

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

Categories of Service

There were 106 agencies serving the Ko‘olau Poko 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 (54.7%) provide family support services, followed by parenting support and early care and education (53.8% and 48.1%, respectively), while fewer (44.3%) 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 23% of all persons who participate in agency programs are Hawaiian. Children 3 years and older are the primary clients of 83.3% of the agencies. Of all children served, an average of 21% is identified as having special needs, and 14% 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 70% of the agencies. This rating varied by the type of services, with 77.4% of those providing family support, 75% offering parenting support, 73.1% in health care, and 73.7% providing early care and education indicating service availability is “adequate” (“very” plus “somewhat”). A waiting list is kept by 29.2% of the agencies, and there is an average of 18.2 individuals on the wait list. The primary resources needed to accommodate all potential clients are more and/or better facilities (cited by 12.3% of the respondents) and more staff (8.5%). On the other hand, 42.5% 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 28.3% of those who could serve more clients).

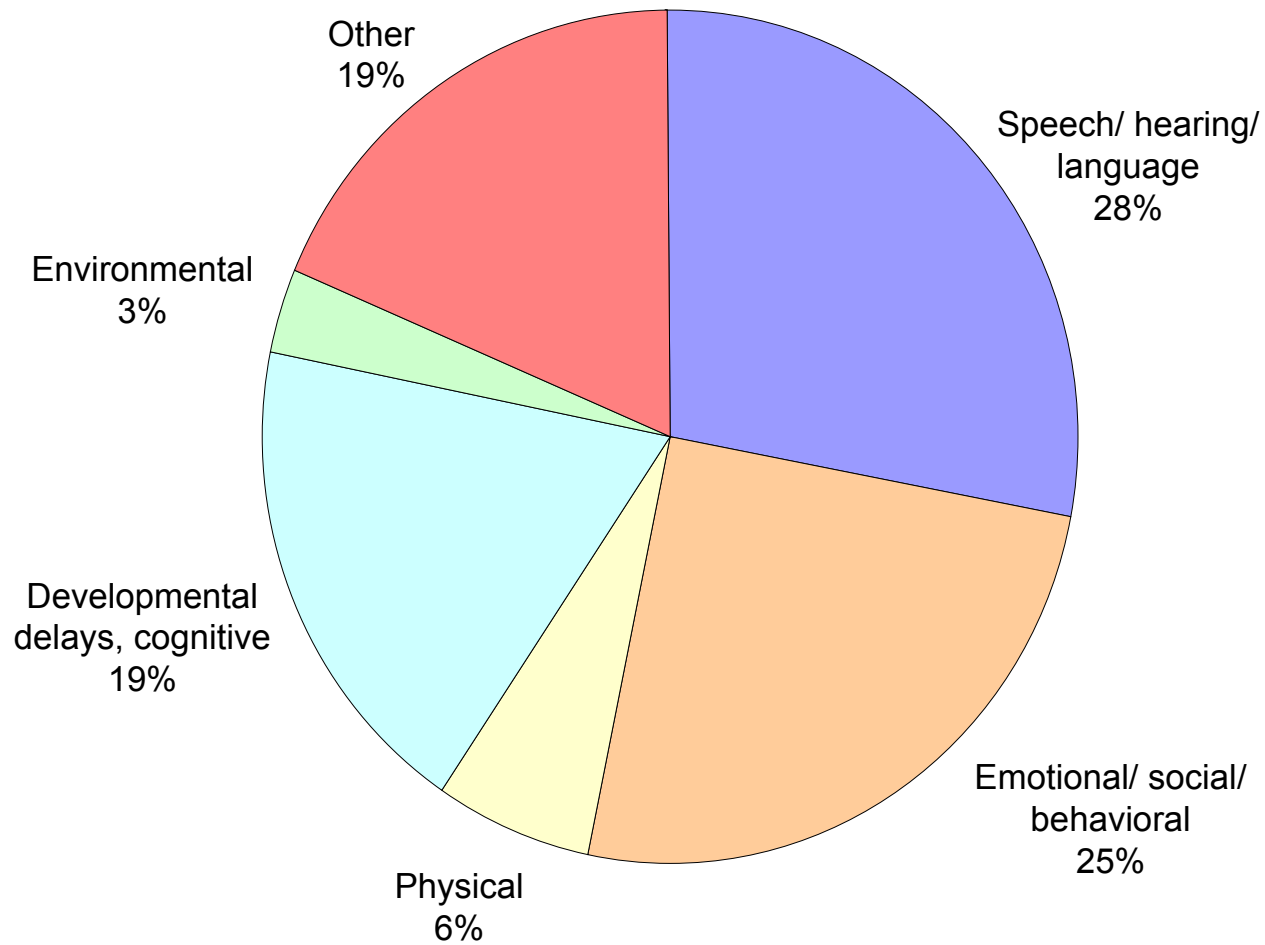
Quality of Services

The expertise and experience of staff are important indicators of the quality of services available in a community. Of the 150 staff members employed by the responding agencies, nearly 60% have some college training: A.A. degree (17.7%); B.A. (25.9%); M.A. or higher (15.2%). The majority of staff working at these agencies (76.5%) has over 3 years tenure, with the largest group (53.7%) being employed with the agency for 5 years.

