

RESULTS OF SERVICE PROVIDER SURVEY MAUI COUNTY

Categories of Service

There were 171 agencies on Maui 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 (67.3%) provide parenting support, over half provide early care and education and family support services (61.4% and 52%, respectively), while fewer than half (45%) 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 one-third of all persons participating in agency programs are Hawaiian. Children 3 years and older are the primary clients of 85% of the agencies. Of all children served, an average of 20% is identified as having special needs, and 27% 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 69.4% of the agencies. This rating varied by the type of services, with 64.1% of those providing family support, 63.1% offering parenting support, 83.3% in health care, and 70% providing early care and education indicating service availability is “adequate” (“very” plus “somewhat”). A waiting list is kept by 55.6% of the agencies, and there is an average of 116.4 individuals on the wait list. (Note that the extensive wait list is due to the fact that the Maui County Department of Housing and Human Concerns, Section 8 Rental Assistance Program, participated in the Service Provider Survey and had over 1700 clients on its list.) The primary resource needed to accommodate all potential clients is more and/or improved facilities (cited by 7.6% of the agencies). On the other hand, 48.5% 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 28.1% of those who could serve more clients). Like other Neighbor Island communities, transportation issues are a barrier to service and were cited by 15.8% of the respondents.

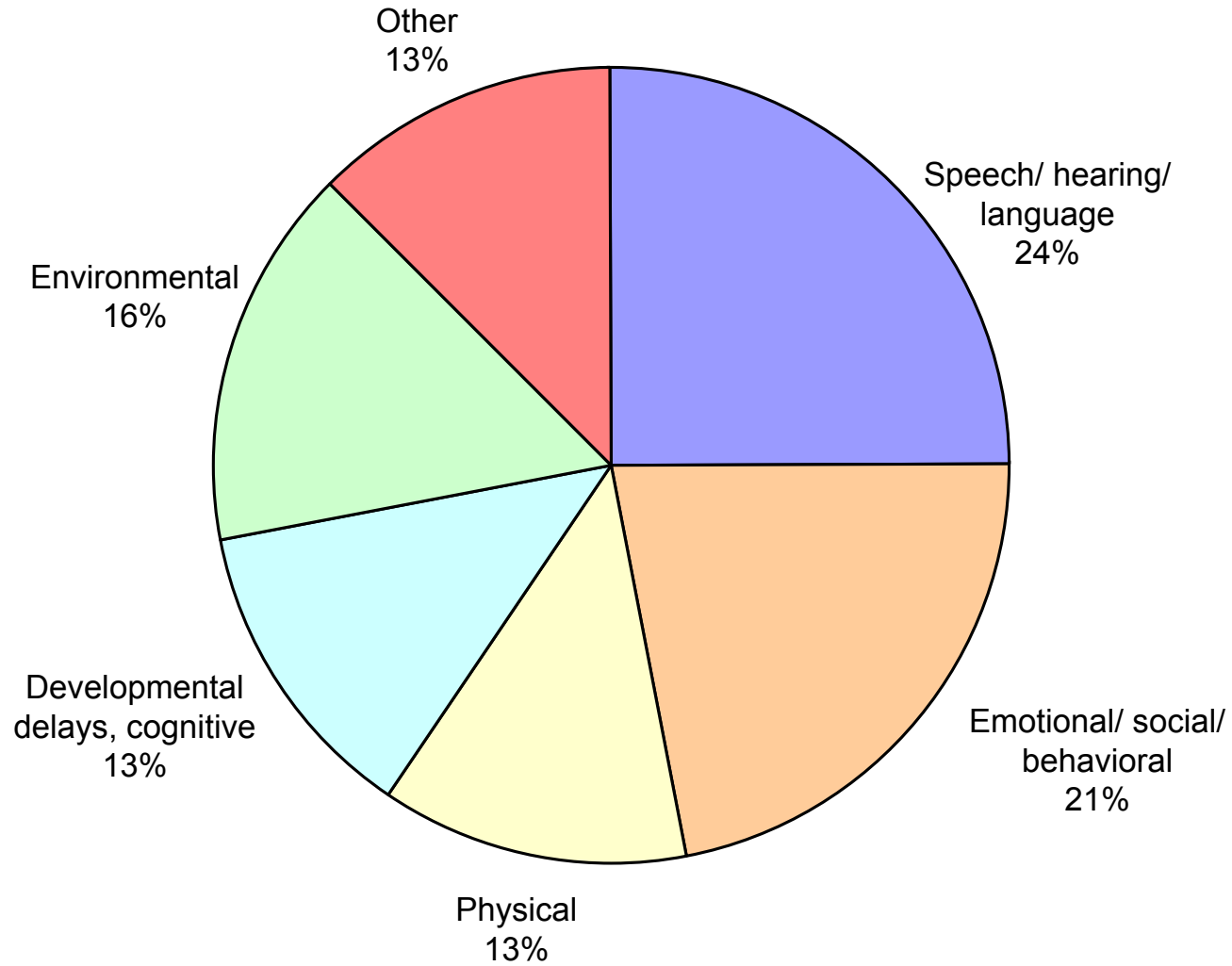
Quality of Services

The expertise and experience of staff are important indicators of the quality of services available in a community. Of the 688 staff members employed by the responding agencies, over 60% have some college training: A.A. degree (13.6%); B.A. (29.6%); M.A. or higher (17.2%). The majority of staff working at these agencies (65.2%) has over 3 years tenure, with the largest group being employed with the agency for 3 to 4 years.

Services of their type in the community are of excellent or good quality, according to 91.9% of the responding agencies. This varied by the services provided, with 92.9% of those providing family support, 93.3% offering parenting support, 87.5% in health care, and 94.1% focused on early care and education rating the services as “excellent” or “good”. None rated the quality “fair” or “poor”. The agencies reported that the two best aspects of their programs are meeting standards and accreditation (15.8%) and their highly qualified, caring staff (10.5%).

