

TABLE 1
SERVICE PROVIDER SURVEY: CATEGORIES OF SERVICE
STATE AND NEIGHBOR ISLANDS

Q.1. CATEGORIES OF SERVICE	STATE		EAST HAWAI'I		WEST HAWAI'I		KAUA'I		MAUI	
	N	%	N	%	N	%	N	%	N	%
Family Support	165	51.2	88	57.1	40	60.6	16	26.7	89	52.0
Parenting Support	187	58.1	90	58.4	38	57.6	23	38.3	115	67.3
Health Support	150	46.6	82	53.2	46	69.7	20	33.3	77	45.0
Early Care and Education Support	256	79.5	83	53.9	43	65.2	40	66.7	105	61.4
Other	9	2.8	2	1.3	0	0.0	0	0.0	3	1.8

Notes:

- Agencies selected more than one area of service; some totals may reflect duplication among service categories.
- Agencies may also service more than one geographic area; some totals may reflect duplication among geographic locations.

TABLE 2
SERVICE PROVIDER SURVEY: CATEGORIES OF SERVICE
CITY AND COUNTY OF HONOLULU

Q.1. CATEGORIES OF SERVICE	STATE		HONOLULU (KONA)		'EWA WAHIAWA		WAI'ANAЕ		WAIALUA		KO'OLAU LOA		KO'OLAU POKO	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Family Support	165	51.2	117	60.3	121	54.5	49	60.5	13	48.1	18	58.1	58	54.7
Parenting Support	187	58.1	126	64.9	120	54.1	52	64.2	14	51.9	16	51.6	57	53.8
Health Support	150	46.6	88	45.4	83	37.4	39	48.1	12	44.4	17	54.8	47	44.3
Early Care and Education Support	256	79.5	87	44.8	127	57.2	51	63.0	13	48.1	16	51.6	51	48.1
Other	14	4.3	2	1.0	1	0.5	5	6.2	0	0.0	0	0.0	1	0.9

Notes:

- Agencies selected more than one area of service; some totals may reflect duplication among service categories.
- Agencies may also service more than one geographic area; some totals may reflect duplication among geographic locations.

TABLE 3
SERVICE PROVIDER SURVEY: CLIENTS SERVED
STATE AND NEIGHBOR ISLANDS

	STATE		EAST HAWAI'I		WEST HAWAI'I		KAUA'I		MAUI	
	N	%	N	%	N	%	N	%	N	%
Q.2. How many individuals receive services annually?	272,388		51,998		21,325		3,835		14,411	
Q.3. How many programs serve each category and age?										
Pregnant Women										
Teens	256	79.5	80	51.9	45	68.2	24	40.0	107	62.6
Adults	97	30.1	55	35.7	26	39.4	23	38.3	85	49.7
Children										
birth	189	58.7	107	69.5	51	77.3	37	61.7	127	74.3
age 1	199	61.8	113	73.4	51	77.3	41	68.3	132	77.2
age 2	223	69.3	122	79.2	56	84.8	43	71.7	131	76.6
age 3	288	89.4	135	87.7	54	81.8	52	86.7	155	90.6
age 4	278	86.3	129	83.8	51	77.3	51	85.0	150	87.7
age 5	230	71.4	122	79.2	44	66.7	46	76.7	131	76.6
Q.4. Approximately what percent served are Hawaiian?		33		28		24		31		33
Q.8. Approximately what percent served have special needs?										
% of all children served (average)		16		22		19		12		20
% of Hawaiian children served (average)		11		14		6		5		12
Agencies serving special needs:										
speech/hearing/language delays or needs	71	22.0	2		3		9		8	
emotional/social/behavioral needs, including ADHD, autism, etc.	50	15.5	8		4		2		7	
physical delays and problems	30	9.3	3		4		3		4	
developmental delays, cognitive needs	50	15.5	5		3		5		4	
environmental needs: food, clothing, abuse, etc.	26	8.1	1		1		0		5	
other special needs	33	10.2	4		2		3		4	
Q.9. Approximately what percent served receive subsidies?										
% of all served		24		29		29		22		27
% of Hawaiians served		22		25		21		12		22

Note:

♦ Agencies may service more than one geographic area; some totals may reflect duplication among geographic locations.

