching the 5-, 10-, 15-, 20-, 25- and 35- year milestones of giving in Fiscal Year 2016. The following donors join the nearly 1,775 members of the CFS ‘Onipa’a Society of steadfast donors. Throughout the Honor Roll of Donors, we recognize all our ‘Onipa’a with the symbol ‘∞’.

35 YEARS OF SUPPORT

Virginia Lippi

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Mirascelle Barcelo
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Bruce & Pam Luxton
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Deloitte & Touche LLP
Louise Ing & Michael Sitch
Maui United Way
Kathy Mills
Lawrence & Charlotte Muraoka
Pacific Guardian Life

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\(^\text{Stronger Families Fund}\) = Employee of Child & Family Service
\(^{\text{Deceased}}\) = Deceased
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Managing Director, Litigation & Dispute Resolution
Case, Lombardi, & Pettit

Steve Metter
CEO
MW Group, Ltd.

Brad Myers
President
Aina Nui Corporation & Kapolei Properties LLC

Howard S. Garval, MSW
Ex-Officio
President & CEO
Child & Family Service

* Left Board during Fiscal Year 2016

For a list of our current Board of Directors, please visit www.childandfamilyservice.org
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