Figure 31

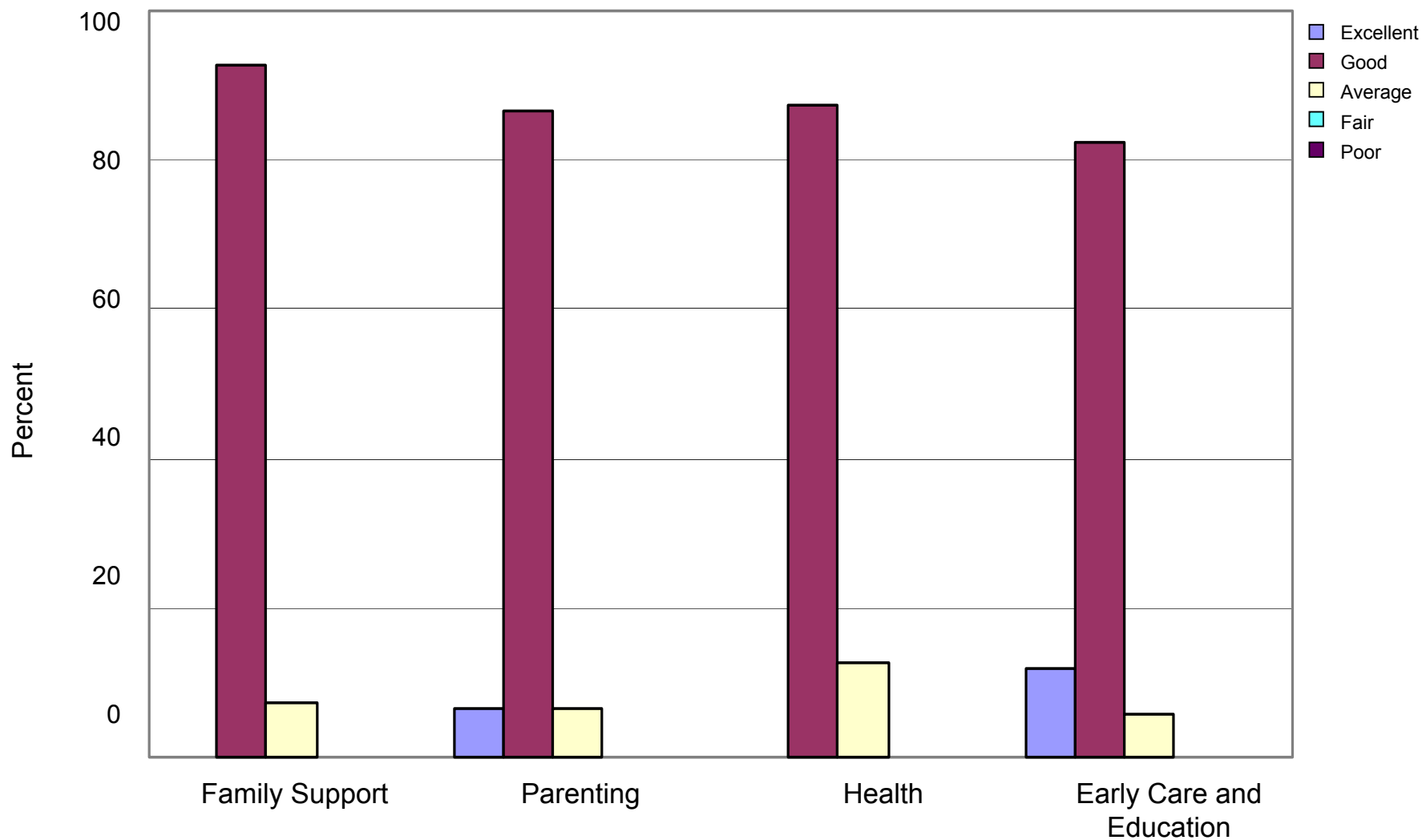
**PROVIDERS' IDENTIFICATION OF SPECIAL NEEDS BEING SERVED*
MAUI COUNTY**



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

