

RESULTS OF SERVICE PROVIDER SURVEY CITY AND COUNTY OF HONOLULU: KO‘OLAU LOA MOKU

Categories of Service

There were 31 agencies serving the Ko‘olau Loa moku that were surveyed. Most of the agencies indicated that they provide multiple services, rather than confine themselves to one area of family, parenting, health, or early care and education. Most (58.1%) provide family support services, followed by health care (54.8%), and parenting support and early care and education (51.6% each). 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 33% of all persons who participate in agency programs are Hawaiian. Children 3 years and older are the primary clients of 77.4% of the agencies. Of all children served, an average of 18% 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 more than 75% of the agencies. This rating varied little by the type of services, with 80% of those providing family support, parenting support, and health care, but only 72.7% providing early care and education indicating service availability is “adequate” (“very” plus “somewhat”). A waiting list is kept by 41.9% of the agencies, and there is an average of 14.5 individuals on the wait list. The primary resources needed by agencies to accommodate all applicants are more staff and funds (29% each), with more and/or better facilities (25.8%) close behind. On the other hand, 45.2% 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 29% of those who could serve more clients). Transportation issues are a barrier to service in Ko‘olau Loa, as reported by 19.4% of agencies.

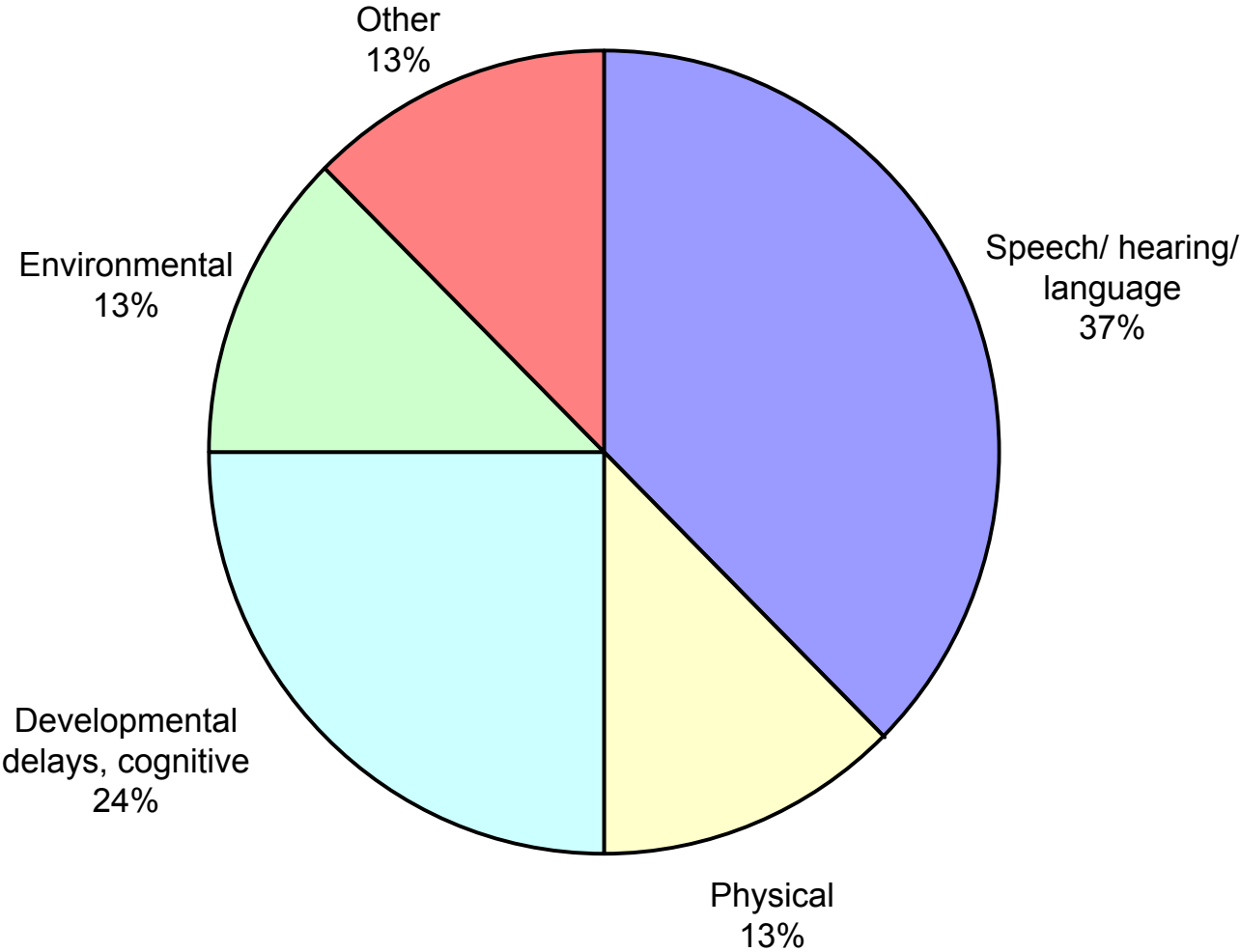
Quality of Services

The expertise and experience of staff are important indicators of the quality of services available in a community. Of the 111 staff members employed by the responding agencies, over two-thirds have some college training: A.A. degree (17.8%); B.A. (46.7%); M.A. or higher (2.2%). The majority of staff working at these agencies has over 3 years tenure, with the largest group 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 80.6% of the responding agencies. This varied by the services provided, with 88.9% of those providing family support, 83.3% offering parenting support and health care, and 66.7% focused on early care and education rating the services as “excellent” or “good”. Only family support services received any “fair” or “poor” ratings (11.1% of the responses were in these categories). The agencies reported that the two best aspects of their programs are their highly qualified, caring staff (45.2%) and meeting standards and accreditation (41.9%).

Figure 10

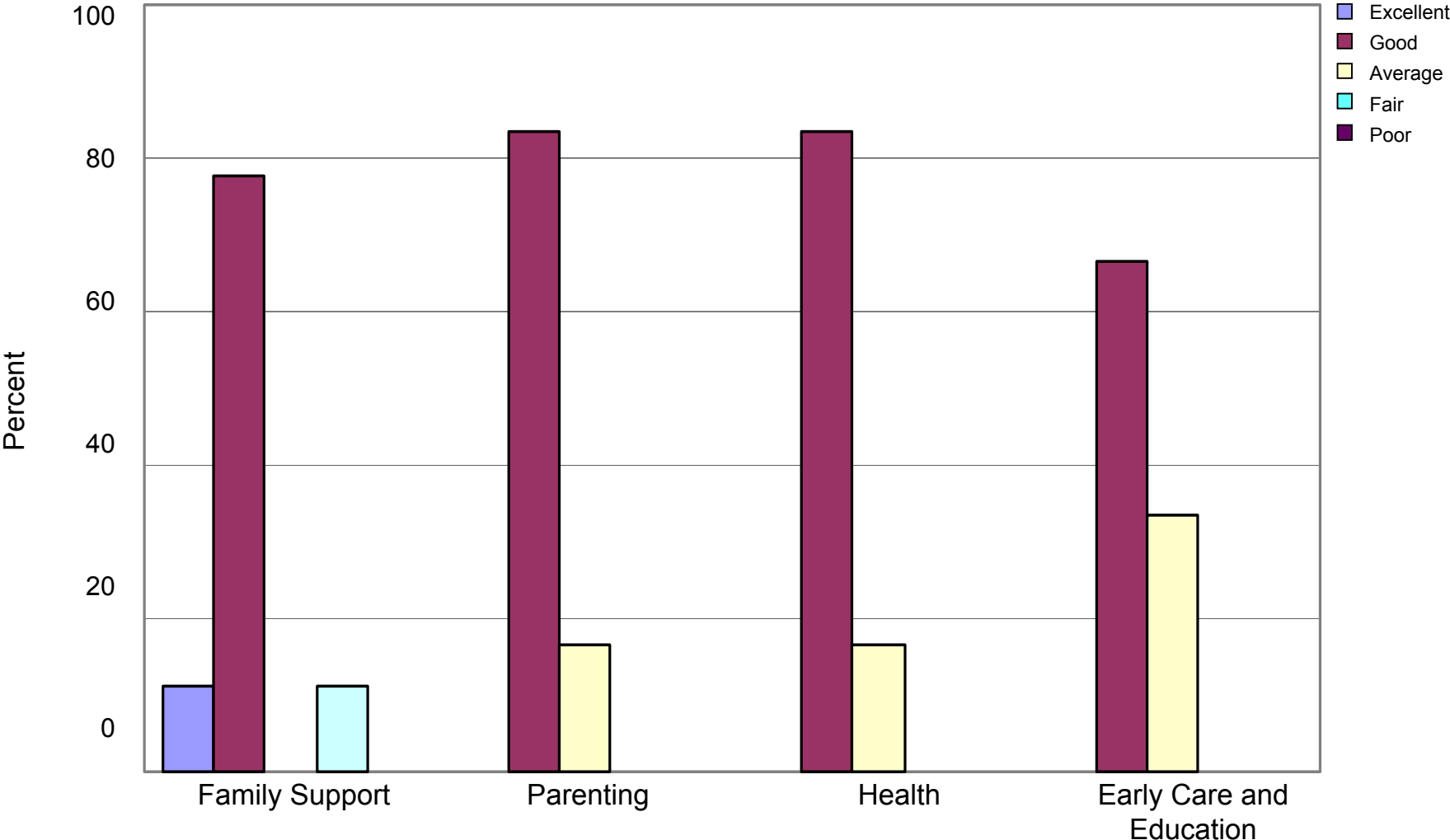
**PROVIDERS' IDENTIFICATION OF SPECIAL NEEDS BEING SERVED*
CITY AND COUNTY OF HONOLULU: KO'OLAU LOA MOKU**