TABLE 4
SERVICE PROVIDER SURVEY: CLIENTS SERVED
CITY AND COUNTY OF HONOLULU

	STATE		HONOLULU (KONA)		'EWA WAHIAWA		WAI'ANA'E		WAIALUA		KO'OLAU LOA		KO'OLAU POKO	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Q.2. How many individuals receive services annually?	272,388		37,581		98,566		22,856		494		2,910		18,412	
Q.3. How many programs serve each category and age?														
Pregnant Women														
Teens	256	79.5	124	63.9	117	52.7	49	60.5	15	55.6	18	58.1	56	52.8
Adults	97	30.1	48	24.7	46	20.7	33	40.7	6	22.2	9	29.0	25	23.6
Children														
birth	189	58.7	144	74.2	141	63.5	56	69.1	16	59.3	20	64.5	68	64.2
age 1	199	61.8	148	76.3	147	66.2	58	71.6	16	59.3	20	64.5	69	65.1
age 2	223	69.3	162	83.5	171	77.0	64	79.0	19	70.4	22	71.0	84	79.2
age 3	288	89.4	167	86.1	191	86.0	66	81.5	24	88.9	26	83.9	92	86.8
age 4	278	86.3	170	87.6	196	88.3	68	84.0	24	88.9	25	80.6	91	85.8
age 5	230	71.4	153	78.9	157	70.7	57	70.4	17	63.0	21	67.7	82	77.4
Q.4. Approximately what percent served are Hawaiian?		33		17		16		43		27		33		23
Q.8. Approximately what percent served have special needs?														
% of all children served (average)		16		18		17		19		16		18		21
% of Hawaiian children served (average)		11		5		5		21		8		10		11
Agencies serving special needs:														
speech/hearing/language delays or needs	71	22.0	6	3.09	20	9.0	8	9.9	3	11.1	3	9.7	9	8.5
emotional/social/behavioral needs, including ADHD, autism, etc.	50	15.5	3	1.5	9	4.1	7	8.6	2	7.4	0	0.0	8	7.5
physical delays and problems	30	9.3	1	0.5	5	2.3	7	8.6	0	0.0	1	3.2	2	1.9
developmental delays, cognitive needs	50	15.5	3	1.5	10	4.5	10	12.3	2	7.4	2	6.5	6	5.7
environmental needs: food, clothing, abuse, etc.	26	8.1	4	2.1	5	2.3	6	7.4	2	7.4	1	3.2	1	0.9
other special needs	33	10.2	3	1.5	4	1.8	5	6.2	1	3.7	1	3.2	6	5.7
Q.9. Approximately what percent served receive subsidies?														
% of all served		24		15		11		27		20		22		14
% of Hawaiians served		22		14		9		28		13		23		13

Note:

♦ Agencies may service more than one geographic area; some totals may reflect duplication among geographic locations.

TABLE 5
SERVICE PROVIDER SURVEY: STAFF QUALIFICATIONS AND TENURE
STATE AND NEIGHBOR ISLANDS

	STATE		EAST HAWAI'I		WEST HAWAI'I		KAUA'I		MAUI	
	N	%	N	%	N	%	N	%	N	%
Q.12. Number of staff/service providers	3,223	100	509	15.8	145	4.5	170	5.3	688	21.3
Q.13 Level of last degree completed or greatest expertise										
High school	1,250	37.4	192	40.9	52	46.4	55	32.7	236	35.6
Associate degree	537	16.1	50	10.6	22	19.6	35	20.8	90	13.6
Bachelor's degree	880	26.4	140	29.8	17	15.2	45	26.8	196	29.6
Master's degree or higher	557	16.7	74	15.7	13	11.6	19	11.3	114	17.2
Cultural specialist	32	1.0	4	0.9	1	0.9	5	3.0	4	0.6
Rich community experience	83	2.5	10	2.1	7	6.3	9	5.4	23	3.5
Q.14. Number of years current staff employed										
less than 1 year average tenure	385	13.1	75	15.3	13	12.3	12	7.7	127	21.1
1-2 years average tenure	418	14.3	100	20.4	37	34.9	9	5.8	82	13.6
3-4 years average tenure	723	24.7	83	16.9	38	35.8	22	14.2	215	35.8
5 years or more average tenure	1,403	47.9	232	47.3	18	17.0	112	72.3	177	29.5

Note:

♦ Agencies may service more than one geographic area; some totals may reflect duplication among geographic locations.

