

# **OVERVIEW**

## **SERVICE PROVIDER SURVEY**

### **Background**

Once data on Native Hawaiian children and their families were obtained through literature searches, agency reports, and census information, the study required further information on the quality and types of services available to this population in communities throughout the State. Two surveys were designed to gather the additional information: a Consumer Survey and a Service Provider Survey. These instruments provided information on the perceptions of community representatives and service providers based on the four major influences on child development during the first five years of life: family, parenting, health, and early care and education. This section presents information relating to the Service Provider Survey.

### **Goal**

The goal of the Service Provider Survey was to gather information from community agencies about their programs and the services they provide to Native Hawaiian children and families.

### **Method**

Survey respondents were service providers working with Native Hawaiian children and families throughout the State. The State is divided into ten areas, as determined by Ho‘owaiwai Nā Kamali‘i:

- Two counties (Maui and Kaua‘i),
- Hawai‘i County-East,
- Hawai‘i County-West, and
- Six moku on O‘ahu—‘Ewa/Wahiawā, Honolulu (Kona), Ko‘olau Loa, Ko‘olau Poko, Waialua, and Wai‘anae.

Programs providing support in any of the four major influence areas of child development (family, parenting, health, and early care and education) were selected by the county and moku facilitators to complete the survey. A total of 224 surveys were received from the 10 moku and county areas.

Additional responses were acquired through another source. In 2002, the Hawai‘i Children’s Trust Fund (HCTF) conducted a needs assessment of family strengthening and child abuse and neglect prevention resources in 11 high school complex areas in the State. Many of the HCTF study questions were designed to correspond to the Ho‘owaiwai Nā Kamali‘i Service Provider Survey. A search of the HCTF database for agencies serving pregnant women and/or serving children ranging from birth to five years of age yielded 98 surveys from agencies *not* on the Ho‘owaiwai Nā Kamali‘i list. These surveys were included in the analysis. Surveys from the county and moku facilitators, along with the HCTF surveys, provided the project database with a total of 322 surveys.

### **Survey Form**

Besides program contact and service area information, the Service Provider survey consisted of 16 questions that centered on: clients served, staff qualifications and tenure, adequacy and accessibility of services, and quality of services. Moku and county facilitators collected the data for the surveys through mailings, faxes, or individual interviews. For the surveys selected from the HCTF study, some follow-up phone calls were required to gather information not included in the HCTF survey but necessary for the Ho‘owaiwai Nā Kamali‘i survey.

### **Caution**

Feedback from the Ho‘owaiwai Nā Kamali‘i facilitators and from phone calls to respondents yielded information that prompted the caution that care should be used in interpreting some of the item results. In questions 8 and 9, relating to Hawaiians with special needs and receiving financial subsidies, some respondents provided percentages based on total agency clientele, rather than on percentages of the specified subgroup. Similarly, on question 11, regarding agencies’ ability to serve more individuals with present resources, many respondents indicated they could serve more clients, then proceeded to explain that they needed more resources or changed resources to accommodate all of the potential clients. As it is impossible to determine the extent or direction of any misinterpretation of the questions, *all* of the responses to *all* of the survey questions are presented in the tables in this section, along with this caution. The itemization of additional resources needed by agencies is valuable information and, for that reason, *all* of these responses are also presented with this caution.

The results of the Service Provider Survey are presented for the State and the ten county/moku areas in tables as listed below:

- Categories of service
- Clients served
  - o How many?
  - o Age categories
  - o Percent Hawaiian
  - o Percent with special needs, with detail about the needs identified
  - o Percent receiving subsidies
- Staff qualifications and tenure

## **RESULTS OF SERVICE PROVIDER SURVEY STATE OF HAWAII**

### **Categories of Service**

There were 322 agencies in the State that were surveyed. Most of the agencies indicated that they provide multiple services, rather than services confined to only one area of family, parenting, health, or early care and education. Most (79.5%) provide early care and education services, over half support parenting and family resource needs (58.1% and 51.2%, respectively), while fewer than half (46.6%) deal with health care. Of those who indicated they provide “Other” services, most mentioned offering cultural supports. Less than one-third of the agencies surveyed provide only a single area of service, and these are overwhelmingly in the area of early care and education.