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

Figure 11

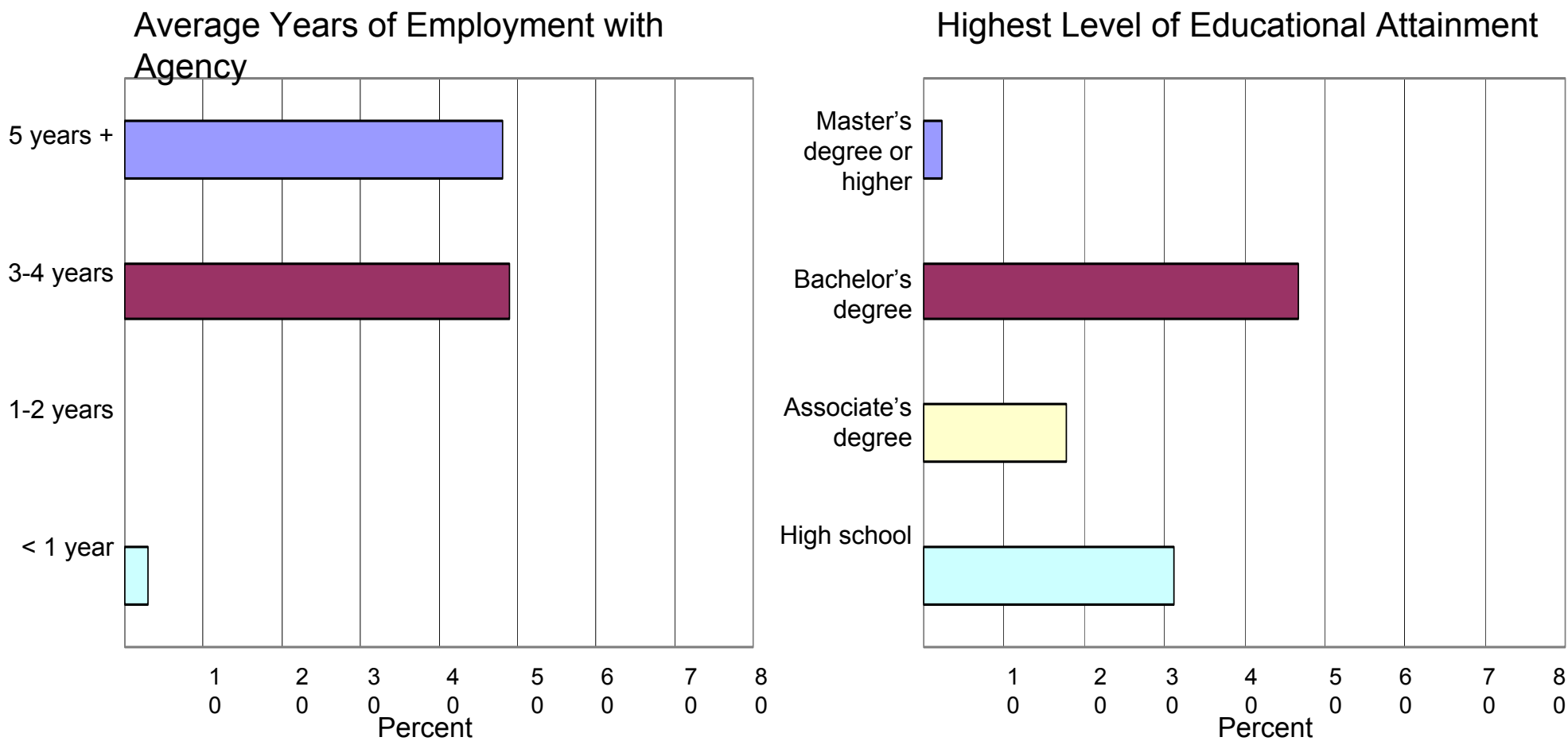
RATINGS OF SERVICE QUALITY BY TYPE OF SERVICE*
CITY AND COUNTY OF HONOLULU: KO'OLAU LOA MOKU



*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 12

STAFF EXPERIENCE AND QUALIFICATIONS
CITY AND COUNTY OF HONOLULU: KO'OLAU LOA MOKU



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