**TABLE 6
SERVICE PROVIDER SURVEY: STAFF QUALIFICATIONS AND TENURE
CITY AND COUNTY OF HONOLULU**

	STATE		HONOLULU (KONA)		'EWA WAHIAWA		WAI'ANAЕ		WAIALUA		KO'OLAU LOA		KO'OLAU POKO	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Q.12. Number of staff/service providers	3,223	100	807	100	410	100	219	100	14	100	111	100	150	100
Q.13 Level of last degree completed or greatest expertise														
High school	1,250	37.4	418	38.4	153	37.5	63	29.6		28.6	14	31.1	63	39.9
Associate degree	537	16.1	192	17.6	89	21.8	20	9.4	3	21.4	8	17.8	28	17.7
Bachelor's degree	880	26.4	266	24.4	85	20.8	62	29.1	7	50.0	21	46.7	41	25.9
Master's degree or higher	557	16.7	206	18.9	73	17.9	33	15.5	0	0.0	1	2.2	24	15.2
Cultural specialist	32	1.0	6	0.6	2	0.5	7	3.3	0	0.0	1	2.2	2	1.3
Rich community experience	83	2.5	0	0.0	6	1.5	28	13.1	0	0.0	0	0.0	0	0.0
Q.14. Number of years current staff employed														
less than 1 year average tenure	385	13.1	103	15.6	26	6.3	3	1.5	5	35.7	4	3.0	17	11.4
1-2 years average tenure	418	14.3	105	15.9	55	13.3	10	4.9	2	14.3	0	0.0	18	12.1
3-4 years average tenure	723	24.7	88	13.3	144	34.7	32	15.7	1	7.1	66	48.9	34	22.8
5 years or more average tenure	1,403	47.9	364	55.2	190	45.8	159	77.9	6	42.9	65	48.1	80	53.7

Note:

- ◆ Agencies may service more than one geographic area; some totals may reflect duplication among geographic locations.

TABLE 7
SERVICE PROVIDER SURVEY: ADEQUACY AND ACCESSIBILITY OF SERVICES
STATE AND NEIGHBOR ISLANDS

	STATE		EAST HAWAI'I		WEST HAWAI'I		KAUA'I		MAUI	
	N	%	N	%	N	%	N	%	N	%
Q. 6 Are there enough services to meet need?										
Family Support										
Very adequate	20	6.1	6	13.3	1	4.5	0	0.0	3	4.7
Somewhat adequate	218	66.5	22	48.9	12	54.5	11	91.7	38	59.4
Somewhat inadequate	66	20.1	11	24.4	7	31.8	1	8.3	15	23.4
Very inadequate	24	7.3	6	13.3	2	9.1	0	0.0	8	12.5
Parenting Support										
Very adequate	30	8.5	7	15.2	1	5.0	0	0.0	10	11.9
Somewhat adequate	222	62.9	23	50.0	11	55.0	8	88.9	43	51.2
Somewhat inadequate	69	19.5	9	19.6	6	30.0	1	11.1	18	21.4
Very inadequate	32	9.1	7	15.2	2	10.0	0	0.0	13	15.5
Health Support										
Very adequate	38	12.1	2	3.9	1	3.6	0	0	12	20.0
Somewhat adequate	204	65.2	38	74.5	19	67.9	6	85.7	38	63.3
Somewhat inadequate	59	18.8	9	17.6	7	25.0	1	14.3	7	11.7
Very inadequate	12	3.8	2	3.9	1	3.6	0	0.0	3	5.0
Early Care and Education										
Very adequate	97	20.0	13	17.1	5	17.2	0	0.0	13	16.3
Somewhat adequate	233	48.0	34	44.7	14	48.3	8	88.9	43	53.8
Somewhat inadequate	121	24.9	16	21.1	8	27.6	1	11.1	13	16.3
Very inadequate	34	7.0	13	17.1	2	6.9	0	0.0	11	13.8
Q.10. Location of services										
Agency	267	82.9	108	70.1	47	71.2	44	73.3	109	63.7
Clients' home	89	27.6	62	40.3	25	37.9	9	15.0	54	31.6
Public/community facilities	63	19.6	11	7.1	7	10.6	6	10.0	5	2.9
Transitional or group shelters, medical facilities	44	13.7	2	1.3	3	4.5	1	1.7	4	2.3
Clients' choice	8	2.5	1	0.6	0	0.0	0	0.0	1	0.6
Other	20	6.2	0	0.0	4	6.1	0	0.0	2	1.2

Notes:

- ♦ Agencies selected more than one area of service; some totals may reflect duplication among service categories.
- ♦ Agencies may also service more than one geographic area; some totals may reflect duplication among geographic locations.