Services of their type in the community are of excellent or good quality, according to 85.7% of the responding agencies. This varied by the services provided, with 89.3% of those providing family support, 89.7% offering parenting support, 85% in health care, and 78.6% focused on early care and education rating the services as “excellent” or “good”. Only family support services received any “fair” or “poor” ratings (10.7%). The agencies reported that the two best aspects of their programs are meeting standards and accreditation and their highly qualified, caring staff (both cited by 16% of the respondents).

Figure 13

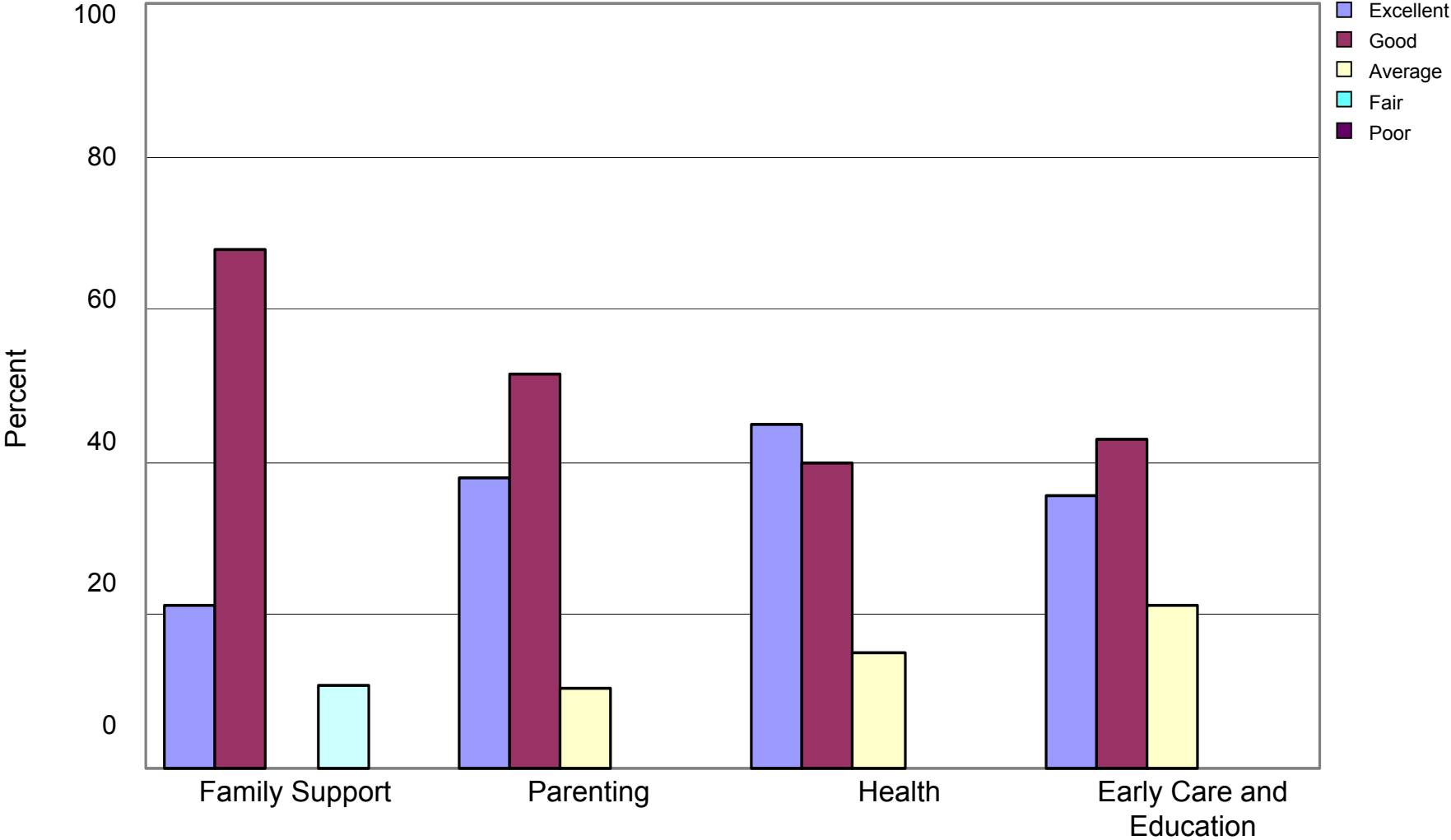
**PROVIDERS' IDENTIFICATION OF SPECIAL NEEDS BEING SERVED*
CITY AND COUNTY OF HONOLULU: KO'OLAU POKO MOKU**