### **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 82.4% of the agencies. Of all children served, an average of 16% is identified as having special needs, and 24% 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 72.6% of those providing family support, 71.4% offering parenting support, 77.3% in health care, and 68% providing early care and education indicating service availability is “adequate” (“very” plus “somewhat”). A waiting list is kept by 50.3% of the agencies, and there is an average of 19.3 individuals on the wait list. The top two resources needed by agencies to accommodate all potential clients are more staff (33.5%) and better facilities (31.4%). On the other hand, 46.9% 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 21.1% of those who could serve more clients).

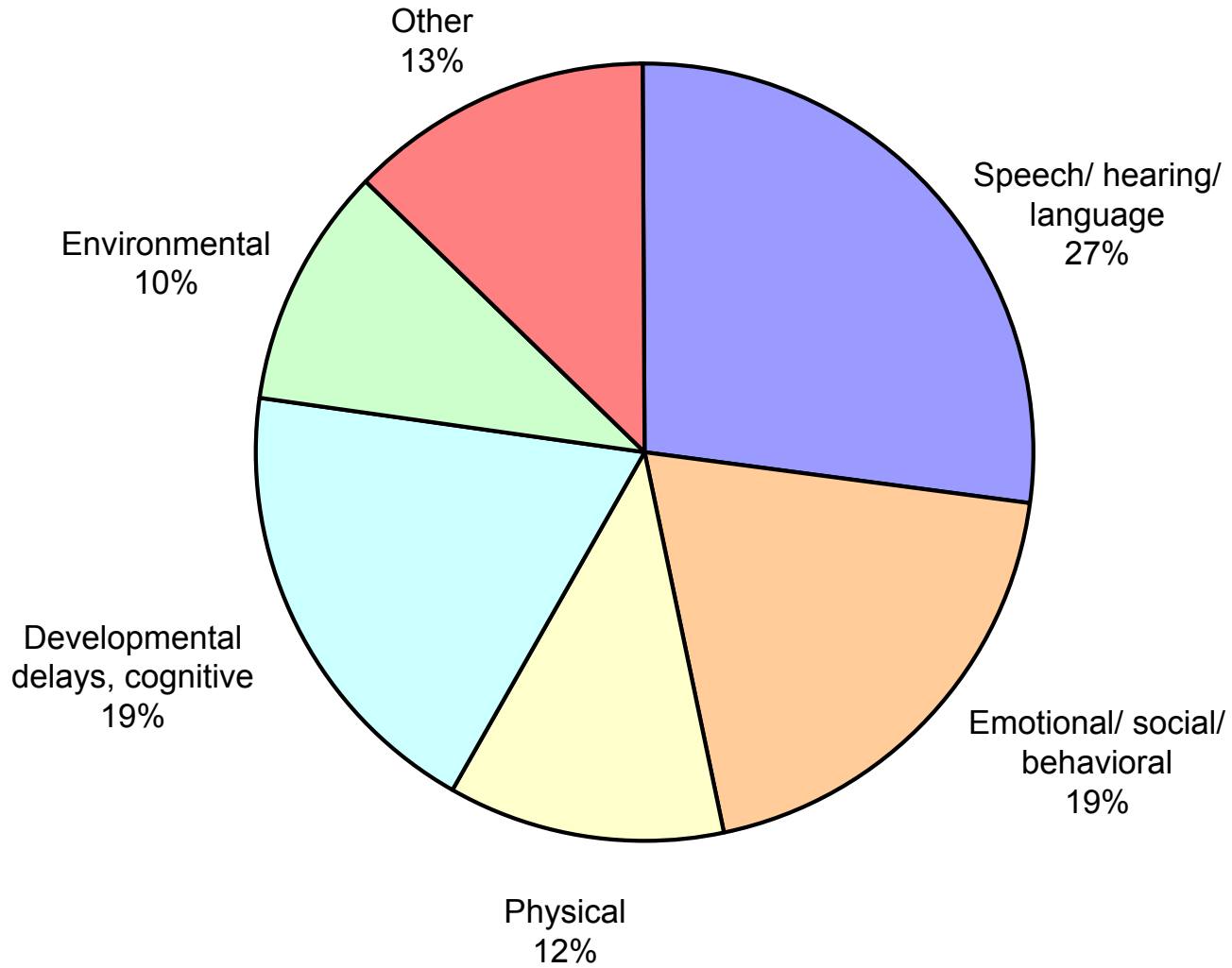
## **Quality of Services**

The expertise and experience of staff are important indicators of the quality of services available in a community. Of the 3,223 staff members employed by the responding agencies, over 55% have some college training: A.A. degree (16.1%); B.A. (26.4%); M.A. or higher (16.7%). 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 66.6% of the responding agencies. This varied by the services provided, with 70.1% of those providing family support, 68.6% offering parenting support, 69.5% in health care, and 58.0% focused on early care and education rating the services as “excellent” or “good”. The agencies reported that the two best aspects of their programs are meeting standards and accreditation (60.9%) and their highly qualified, caring staff (47.2%).