TABLE 8
SERVICE PROVIDER SURVEY: ADEQUACY AND ACCESSIBILITY OF SERVICES
CITY AND COUNTY OF HONOLULU

	STATE		HONOLULU (KONA)		'EWA WAHIAWA		WAI'ANA'E		WAIALUA		KO'OLAU LOA		KO'OLAU POKO	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Q. 6 Are there enough services to meet need?														
Family Support														
Very adequate	20	6.1	8	15.4	1	1.7	3	9.1	0	0.0	0	0.0	2	6.5
Somewhat adequate	218	66.5	39	75.0	46	78.0	16	48.5	4	66.7	8	80.0	22	71.0
Somewhat inadequate	66	20.1	4	7.7	8	13.6	12	36.4	2	33.3	2	20.0	6	19.4
Very inadequate	24	7.3	1	1.9	4	6.8	2	6.1	0	0.0	0	0.0	1	3.2
Parenting Support														
Very adequate	30	8.5	8	14.5	2	3.6	3	9.1	0	0.0	0	0.0	2	7.1
Somewhat adequate	222	62.9	40	72.7	45	80.4	16	48.5	5	62.5	8	80.0	19	67.9
Somewhat inadequate	69	19.5	6	10.9	5	8.9	12	36.4	2	25.0	2	20.0	5	17.9
Very inadequate	32	9.1	1	1.8	4	7.1	2	6.1	1	12.5	0	0.0	2	7.1
Health Support														
Very adequate	38	12.1	8	18.6	2	4.4	5	18.5	0	0.0	1	10.0	6	23.1
Somewhat adequate	204	65.2	32	74.4	34	75.6	9	33.3	5	83.3	7	70.0	13	50.0
Somewhat inadequate	59	18.8	2	4.7	5	11.1	11	40.7	1	16.7	2	20.0	7	26.9
Very inadequate	12	3.8	1	2.3	4	8.9	2	7.4	0	0.0	0	0.0	0	0.0
Early Care and Education Support														
Very adequate	97	20.0	17	26.6	27	24.5	7	17.9	3	27.3	1	9.1	8	21.1
Somewhat adequate	233	48.0	28	43.8	52	47.3	14	35.9	4	36.4	7	63.6	20	52.6
Somewhat inadequate	121	24.9	18	28.1	27	24.5	14	35.9	4	36.4	3	27.3	9	23.7
Very inadequate	34	7.0	1	1.6	4	3.6	4	10.3	0	0.0	0	0.0	1	2.6
Q.10. Location of services														
Agency	267	82.9	135	69.6	160	72.1	55	67.9	22	81.5	23	74.2	80	75.5
Clients' home	89	27.6	78	40.2	75	33.8	30	37.0	8	29.6	10	32.3	31	29.2
Public/community facilities	63	19.6	7	3.6	5	2.3	7	8.6	3	11.1	3	9.7	9	8.5
Transitional or group shelters, medical facilities	44	13.7	6	3.1	6	2.7	6	7.4	5	18.5	4	12.9	7	6.6
Clients' choice	8	2.5	1	0.5	1	0.5	1	1.2	1	3.7	1	3.2	1	0.9
Other	20	6.2	2	1.0	2	0.9	4	4.9	3	11.1	2	6.5	1	0.9

Notes:

- ◆ Agencies selected more than one area of service; some totals may reflect duplication among service categories.
- ◆ Agencies may also service more than one geographic area; some totals may reflect duplication among geographic locations.

