



IMPACT REPORT

Hualālai Crisis Response Fund

Lana kakou i ka hau'oli o ha'i

WE RISE BY LIFTING THE HAPPINESS OF OTHERS

In the Spring of 2020, COVID 19 upended the lives of Hualālai families in a way that our local families continue to reel from. On March 28th, 770 Hualālai employees – more than half of the Hualālai employee base - received notice that they would be furloughed from the resort. Many had worked here since the resort opened in 1996 and, faced with the reality of being unemployed for the first time, the fear and uncertainty became very real. Uncertain of what it meant for their kids, their parents and their jobs at the place they love so much, our Hualālai employee families worried about how to put food on their tables and how they would feed their families without a job and without incomes.



That's when the phones at the Hualālai 'Ohana Foundation started ringing. Calls came in from neighborhoods near and far, Arizona, New York, Florida, California and from Germany, from Japan and Hong Kong – an overwhelming response from Hualālai homeowners, community members and donors who were deeply concerned about the well-being of Hualālai employees and who wanted to know how they could help in the Foundation's response effort. Thanks to the generosity of donors like you, the Hualālai 'Ohana Foundation was able to quickly mobilize support, creating the Hualālai 'Ohana Crisis Response Fund to support the immediate and basic needs of Hualālai employees, providing a vehicle for the most basic necessities of life such as groceries,



"I am humbled by your altruism and deeply appreciate what you have done. It is a constant reminder of who I am, the place I love working at, and who I want to become." - Sheri

utilities, prescriptions and gasoline so that they could get back to what's really important - their 'ohana.

Since our founding in 2002, the Foundation has been there for employees. At times, this has required the flexibility to respond quickly and nimbly to the needs of employees while staying true to our mission and purpose. Our goal was to help keep balance in the lives of our resort 'ohana in their time of need and the Hualālai community made it happen. In a few short weeks, the Hualālai Crisis Response fund raised \$452,507. During that time, we reached out to survey employees and ask them what they needed and what their biggest concerns were. We invited them to apply for support and asked them to choose their top choices from a list.

In all, 635 personalized 'Ohana Kokua Kits were distributed to families, many of whom had already gone a month with no income, daily calls to an overwhelmed unemployment office and no end in sight.



I have been blessed to be a part of the Hualālai 'Ohana for over 19 years and there was no better feeling and reminder of that today. I'm so glad that my keiki were there to witness how blessed we all are to be a part of Hualālai. I cannot thank you enough for all that foundation provides for my 'Ohana. Thank you from the bottom of my heart.



When I drove on property this morning, it made me realize how much I miss it. Hualālai has been a part of my life for almost 25 years.
- Brown Bear

It melts my heart knowing how much you all care. As I drove away after picking up my kit, I saw homeowners waiting to say hello and I started to cry. I have never felt so proud to be part of a community. I love what I do and I am so happy to be here doing it alongside my Hualālai 'Ohana. When I got home and opened my kit up and saw what I got, the tears started coming all over again. I can't tell you how much this will help me. I quickly called my family telling them once again how amazing you all are. I am very blessed to have found myself here with you all. We are all in this together and we must help each other when we can. I hope you all are doing well and can't wait to see all your smiling faces soon.
- Michelle S.



members and staff who cheered them on and blew kisses from behind face masks and through closed car windows. Tears streamed down many faces that day and the love for this place and it's people was palpable.

Recipients didn't know what was inside the Kokua Kits, nor did they expect to see the best surprise of all as they drove out of the distribution area – Hualālai residents and donors lined up in a long procession up and down the roadways bursting with colorful signs and thoughtful, heartfelt homemade messages of “We Miss you!” “Hope to See you Soon!” “We Love You Hualālai!”

This is the Hualālai 'Ohana.

This is community. This is what it means to be part of something bigger than ourselves and donors like you make it all possible. When we come together to make things happen as an 'ohana here at Hualālai, we make a difference and, together, we can do good things.

Inside each Kokua Kit - a customized combination of gift cards from KTA Super Stores, Foodland, Target, Costco, Hawaiian Electric Light Company, a \$100 cash award, and a roll of Lifesavers candy totaling \$600 in value.

'Ohana piled their dogs, kids, surfboards into their cars and were greeted by resort leadership and the Hualālai 'Ohana Foundation board

I am so grateful... I can't thank you enough. I don't even know how. My heart is so full. You do wonderful, wonderful things. You change people's lives. - Mary

Just the fact that other people care about what happens to us lifted my spirits beyond measure. We were floored by the amount of financial assistance not to mention the package of Lifesavers!

When I opened my envelope, my jaw dropped. I was stunned at the depth of the generosity. The multiple gift cards and the cash - you just have no idea what this feels like inside my heart - it is exploding with so much gratitude and pride. Thank you. Thank you. Thank you. - Beth D.



As I made the turn out of the pickup area, my Keiki and I got to see a large gathering of smiling faces sharing the purest form of "Aloha". We were blessed with warm smiles, gracious waves, and even a couple of super SHAKAs. My children have never seen you before nor maybe have never met you but while in the truck with me, they knew immediately that something special happened today. They've seen miracles retold on tv, they've heard stories of fortune and luck, but what they witnessed today really touched their hearts. They've been scared for weeks, their schedules have gone from hanging with friends outside to being on Zoom and FaceTime. They've been afraid of what's to come but for a brief moment in time, they witnessed Aloha from total and complete strangers here at Hualālai.
- Big Rich Lindsey, Hualālai Golf Club



Once I came back home and opened the package, I was very surprised and cried. How sweet it is. When I saw people, their smiles made my day. It is truly beautiful and when I saw some homeowners waiving their hands with signs, it also made me cry.
- Noriko F.



