

RESULTS OF SERVICE PROVIDER SURVEY HAWAI‘I COUNTY – EAST

Categories of service

There were 154 agencies in East Hawai‘i that were surveyed. Most of the agencies indicated that they provide multiple services, rather than services confined to only one area of family, parenting, health, or early care and education. Most (58.4%) provide parenting support, followed by family support (57.1%), early care and education (53.9%), and health care (53.2%). Of those who indicated they provide “Other” services, most mentioned offering cultural supports.

Clients

All of the agencies surveyed serve pregnant women or children under six years of age. Approximately 28% of all persons participating in agency programs are Hawaiian. Children 3 years and older are the primary clients of 83.5% of the agencies. Of all children served, an average of 22% is identified as having special needs, and 29% are thought to be receiving some financial subsidy (child care assistance, welfare, food stamps, etc.)

Adequacy of Services

The availability of services to meet community needs is adequate according to 66.5% of the agencies. This rating varied by the type of services, with 62.2% of those providing family support, 65.2% offering parenting support, 78.4% in health care, and 61.8% providing early care and education indicating service availability is “adequate” (“very” plus “somewhat”). A waiting list is kept by 43.5% of the agencies, and there is an average of 2.7 individuals on the wait list. The primary resource needed by agencies to accommodate all potential clients is more staff, cited by 7.1% of the agencies. On the other hand, 40.9% of the agencies reported they could serve more individuals with their current resources. The main reasons cited by respondents for the under-utilization of services are transportation issues (18.8%) and that “people haven’t heard about us” (reported by 17.5% of those who could serve more clients).