TABLE 9
SERVICE PROVIDER SURVEY: ADEQUACY AND ACCESSIBILITY OF SERVICES
STATE AND NEIGHBOR ISLANDS

	STATE		EAST HAWAI'I		WEST HAWAI'I		KAUA'I		MAUI	
	N	%		%	N	%	N	%	N	%
Q. 5 A waiting list is kept for those unable to be served	162	50.3	67	43.5	37	56.1	23	38.3	95	55.6
How many on waiting list? (average)	19.3								116	
No waiting list kept, but unable to accommodate some in past six months (average)	5.5				0.5					
What services refer wait-list clients to										
Preschool, child care center	67	20.8	12	7.8	4	6.1	6	10.0	5	2.9
Information and referral agency, e.g. PATCH	84	26.1	9	5.8	8	12.1	9	15.0	17	9.9
Parenting classes, professional with advice to parents	23	7.1	4	2.6	1	1.5	1	1.7	0	0.0
Organized learning experiences (play groups, etc.)	21	6.5	0	0.0	1	1.5	0	0.0	4	2.3
Other	53	16.5		3.9	7	10.6	5	8.3	2	1.2
Need in order to accommodate all										
More funds	80	24.8	7	4.5	7	10.6	3	5.0	7	4.1
More staff	108	33.5	11	7.1	11	16.7	7	11.7		4.1
More volunteers	7	2.2	1	0.6	1	1.5	0	0.0	0	0.0
Better, improved facilities	101	31.4	7	4.5	4	6.1	7	11.7	13	7.6
Change in policies, regulations, etc.	29	9.0	5	3.2	2	3.0	5	8.3	4	2.3
Other	68	21.1	7	4.5	5	7.6	8	13.3	3	1.8

Note:

♦ Agencies may service more than one geographic area; some totals may reflect duplication among geographic locations.

TABLE 10
SERVICE PROVIDER SURVEY: ADEQUACY AND ACCESSIBILITY OF SERVICES
CITY AND COUNTY OF HONOLULU

	STATE		HONOLULU (KONA)		'EWA WAHIAWA		WAI'ANAЕ		WAIALUA		KO'OLAU LOA		KO'OLAU POKO	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Q. 5 A waiting list is kept for those unable to be served	162	50.3	67	34.5	76	34.2	28	34.6	11	40.7	13	41.9	31	29.2
How many on waiting list? (average)	19		49		15		12		15		15		18	
No waiting list kept, but unable to accommodate some in past six months (average)	5.5		3		10		3		1.7		3.1			
What services refer wait-list clients to														
Preschool, child care center	67	20.8	13	6.7	11	5.0	4	4.9	3	11.1	3	9.7	6	5.7
Information and referral agency, e.g. PATCH	84	26.1	9	4.6	8	3.6	11	13.6	6	22.2	2	6.5	5	4.7
Parenting classes, professional with advice to parents	23	7.1	1	0.5	3	1.4	2	2.5	2	7.4	2	6.5	7	6.6
Organized learning experiences (play groups, etc.)	21	6.5	1	0.5	4	1.8	3	3.7	1	3.7	1	3.2	6	5.7
Other	53	16.5	7	3.6	8	3.6	8	9.9	3	11.1	3	9.7	4	3.8
Need in order to accommodate all														
More funds	80	24.8	11	5.7	10	4.5	11	13.6	7	25.9	9	29.0	8	7.5
More staff	108	33.5	16	8.2	17	7.7	14	17.3	7	25.9	9	29.0	9	8.5
More volunteers	7	2.2	0	0.0	1	0.5	1	1.2	1	3.7	1	3.2	1	0.9
Better, improved facilities	101	31.4	10	5.2	19	8.6	12	14.8	8	29.6	8	25.8	13	12.3
Change in policies, regulations, etc.	29	9.0	2	1.0	8	3.6	2	2.5	0	0.0	0	0.0	1	0.9
Other	68	21.1	8	4.1	10	4.5	10	12.3	4	14.8	3	9.7	10	9.4

Note:

♦ Agencies may service more than one geographic area; some totals may reflect duplication among geographic locations.