Figure 1

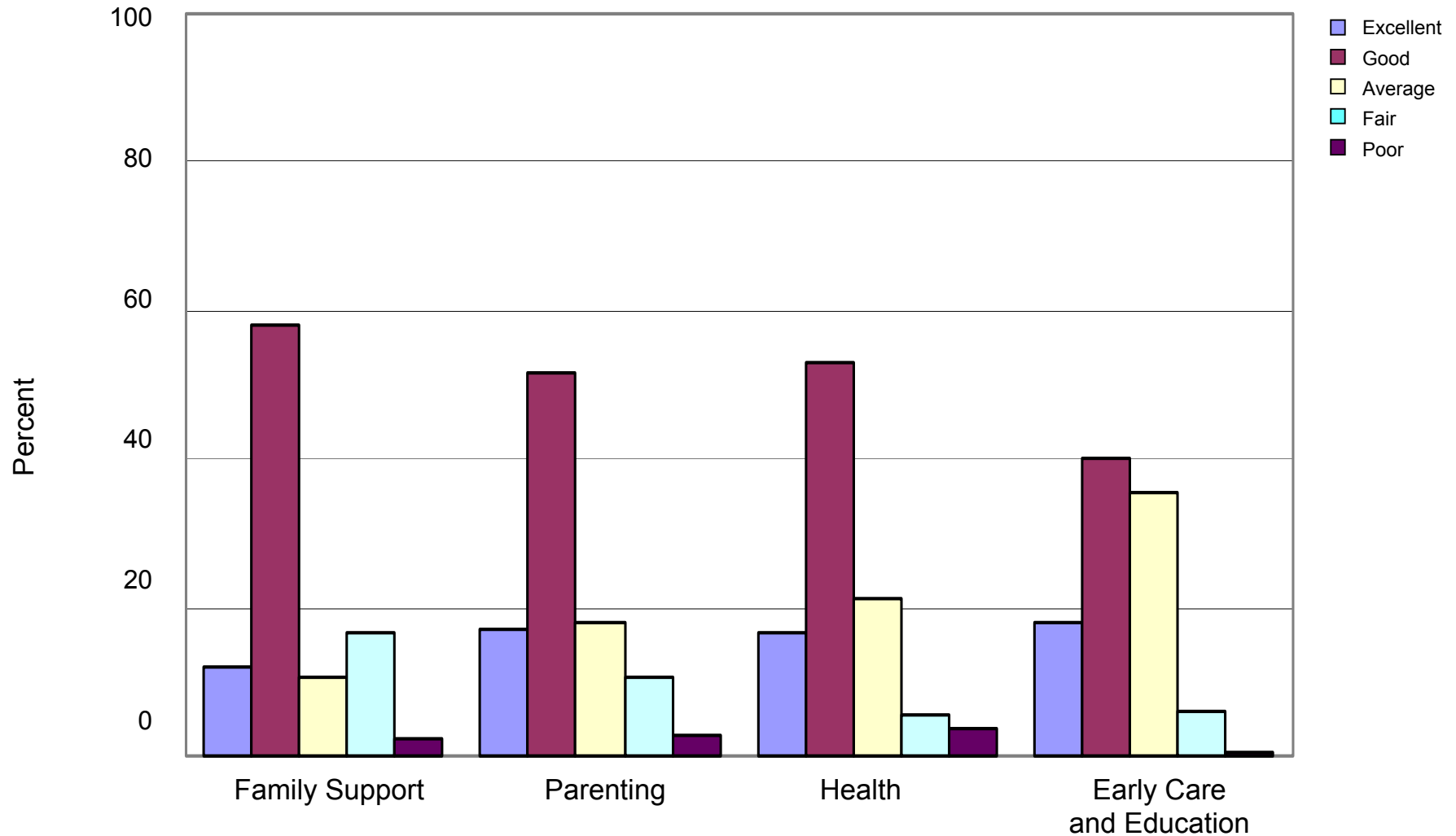
**PROVIDERS' IDENTIFICATION OF SPECIAL NEEDS BEING SERVED\*  
STATE**