Thank you so much
Hualalai Ohana
Foundation!
Much love,
Cora Venzon
and Family

As I drove down and turned the corner to see the white carts parked and you all standing there, tears welled up and my heart felt so much joy and appreciation for all that you do for our Hualālai! Much Aloha for all of you!
Mahalo.
- Jan S.

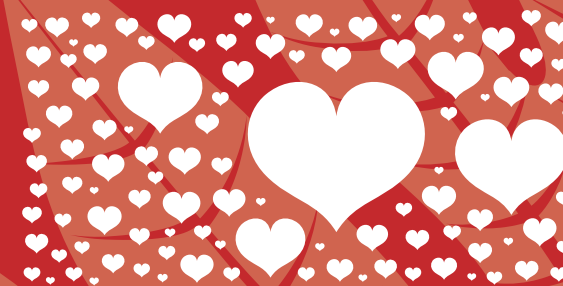
Your Gift. YOUR IMPACT.

MARCH 2020 – AUGUST 2020

TOTAL RAISED: \$452,506.57
TOTAL DISTRIBUTED: \$452,506.57

AVERAGE GIFT SIZE: \$4,534

TOTAL DONORS: 87



Total first time donors: 9
Member donors: 59
Foundations: 8
Non-member donors: 14
Local business community donors: 5

Homemade Signs:

200



Four-legged friends who joined their humans on Kokua Kit pickup day:

7

Rolls of Lifesavers Candy:

635

8,890 candies



HUALĀLAI RESORT EMPLOYEES FURLOUGHED ON MARCH 28, 2020: 770

KOKUA KIT AWARDS: 635

Employees for whom this was their first time applying for an award through the 'Ohana Foundation:

290



First Time Applicants

Total gift cards requested and distributed:

3,308



Hawaiian Electric Light Company Stipends: 158	Foodland Stores gift cards: 501	Target gift cards: 517	Costco gift cards: 663	KTA Super Stores gift cards: 1,469
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Through this situation there has been so much isolation, so much fear, and in this setting, I remembered aloha. I am reminded what it feels like to be given aloha. I am so grateful for the energy it took to prepare for that day and how you all showed up for us.
- Kristin L.

Just when I thought that the Foundation was operating at the ultimate level of employee support, -- the donors and Foundation developed yet another program to assist us in this devastating pandemic. Mahalo! - Cindy B.

As a result of the many unfortunate circumstances related to the COVID19 pandemic, my family has been on furlough from our jobs since March 2020. My parents have been notified that they will likely not return to work until later in the year. Losing all sources of income for this family of 5 is not only worrisome in paying my college tuition, but makes the day-to-day concerns about other financial obligations all the more uncertain.

Mahalo Piha for your Gifts.

Every day, donors partnering with the Hualālai 'Ohana Foundation are helping us educate, discover and serve. Donors' devotion to Hualālai's 'ohana helped fuel critical efforts in the form of the Crisis Response Fund and are essential partners in all endeavors, guided by the values that come from living and learning in Hawai'i. We are grateful for every donor who has been part of this remarkable journey – and we look forward to what is yet to come.

Special Recognition to:

Kate Bell & Tom Blackburn

Julie Wrigley & Bill McDowell

The Karsh Family Foundation

Rick & Kandy Holley

Rick & Kathy Kimball

Marti deBenedetti

YOU'VE MADE A BIG DIFFERENCE.

Mahalo to these generous donors for bringing the Kokua Kits and Crisis Response Fund to life:

Jason & Kristina Armstrong

Kathy Behrens Wilsey

Kate Bell & Tom Blackburn

Eve Bernstein & Alex Gersznowicz

Stephen & Michelle Boone

Ron & Linda Borgman

William & Renee Brinkerhoff

Jim Buie

John Chapple & Vivian Dixon

Brad Chipps

Thomas & Linda Coates

Marti deBenedetti

William & Toby Donner

Alana Dreimann, Friends
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Mark & Gail Edwards

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Joe & Michelle Syufy

Daniel & Melissa Tasse

Vivian Tobias

Dean & Leslie Tuftin

Lex Van Hessen

Nico Leilani Verissimo

Deborah Webster & Stephen

Blanchard

Tom & Diane Windler

Julie Wrigley & Bill McDowell

Anonymous

*That packet is a blessing and
it helped me put food on my
table for my family.*

- with Love, Aunty Momi



Mahalo TO THESE CORPORATE DONORS AND SUPPORTERS FOR THEIR GENEROUS IN-KIND SUPPORT OF THE CRISIS RESPONSE FUND:



Toby
Taniguchi



Foodland
Food, Family, Friends & Aloha.

Roger & Jenai Wall



**Hawaiian
Electric**



TARGET

Kailua-Kona

Hualālai 'Ohana Foundation was established in 2002 as a 501(c)3 nonprofit organization to provide a vehicle to allow residents the opportunity to contribute to the well-being and aloha spirit of our uniquely blessed community.

HUALĀLAI 'OHANA FOUNDATION

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