TABLE 11
SERVICE PROVIDER SURVEY: ADEQUACY AND ACCESSIBILITY OF SERVICES
STATE AND NEIGHBOR ISLANDS

	STATE		EAST HAWAI'I		WEST HAWAI'I		KAUA'I		MAUI	
	N	%	N	%	N	%	N	%	N	%
Q. 11 Can program serve more with present resources?										
Yes	151	46.9	63	40.9	33	50.0	23	38.3	83	48.5
No	171	53.1	91	59.1	33	50.0	37	61.7	88	51.5
If yes, reason for under-utilization										
Lack of transportation	39	12.1	29	18.8	20	30.3	3	5.0	27	15.8
Location of program	15	4.7	14	9.1	5	7.6	0	0.0	1	0.6
People are unable to afford our services	27	8.4	7	4.5	7	10.6	2	3.3	4	2.3
People haven't heard about us	68	21.1	27	17.5	17	25.8	5	8.3	48	28.1

Note:

♦ Agencies may service more than one geographic area; some totals may reflect duplication among geographic locations.

TABLE 12
SERVICE PROVIDER SURVEY: ADEQUACY AND ACCESSIBILITY OF SERVICES
CITY AND COUNTY OF HONOLULU

	STATE		HONOLULU (KONA)		'EWA WAHIAWA		WAI'ANAE		WAIALUA		KO'OLAU LOA		KO'OLAU POKO	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Q. 11 Can program serve more with present resources?														
Yes	151	47	78	40	94	42	41	51	15	56	14	45	45	42
No	171	53	116	60	128	58	40	49	12	44	17	55	61	58
If yes, reason for under-utilization														
Lack of transportation	39	12.1	33	17.0	33	15	13	16.0	6	22.2	6	19.4	15	14.2
Location of program	15	4.7	9	4.6	10	4.5	2	2.5	2	7.4	3	9.7	5	4.7
People are unable to afford our services	27	8.4	13	6.7	24	11	9	11.1	4	14.8	1	3.2	13	12.3
People haven't heard about us	68	21.1	47	24.2	55	25	18	22.2	8	29.6	9	29.0	30	28.3

Note:

♦ Agencies may service more than one geographic area; some totals may reflect duplication among geographic locations.

TABLE 13
SERVICE PROVIDER SURVEY: QUALITY OF PROGRAMS
STATE AND NEIGHBOR ISLANDS

	STATE		EAST HAWAI'I		WEST HAWAI'I		KAUA'I		MAUI	
	N	%	N	%	N	%	N	%	N	%
Q. 7 Rate the quality of services in community										
Family Support										
Excellent	38	11.9	1	1.9	4	16.0	0	0.0	0	0.0
Good	185	58.2	17	31.5	10	40.0	5	83.3	26	92.9
Average	34	10.7	14	25.9	10	40.0	1	16.7	2	7.1
Fair	53	16.7	22	40.7	1	4.0	0	0.0	0	0.0
Poor	8	2.5	0	0.0	0	0.0	0	0.0	0	0.0
Parenting Support										
Excellent	52	16.8	2	3.6	5	20.0	3	33.3	2	6.7
Good	160	51.8	15	26.8	10	40.0	5	55.6	26	86.7
Average	56	18.1	14	25.0	10	40.0	1	11.1	2	6.7
Fair	33	10.7	25	44.6	0	0.0	0	0.0	0	0.0
Poor	8	2.6	0	0.0	0	0.0	0	0.0	0	0.0
Health Support										
Excellent	36	16.7	1	2.8	4	17.4	0	0.0	0	0.0
Good	114	52.8	20	55.6	13	56.5	0	0.0	14	87.5
Average	46	21.3	8	22.2	6	26.1	1	100.0	2	12.5
Fair	12	5.6	7	19.4	0	0.0	0	0.0	0	0.0
Poor	8	3.7	0	0.0	0	0.0	0	0.0	0	0.0
Early Care and Education Support										
Excellent	27	18.0	2	8.7	5	23.8	3	50.0	2	11.8
Good	60	40.0	7	30.4	7	33.3	2	33.3	14	82.4
Average	53	35.3	13	56.5	9	42.9	1	16.7	1	5.9
Fair	9	6.0	1	4.3	0	0.0	0	0.0	0	0.0
Poor	1	0.7	0	0.0	0	0.0	0	0.0	0	0.0
Q.16 Best aspects of program										
Staff	152	47.2		7.1	11	16.7	10	16.7	18	10.5
Standards, accreditation, etc.	196	60.9	22	14.3	10	15.2	21	35.0	27	15.8
Cultural component	87	27.0	8	5.2	8	12.1	6	10.0	14	8.2
Facilities	9	2.8	2	1.3	2	3.0	2	3.3	0	0.0
Collaboration with parents, community	63	19.6	10	6.5	9	13.6	2	3.3	4	2.3
Other	151	46.9	11	7.1	7	10.6	9	15.0	19	11.1

Notes:

- ◆ Agencies selected more than one area of service; some totals may reflect duplication among service categories.
- ◆ Agencies may also service more than one geographic area; some totals may reflect duplication among geographic locations.