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

Figure 2

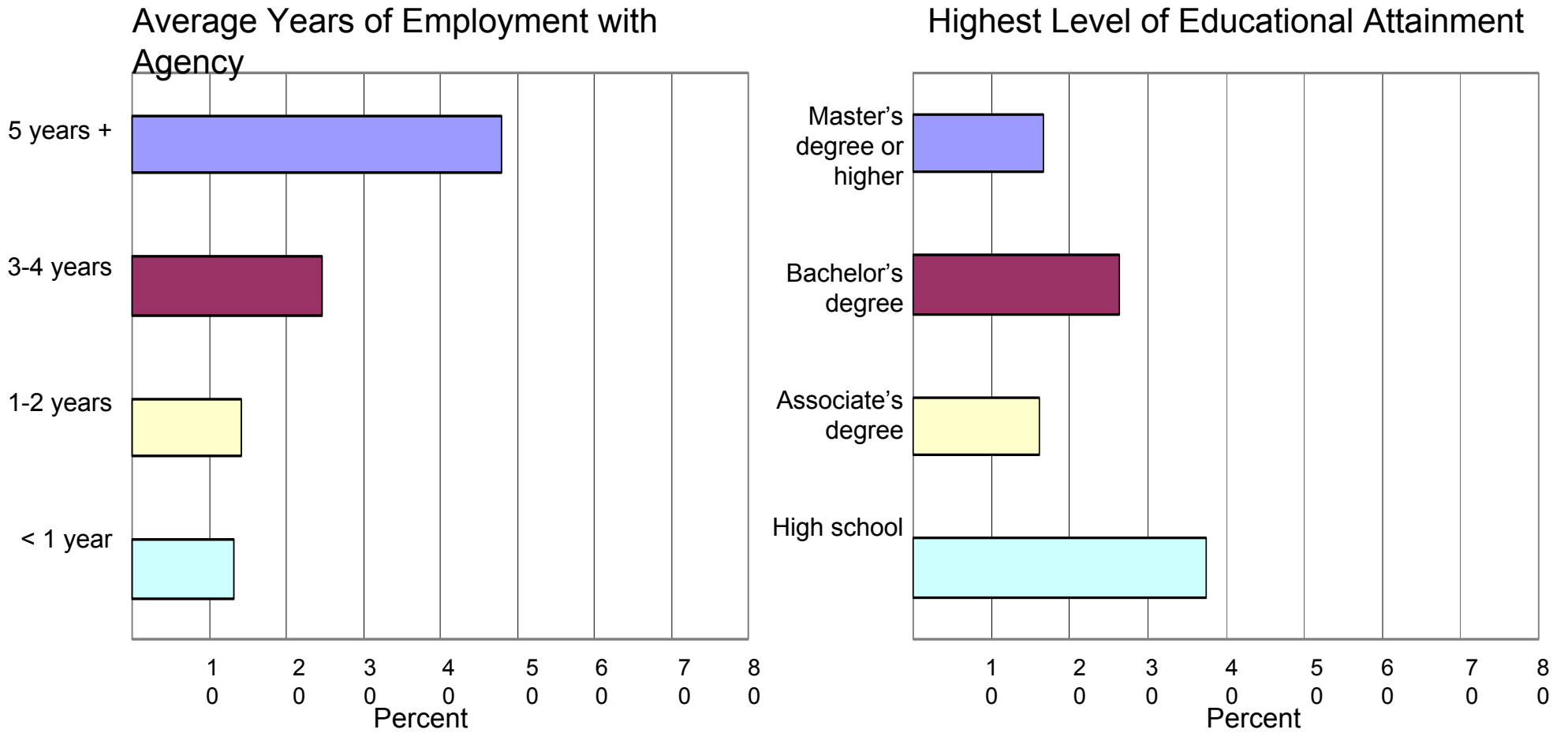
### RATINGS OF SERVICE QUALITY BY TYPE OF SERVICE\* STATE



