

RESULTS OF SERVICE PROVIDER SURVEY CITY AND COUNTY OF HONOLULU: ‘EWA /WAHIAWA MOKU

Categories of Service

There were 222 agencies serving the ‘Ewa/Wahiawa moku that were surveyed. Most of the agencies indicated that they provide multiple services, rather than services confined to one area of family, parenting, health, or early care and education. Most (57.2%) provide early care and education services, over half support family resource needs and parenting (54.5% and 54.1%, respectively), while fewer than half (37.4%) deal with health care. 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 16% of all persons participating in agency programs are Hawaiian. Children 3 years and older are the primary clients of 81.7% of the agencies. Of all children served, an average of 17% is identified as having special needs, and 11% 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 more than 75% of the agencies. This rating varied by the type of services, with 79.7% of those providing family support, 83.9% offering parenting support, 80% in health care, and 71.8% providing early care and education indicating service availability is “adequate” (“very” plus “somewhat”). A waiting list is kept by 34.2% of the agencies, and there is an average of 14.8 individuals on the wait list. The primary resource needed by agencies to accommodate all potential clients is more and/or better facilities (8.6%). On the other hand, 42.3% of the agencies reported they could serve more clients with their current resources. The main reason cited for the under-utilization of services is that “people haven’t heard about us” (reported by 24.8% of those who could serve more clients).