TABLE 14
SERVICE PROVIDER SURVEY: QUALITY OF PROGRAMS
CITY AND COUNTY OF HONOLULU

	STATE		HONOLULU (KONA)		'EWA WAHIAWA		WAI'ANAЕ		WAIALUA		KO'OLAU LOA		KO'OLAU POKO	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Q. 7 Rate the quality of services in community														
Family Support														
Excellent	38	11.9	14	18.4	12	17.9	0	0.0	0	0.0	1	11.1	6	21.4
Good	185	58.2	51	67.1	35	52.2	10	58.8	6	75.0	7	77.8	19	67.9
Average	34	10.7	0	0.0	5	7.5	2	11.8	0	0.0	0	0.0	0	0.0
Fair	53	16.7	10	13.2	11	16.4	4	23.5	1	12.5	1	11.1	3	10.7
Poor	8	2.5	1	1.3	4	6.0	1	5.9	1	12.5	0	0.0	0	0.0
Parenting Support														
Excellent	52	16.8	17	23.9	11	18.6	1	5.9	0	0.0	0	0.0	11	37.9
Good	160	51.8	43	60.6	28	47.5	9	52.9	4	66.7	5	83.3	15	51.7
Average	56	18.1	8	11.3	12	20.3	4	23.5	1	16.7	1	16.7	3	10.3
Fair	33	10.7	2	2.8	4	6.8	2	11.8	0	0.0	0	0.0	0	0.0
Poor	8	2.6	1	1.4	4	6.8	1	5.9	1	16.7	0	0.0	0	0.0
Health Support														
Excellent	36	16.7	14	26.9	8	19.5	0	0.0	0	0.0	0	0.0	9	45.0
Good	114	52.8	27	51.9	14	34.1	5	50.0	3	60.0	5	83.3	8	40.0
Average	46	21.3	8	15.4	12	29.3	4	40.0	1	20.0	1	16.7	3	15.0
Fair	12	5.6	2	3.8	3	7.3	0	0.0	0	0.0	0	0.0	0	0.0
Poor	8	3.7	1	1.9	4	9.8	1	10.0	1	20.0	0	0.0	0	0.0
Early Care and Education Support														
Excellent	27	18.0	6	19.4	3	13.6	1	10.0	0	0.0	0	0.0	5	35.7
Good	60	40.0	15	48.4	3	13.6	3	30.0	1	50.0	2	66.7	6	42.9
Average	53	35.3	8	25.8	12	54.5	4	40.0	1	50.0	1	33.3	3	21.4
Fair	9	6.0	2	6.5	4	18.2	2	20.0	0	0.0	0	0.0	0	0.0
Poor	1	0.7	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Q.16 Best aspects of program														
Staff	152	47.2	18	9.3	23	10.4	22	27.2	8	29.6	14	45.2	17	16.0
Standards, accreditation, etc.	196	60.9	19	9.8	33	14.9	24	29.6	10	37.0	13	41.9	17	16.0
Cultural component	87	27.0	10	5.2	7	3.2	10	12.3	5	18.5	9	29.0	10	9.4
Facilities	9	2.8	0	0.0	3	1.4	0	0.0	0	0.0	0	0.0	0	0.0
Collaboration with parents, community	63	19.6	6	3.1	5	2.3	10	12.3	2	7.4	5	16.1	10	9.4
Other	151	46.9	20	10.3	25	11.3	16	19.8	11	40.7	10	32.3	23	21.7

Notes:

- ◆ Agencies selected more than one area of service; some totals may reflect duplication among service categories.
- ◆ Agencies may also service more than one geographic area; some totals may reflect duplication among geographic locations.