

RESULTS OF SERVICE PROVIDER SURVEY KAUA‘I COUNTY

Categories of Service

There were 60 agencies on Kaua‘i that were surveyed. Nearly all 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 (66.7%) provide early care and education services, followed by parenting support (38.3%), health care (33.3%), and family support services (26.7%). 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 31% of all persons who participate in agency programs are Hawaiian. Children 3 years and older are the primary clients of 82.8% of the agencies. Of all children served, an average of 12% is identified as having special needs, and 22% 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 89.2% of the agencies. This rating varied by the type of services, with 91.7% of those providing family support, 88.9% offering parenting support, 85.7% in health care, and 88.9% providing early care and education indicating service availability is “adequate” (“very” plus “somewhat”). A waiting list is kept by 38.3% of the agencies, and there is an average of 4.3 individuals on the wait list. The top two resources needed by agencies to accommodate all potential clients are more staff (11.7%) and better facilities (11.7%). On the other hand, another 38.3% 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 8.3% of those who could serve more clients). Like other Neighbor Island communities, transportation issues are a barrier to services and were cited by 5% of the respondents.

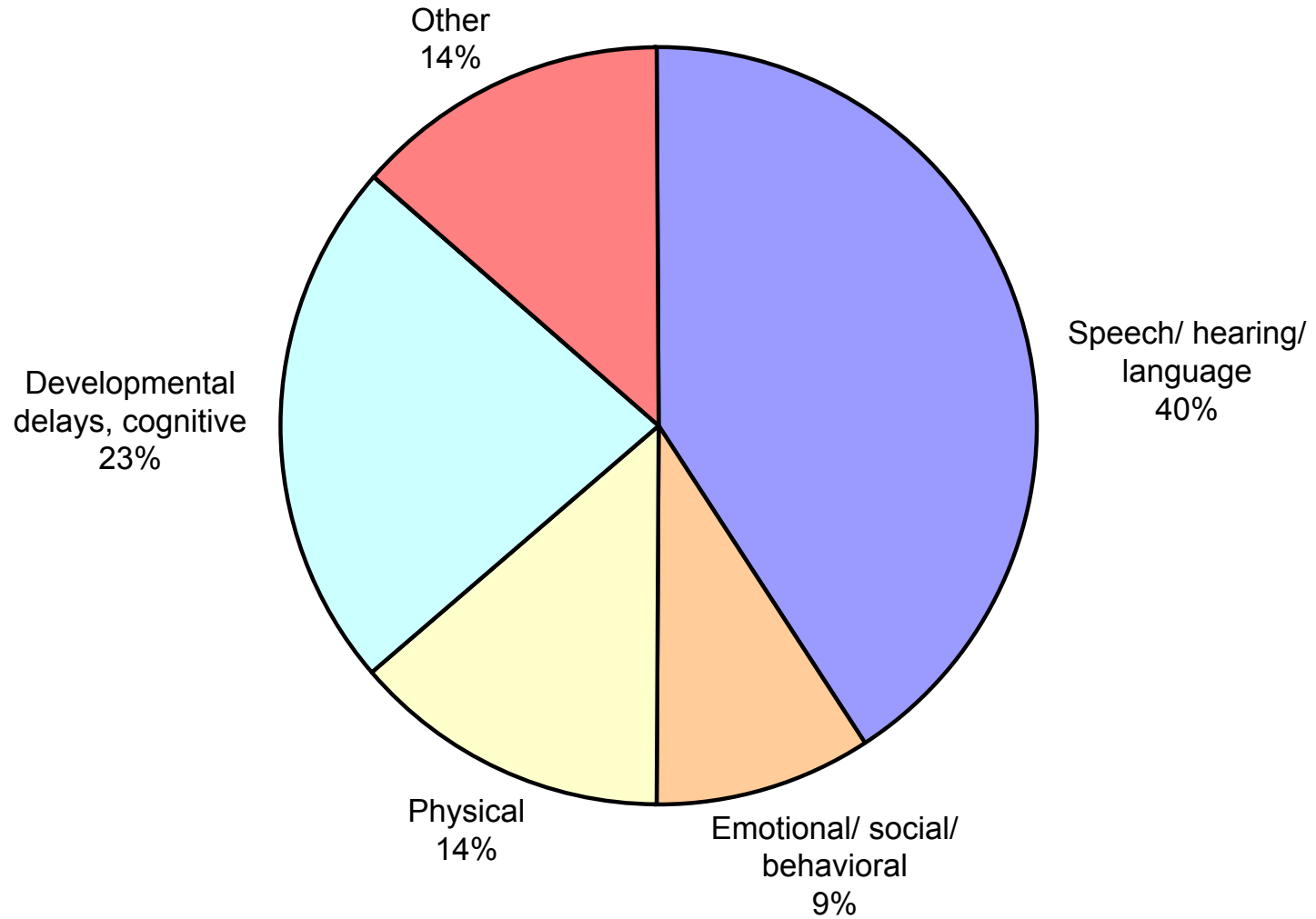
Quality of Services

The expertise and experience of staff are important indicators of the quality of services available in a community. Of the 170 staff members employed by the responding agencies, 58.9% have some college training: A.A. degree (20.8%); B.A. (26.8%); M.A. or higher (11.3%). The majority of staff working at these agencies have over 3 years tenure, with the largest group (72.3%) 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 58.3% of the responding agencies. This varied by the services provided, with 83.3% of those providing family support, 88.9% offering parenting support, and 83.3% focused on early care and education rating the services as “excellent” or “good”. All ratings of health care supports were “average”. The agencies reported that the two best aspects of their programs are meeting standards and accreditation (cited by 35% of the respondents) and their highly qualified, caring staff (16.7%).

