

RESULTS OF SERVICE PROVIDER SURVEY CITY AND COUNTY OF HONOLULU: HONOLULU (KONA) MOKU

Categories of Service

There were 194 agencies serving the Honolulu (Kona) 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 (64.9%) provide parenting supports, over half (60.3%) provide family support services, while fewer than half deal with health care and early care and education (45.4% and 44.8%, respectively). 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 17% of all persons participating in agency programs are Hawaiian. Children 3 years and older are the primary clients of 84.2% of the agencies. Of all children served, an average of 18% is identified as having special needs, and 15% 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 80% of the agencies. This rating varied by the type of services, with 90.4% of those providing family support, 87.3% offering parenting support, 93% in health care, but only 70.3% providing early care and education indicating service availability is “adequate” (“very” plus “somewhat”). A waiting list is kept by 34.5% of the agencies, and there is an average of 49.3 individuals on the wait list. The primary resource needed to accommodate all potential clients is more staff (cited by 8.2% of the agencies). On the other hand, 40.2% of the agencies reported they could serve more individuals with their current resources. The main reason cited for the under-utilization of services is that “people haven’t heard about us” (reported by 24.2% of those who could serve more clients).

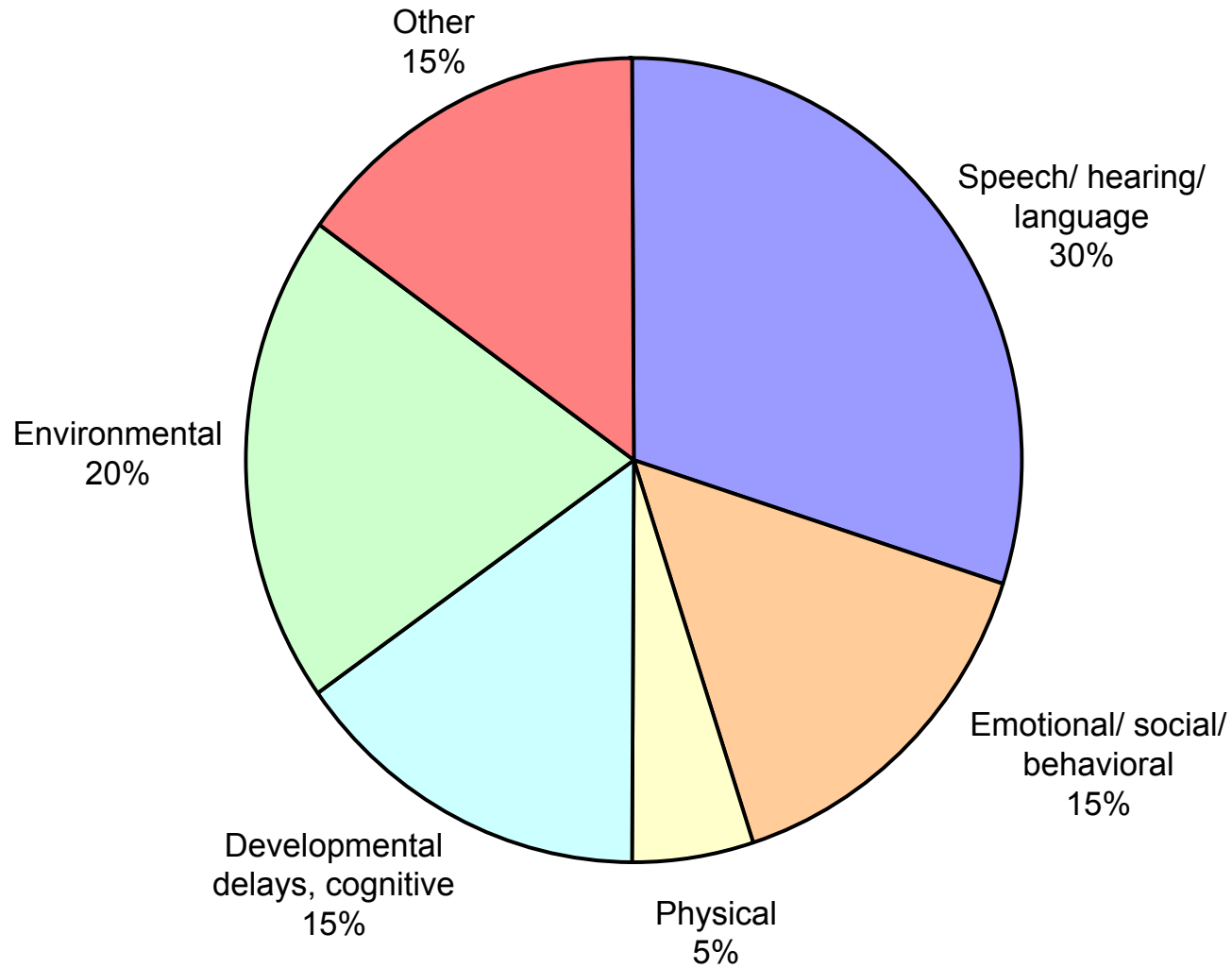
Quality of Services

The expertise and experience of staff are important indicators of the quality of services available in a community. Of the 807 staff members employed by the responding agencies, over 60% have some college training: A.A. degree (17.6%); B.A. (24.4%); M.A. or higher (18.9%). The majority of staff working at these agencies (68.5%) have over 3 years tenure, with the largest group (55.2%) 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 79.1% of the responding agencies. This varied by the services provided, with 85.5% of those providing family support, 84.5% offering parenting support, 78.8% in health care, and 67.7% focused on early care and education rating the services as “excellent” or “good”. Family support services received the largest number of negative ratings (14.5% “fair” or “poor” ratings), while the other three areas received less than 7% of these ratings. The agencies reported that the two best aspects of their programs are meeting standards and accreditation (9.8%) and their highly qualified, caring staff (9.3%).

Figure 7

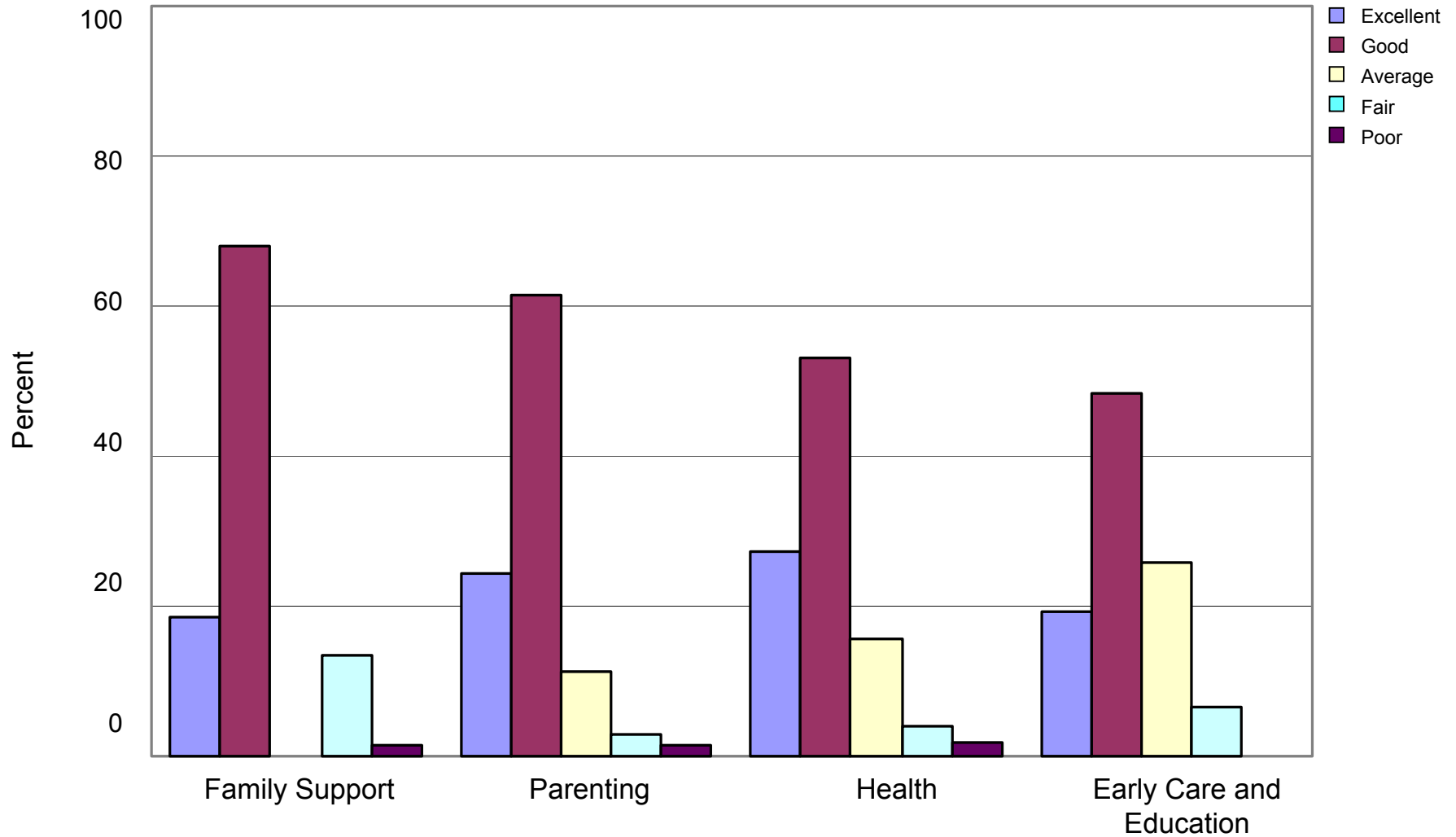
**PROVIDERS' IDENTIFICATION OF SPECIAL NEEDS BEING SERVED*
CITY AND COUNTY OF HONOLULU: HONOLULU (KONA) MOKU**