\*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 3**

**STAFF TENURE AND QUALIFICATIONS\*  
STATE**



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

## **RESULTS OF SERVICE PROVIDER SURVEY CITY AND COUNTY OF HONOLULU: ‘EWA /WAHIAWA MOKU**

### **Categories of Service**

There were 222 agencies serving the ‘Ewa/Wahiawa moku that were surveyed. Most 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 (57.2%) provide early care and education services, over half support family resource needs and parenting (54.5% and 54.1%, respectively), while fewer than half (37.4%) 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 16% of all persons participating in agency programs are Hawaiian. Children 3 years and older are the primary clients of 81.7% of the agencies. Of all children served, an average of 17% is identified as having special needs, and 11% 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 by the type of services, with 79.7% of those providing family support, 83.9% offering parenting support, 80% in health care, and 71.8% providing early care and education indicating service availability is “adequate” (“very” plus “somewhat”). A waiting list is kept by 34.2% of the agencies, and there is an average of 14.8 individuals on the wait list. The primary resource needed by agencies to accommodate all potential clients is more and/or better facilities (8.6%). On the other hand, 42.3% 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 24.8% of those who could serve more clients).

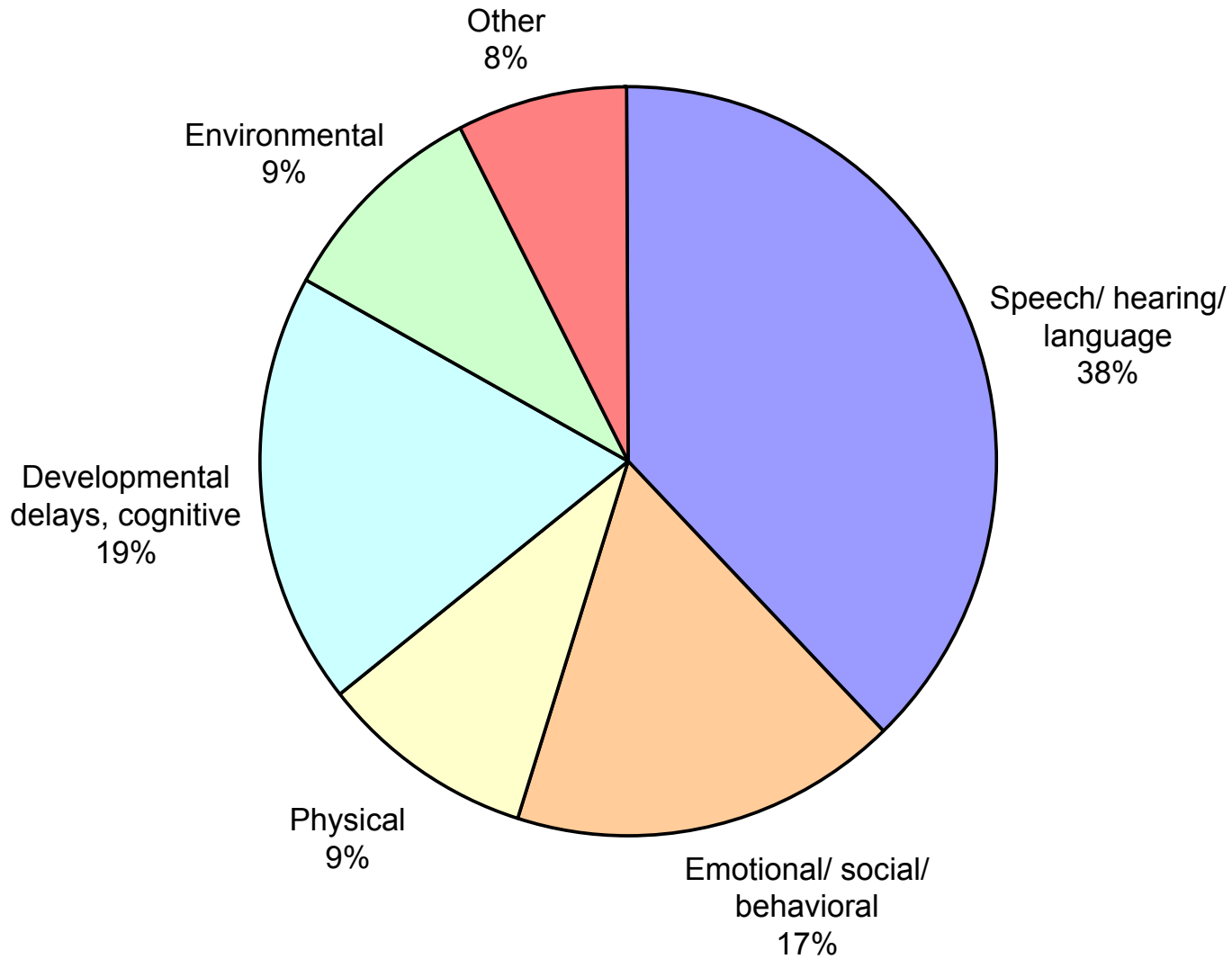
## **Quality of Services**

The expertise and experience of staff are important indicators of the quality of services available in a community. Of the 410 staff members employed by the responding agencies, over 60% have some college training: A.A. degree (21.8%); B.A. (20.8%); M.A. or higher (17.9%). The majority of staff working at these agencies (80.5%) has over 3 years tenure, with the largest group (45.8%) 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 54.3% of the responding agencies. This varied by the services provided, with 70.1% of those providing family support, 66.1% offering parenting support, 53.7% in health care, and only 27.3% focused on early care and education rating the services as “excellent” or “good”. Negative evaluations were recorded by 17.8% of the agencies, again varying by type of services: family support (22.4%), parenting services (13.6%), health care (17.1%) and early care and education (18.2%). The agencies reported that the two best aspects of their programs are meeting standards and accreditation (14.9%) and their highly qualified, caring staff (10.4%).