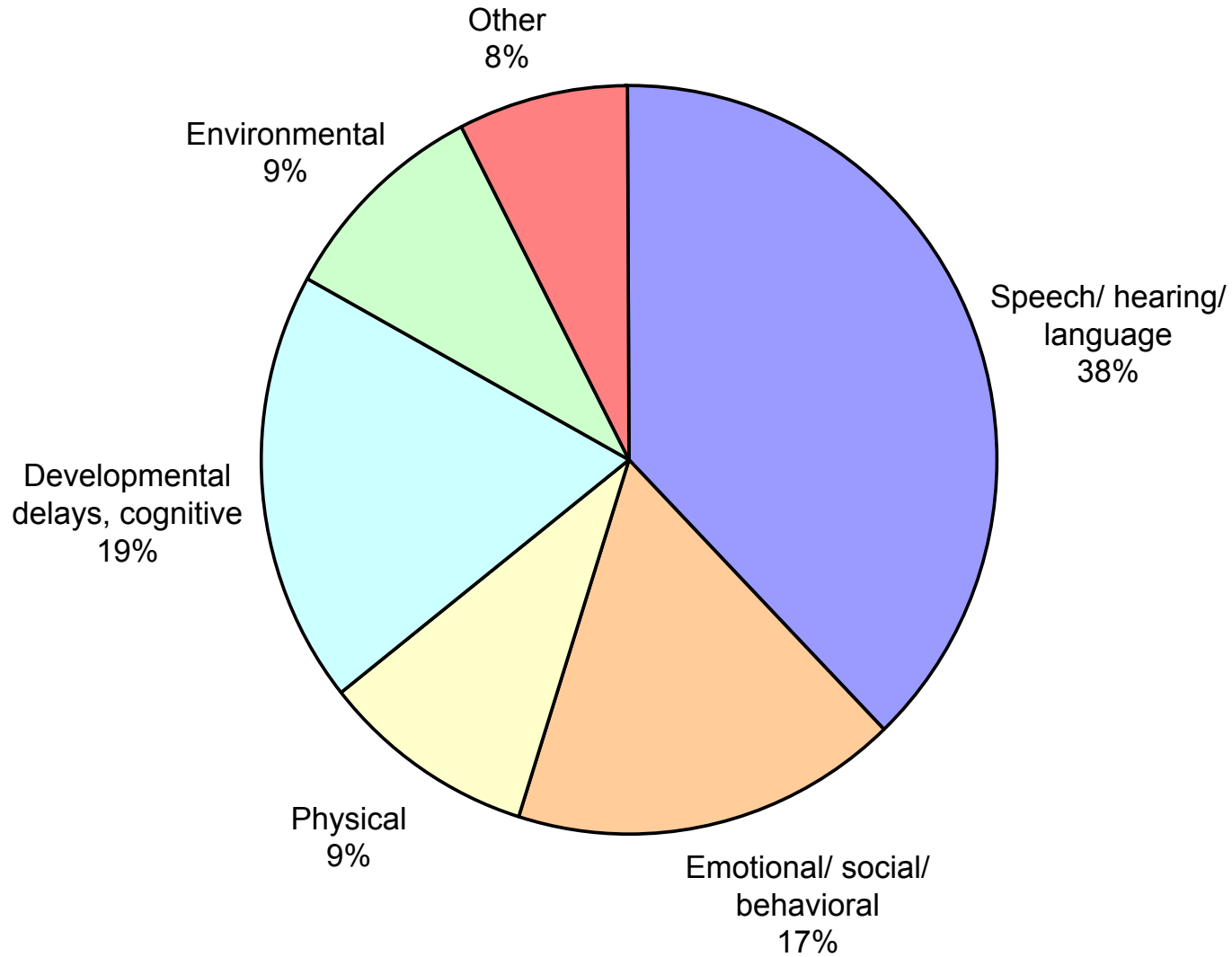
Quality of Services

The expertise and experience of staff are important indicators of the quality of services available in a community. Of the 410 staff members employed by the responding agencies, over 60% have some college training: A.A. degree (21.8%); B.A. (20.8%); M.A. or higher (17.9%). The majority of staff working at these agencies (80.5%) has over 3 years tenure, with the largest group (45.8%) being employed with the agency for 5 years or more.

Services of their type in the community are of excellent or good quality, according to 54.3% of the responding agencies. This varied by the services provided, with 70.1% of those providing family support, 66.1% offering parenting support, 53.7% in health care, and only 27.3% focused on early care and education rating the services as “excellent” or “good”. Negative evaluations were recorded by 17.8% of the agencies, again varying by type of services: family support (22.4%), parenting services (13.6%), health care (17.1%) and early care and education (18.2%). The agencies reported that the two best aspects of their programs are meeting standards and accreditation (14.9%) and their highly qualified, caring staff (10.4%).

Figure 4

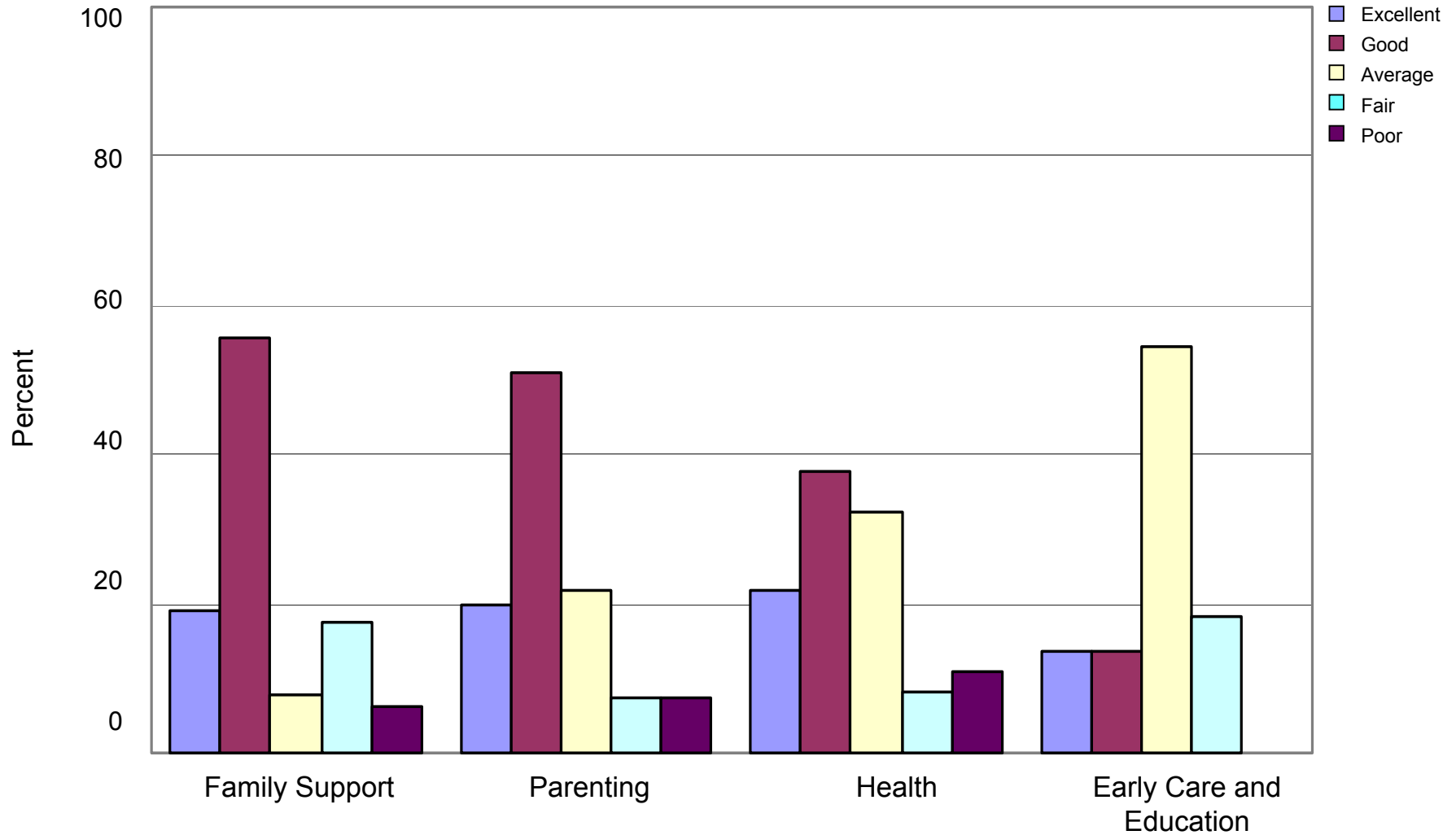
**PROVIDERS' IDENTIFICATION OF SPECIAL NEEDS BEING SERVED*
CITY AND COUNTY OF HONOLULU: 'EWA/ WAHIAWA MOKU**