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

Figure 8

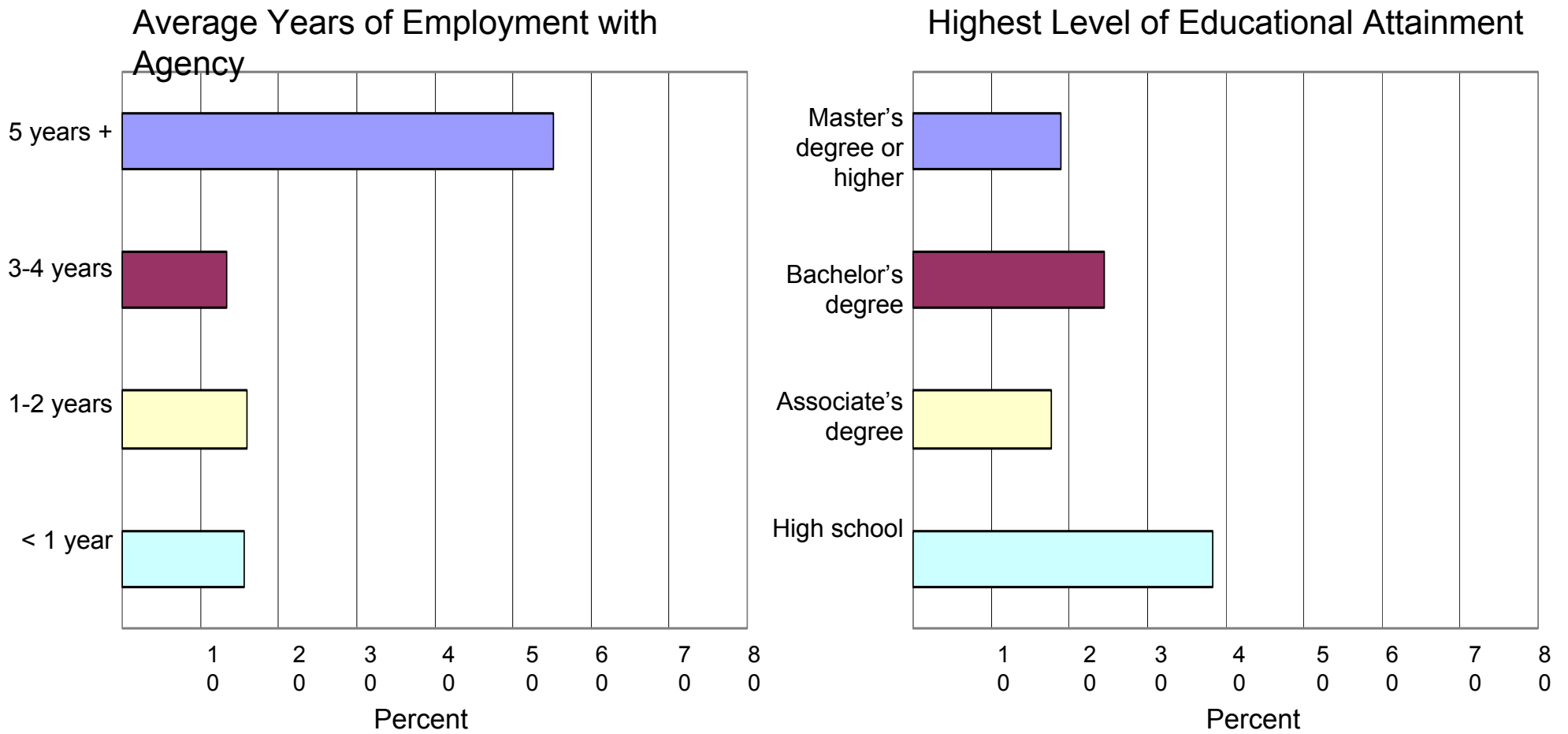
RATINGS OF SERVICE QUALITY BY TYPE OF SERVICE*
CITY AND COUNTY OF HONOLULU: HONOLULU (KONA) MOKU



*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 9

STAFF EXPERIENCE AND QUALIFICATIONS CITY AND COUNTY OF HONOLULU: HONOLULU (KONA) MOKU



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