Figure 32

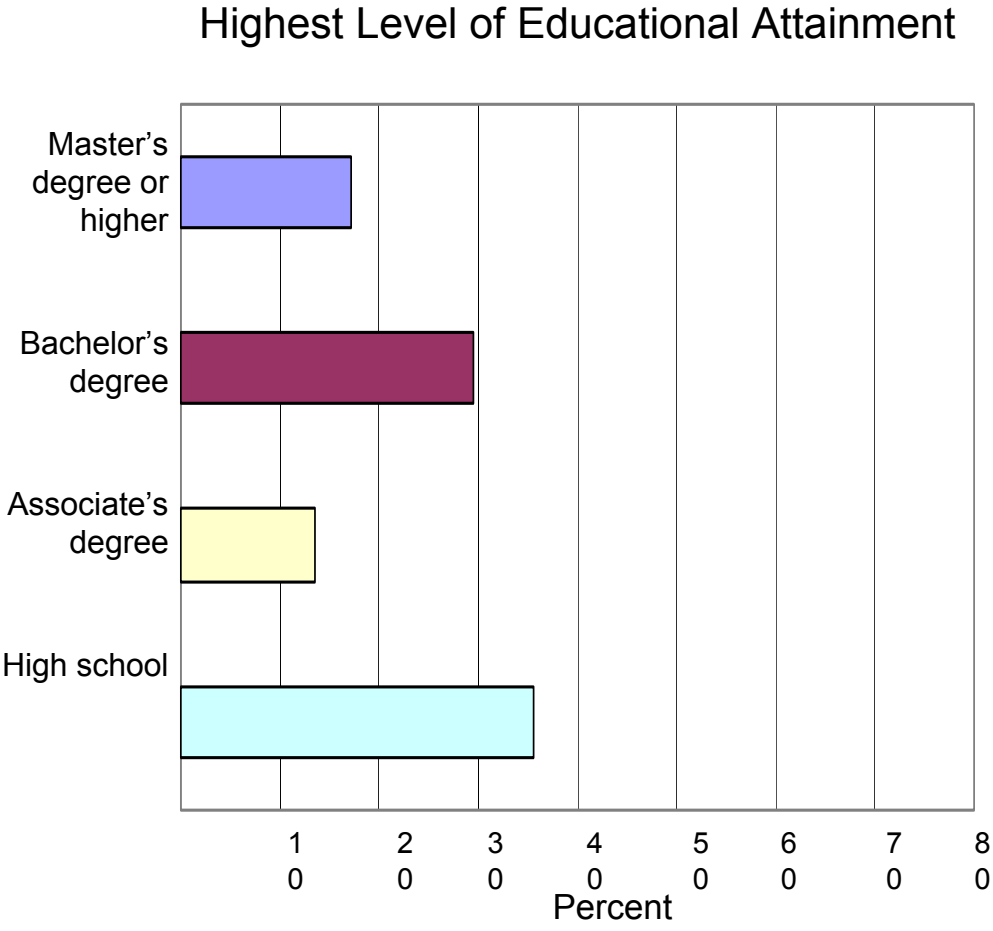
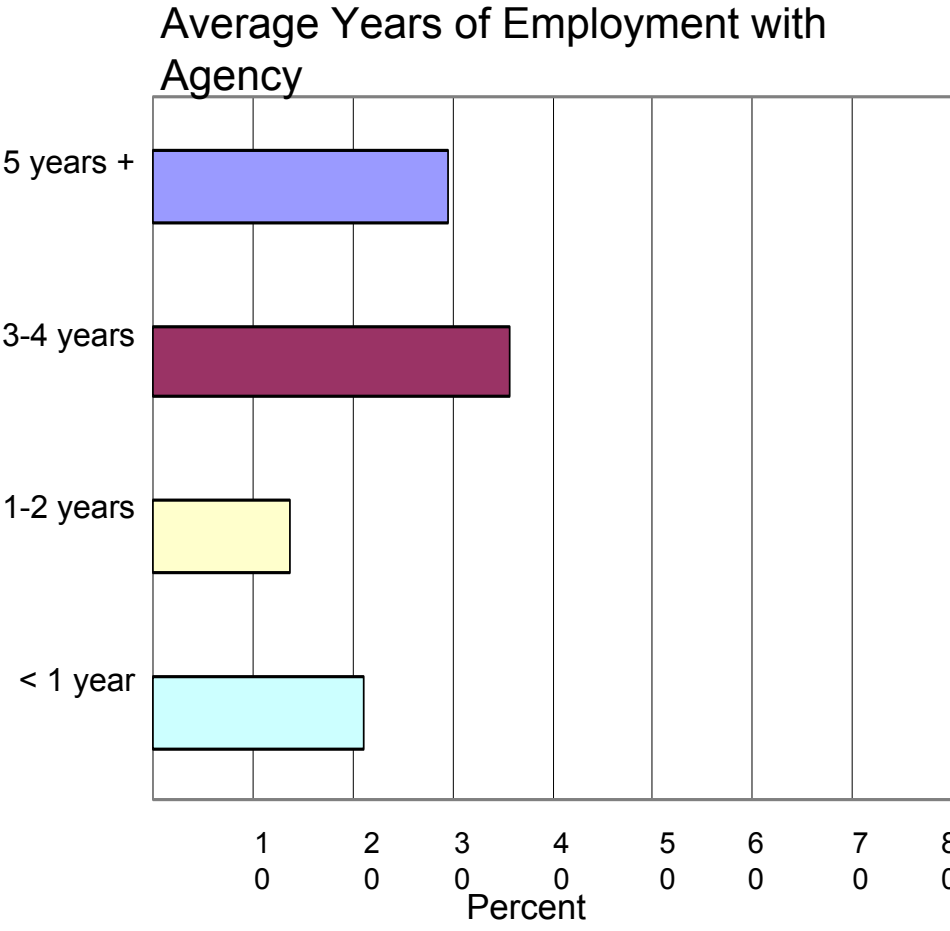
**RATINGS OF SERVICE QUALITY BY TYPE OF SERVICE*
MAUI COUNTY**



*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 33

STAFF EXPERIENCE AND QUALIFICATIONS MAUI COUNTY



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