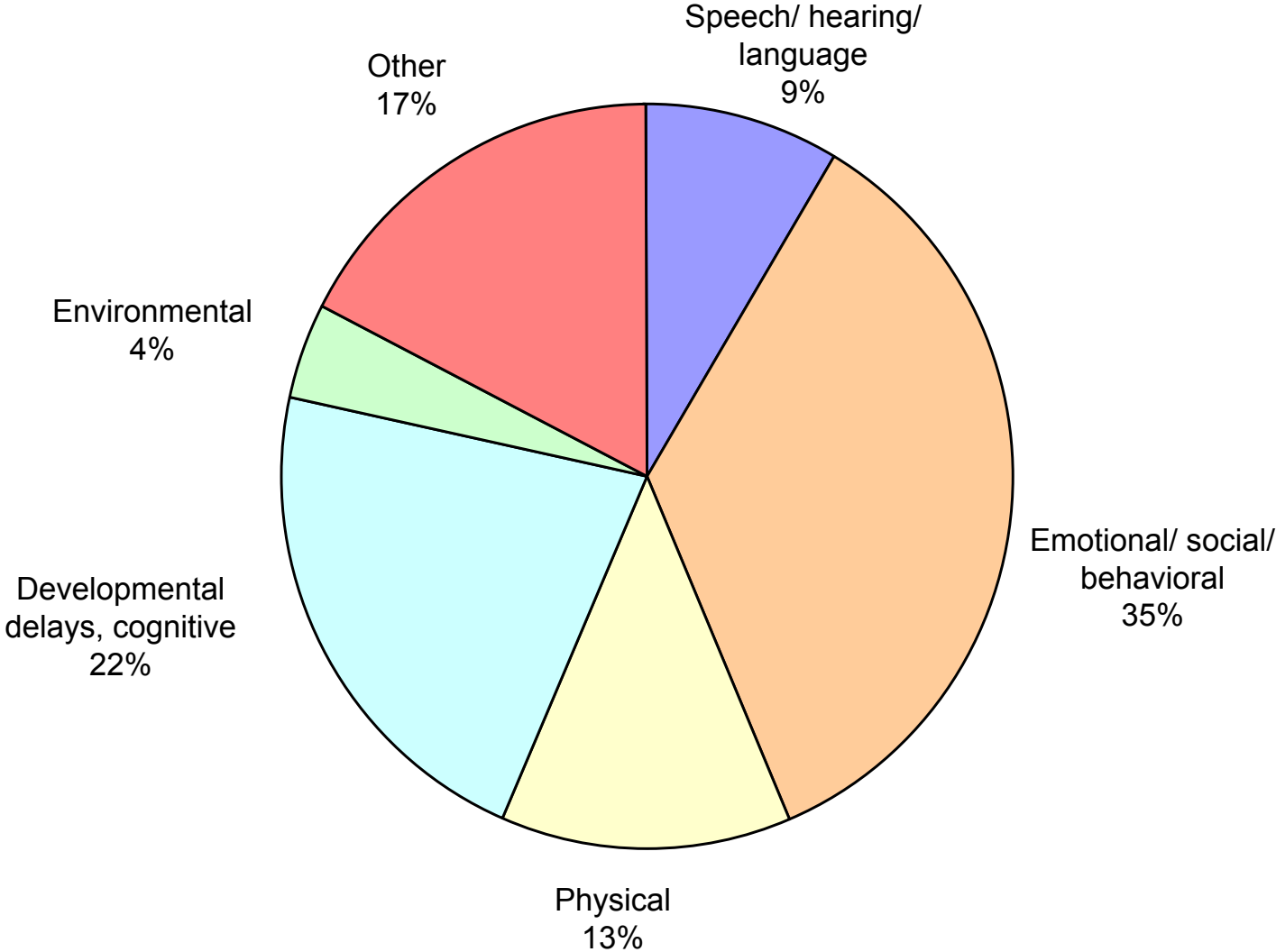
Quality of Services

The expertise and experience of staff are important indicators of the quality of services available in a community. Of the 509 staff members employed by the responding agencies, over 55% have some college training: A.A. degree (10.6%); B.A. (29.8%); M.A. or higher (15.7%). The majority of staff (64.3%) working at these agencies have over 3 years tenure, with the largest group (47.3%) being employed with the agency for five years or more.

Services of their type in the community are of excellent or good quality, according to 45.6% of the responding agencies. This varied by the services provided, with 33.3% of those providing family support, 30.4% offering parenting support, 58.3% in health care, and 39.1% focused on early care and education rating the services as “excellent” or “good”. However, 27.3% rated the quality as “fair” or “poor”, again varying by services: family support (40.7%), parenting (44.6%), health (19.4%), and early care and education (4.3%). No other community rated their services so poorly. The agencies in East Hawai‘i reported that the best aspect of their programs is meeting standards and accreditation (14.3%), but they are also proud of their collaborative work with parents and community (6.5%).