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

Figure 5

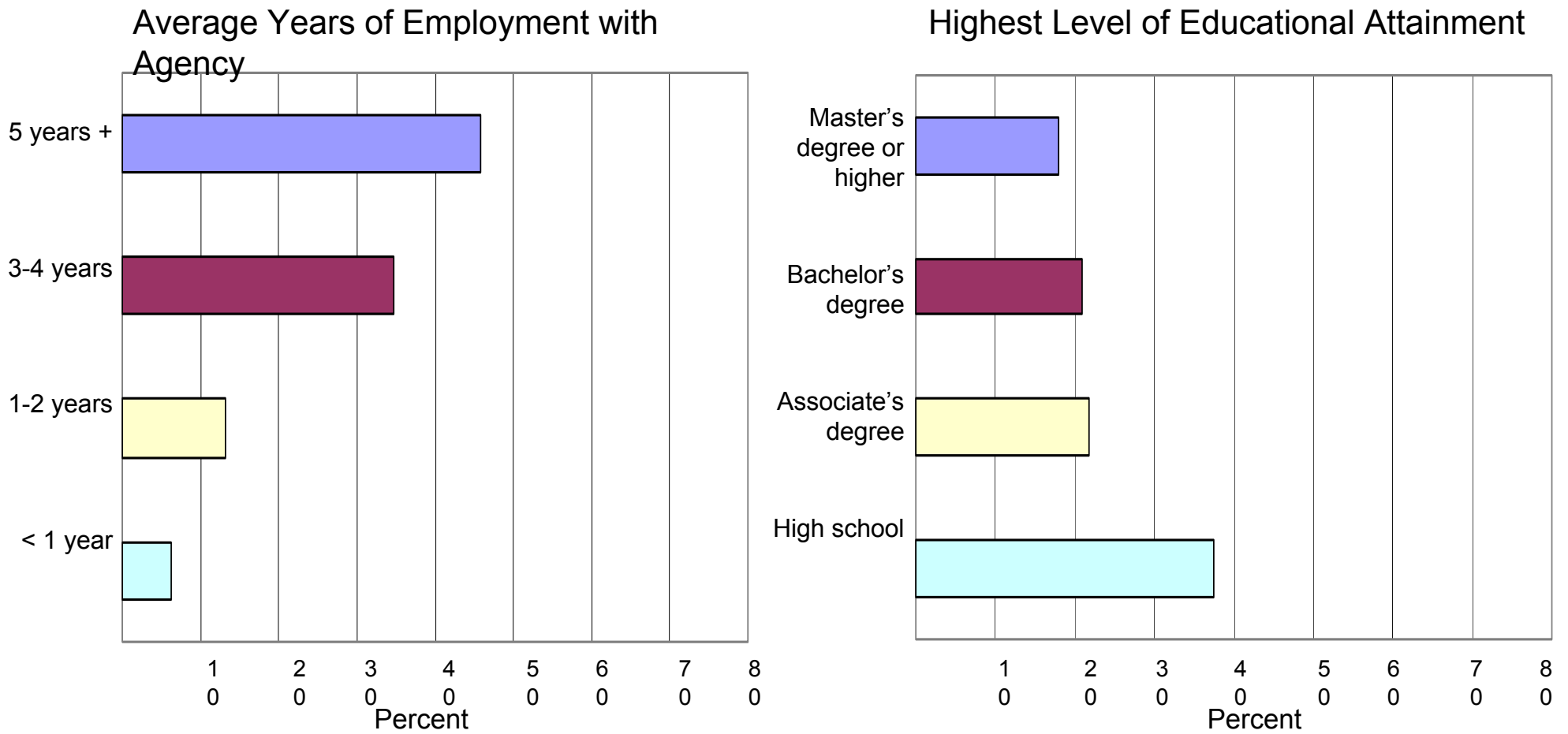
RATINGS OF SERVICE QUALITY BY TYPE OF SERVICE*
CITY AND COUNTY OF HONOLULU: 'EWA/WAHIWA MOKU



*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 6

STAFF EXPERIENCE AND QUALIFICATIONS
CITY AND COUNTY OF HONOLULU: 'EWA/ WAHIAWA MOKU



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