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

Figure 14

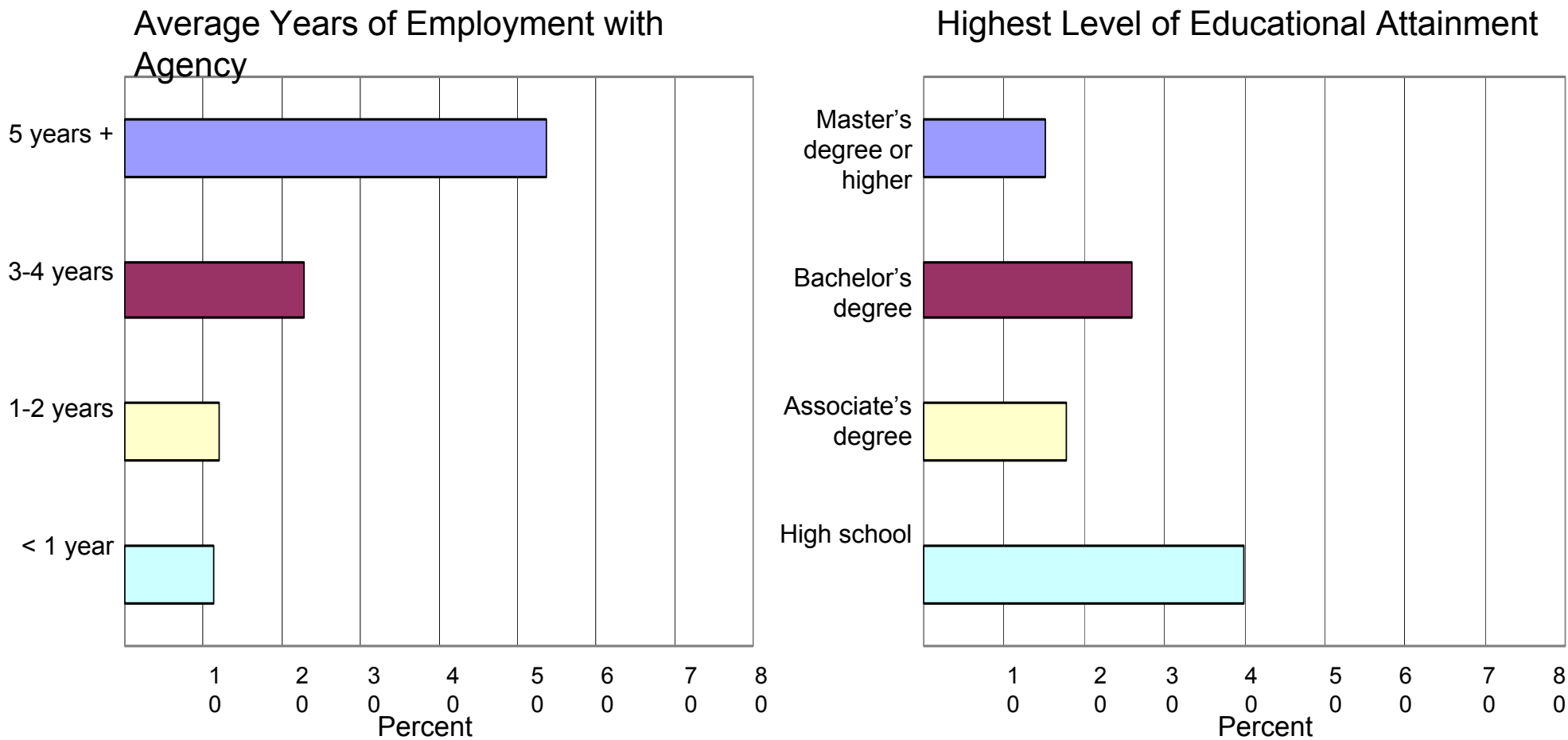
RATINGS OF SERVICE QUALITY BY TYPE OF SERVICE*
CITY AND COUNTY OF HONOLULU: KO‘OLAU POKO MOKU



*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 15

**STAFF EXPERIENCE AND QUALIFICATIONS
CITY AND COUNTY OF HONOLULU: KO‘OLAU POKO MOKU**



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