Figure 22

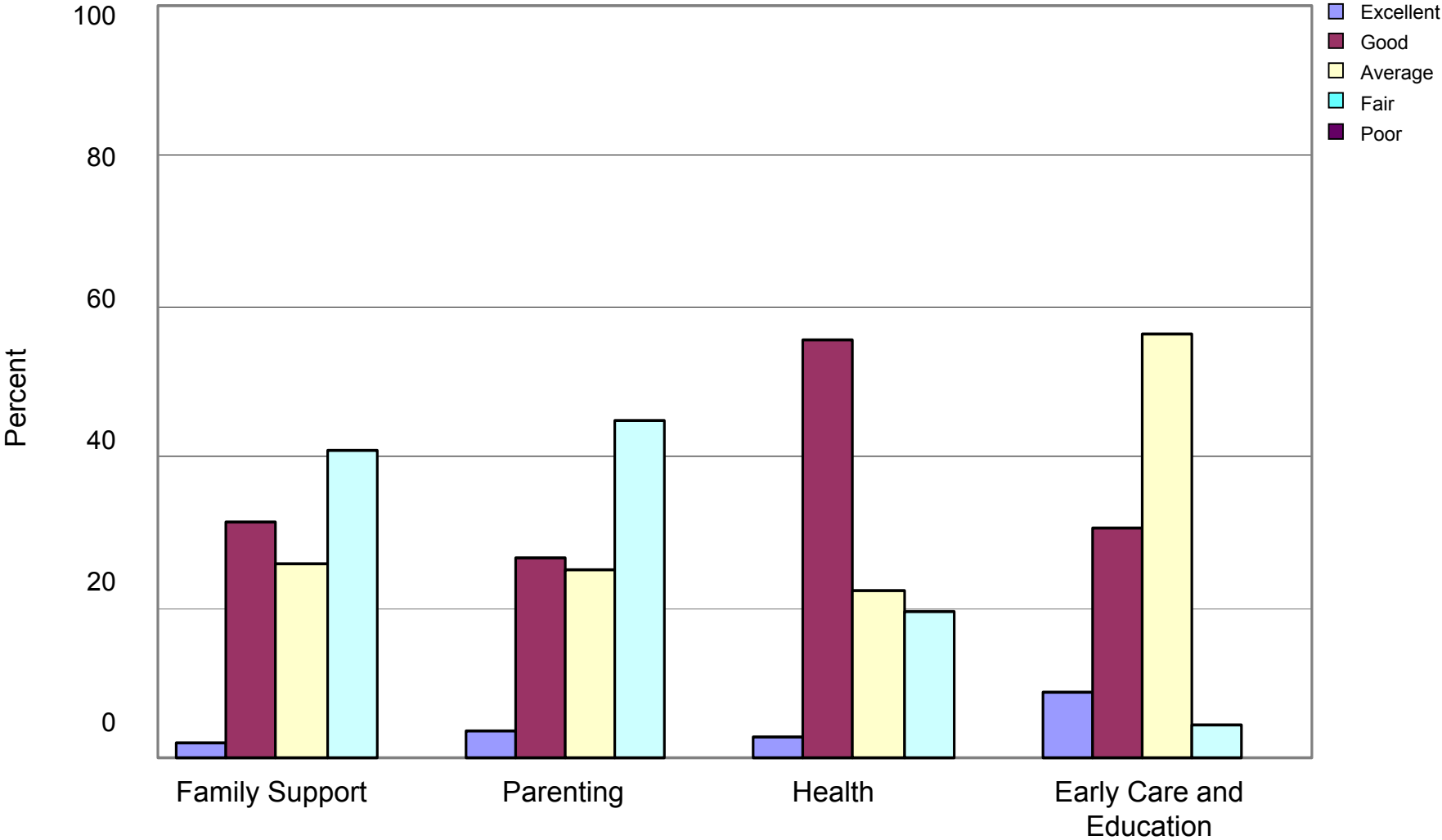
**PROVIDERS' IDENTIFICATION OF SPECIAL NEEDS BEING SERVED*
HAWAI'I COUNTY - EAST**



*Services provided to special needs children as identified by agencies on the Service Provider survey