Figure 28

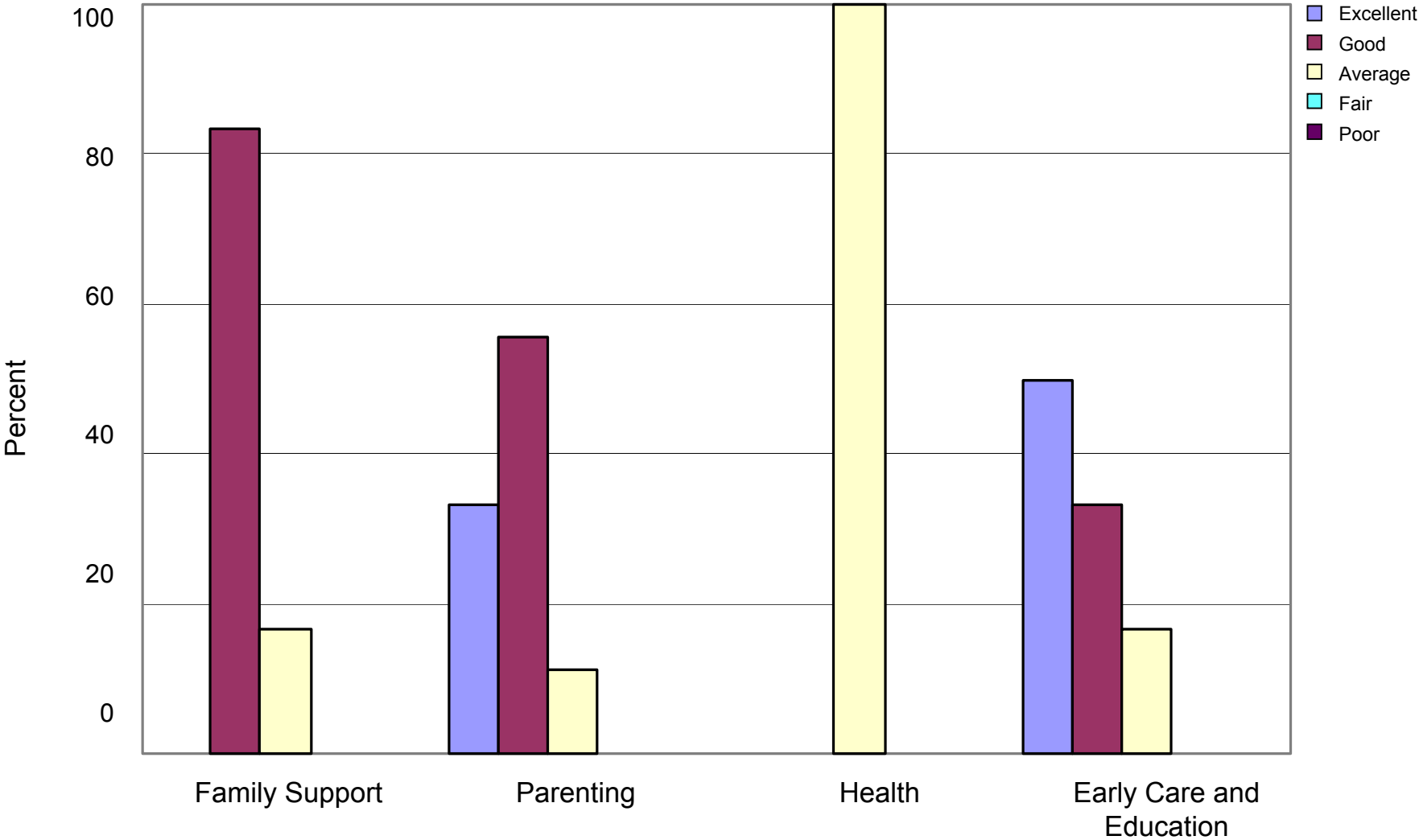
**PROVIDERS' IDENTIFICATION OF SPECIAL NEEDS BEING SERVED*
KAUA'I COUNTY**



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

Figure 29

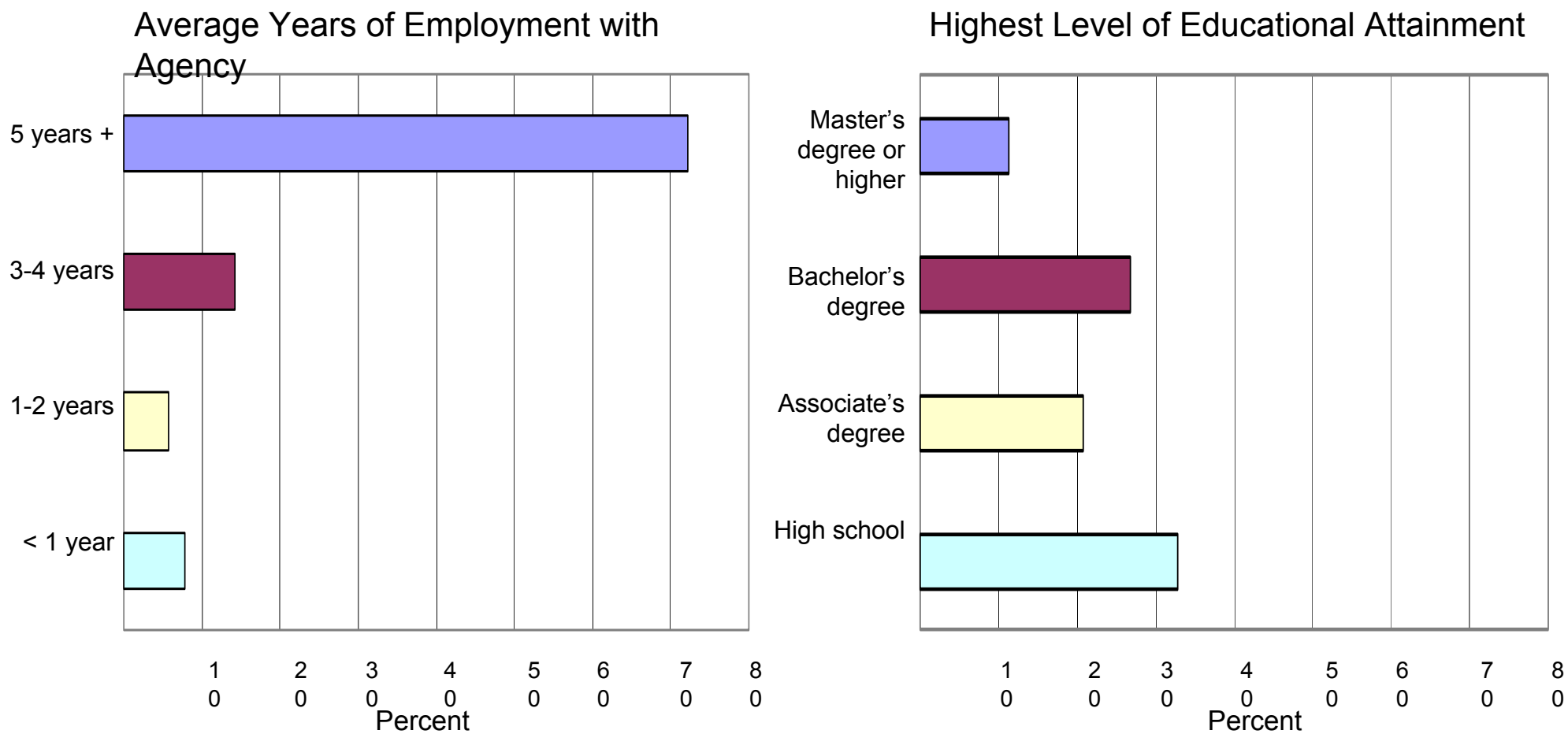
RATINGS OF SERVICE QUALITY BY TYPE OF SERVICE*
KAUA'I COUNTY



*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 30

STAFF EXPERIENCE AND QUALIFICATIONS KAUA'I COUNTY



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