Figure 23

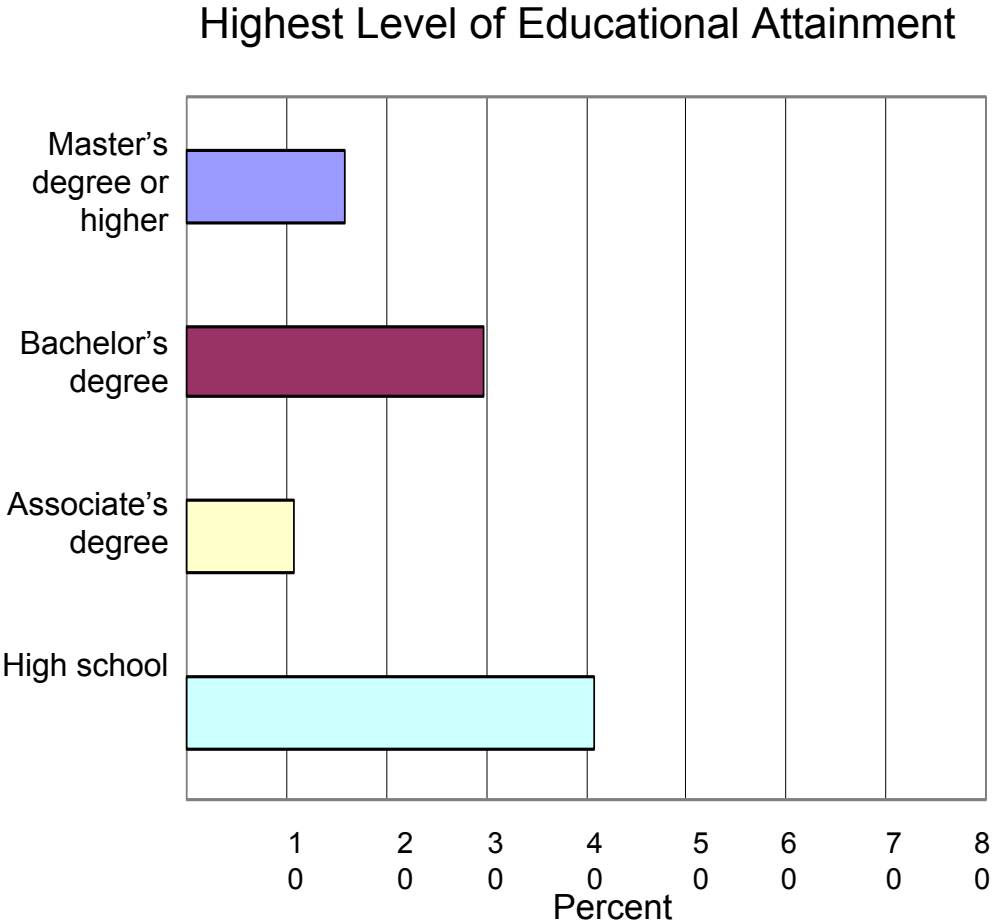
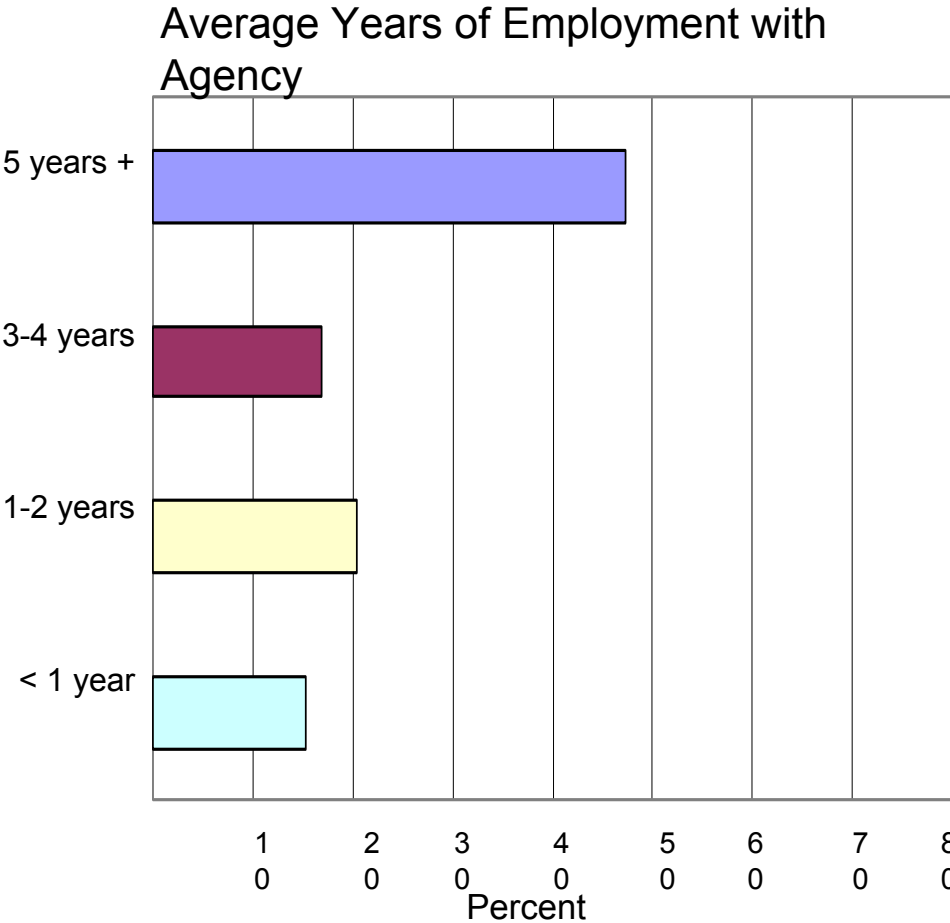
RATINGS OF SERVICE QUALITY BY TYPE OF SERVICE*
HAWAI'I COUNTY - EAST



*These ratings are from the Service Provider survey in response to the question, "How would you rate the quality of your type of services in your community?"

Figure 24

STAFF EXPERIENCE AND QUALIFICATIONS HAWAI'I COUNTY - EAST



*These data are from responses on the Service Provider Survey relating to staff tenure and education.