**Figure 4**

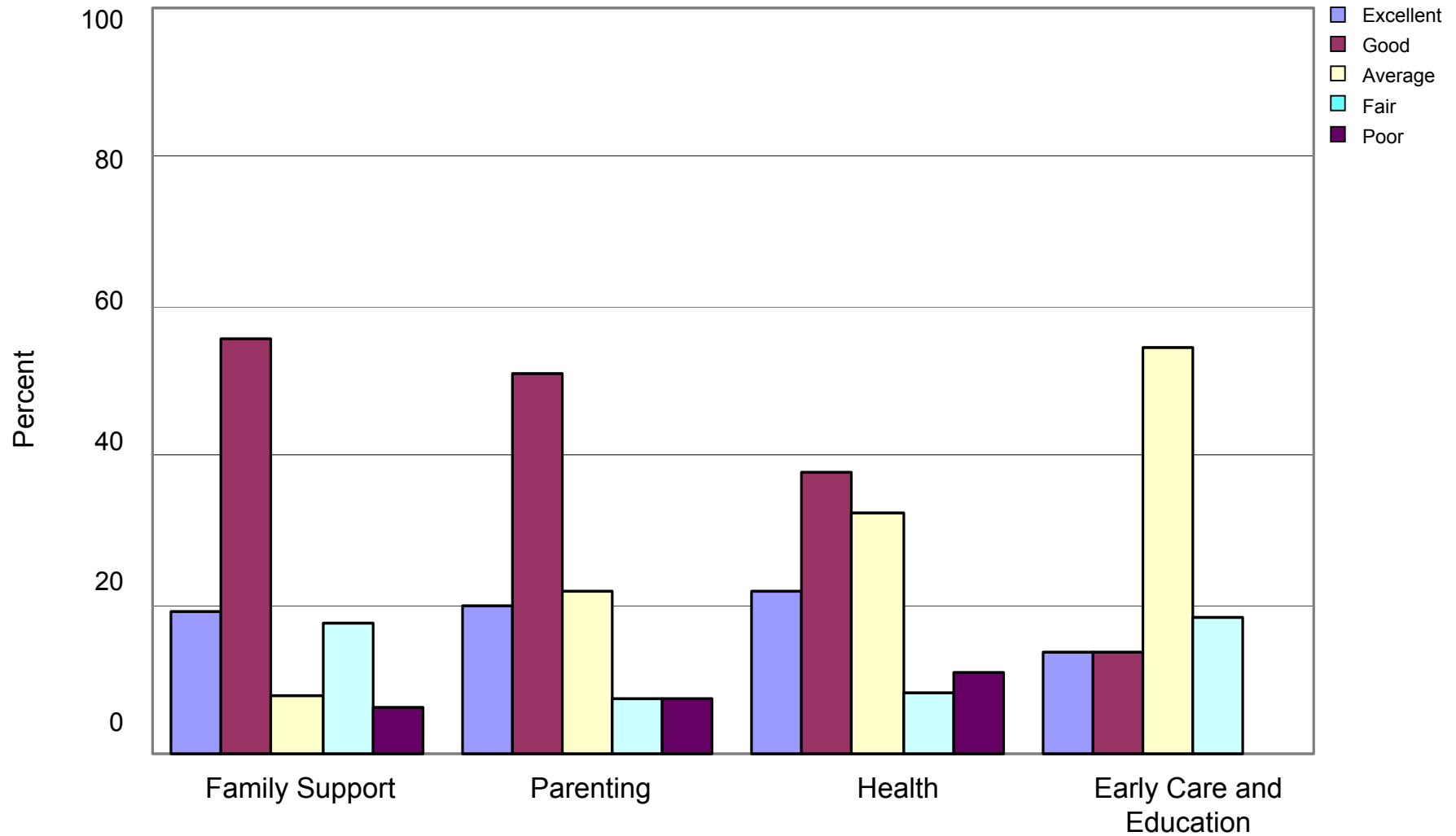
**PROVIDERS' IDENTIFICATION OF SPECIAL NEEDS BEING SERVED\*  
CITY AND COUNTY OF HONOLULU: 'EWA/ WAHIAWA MOKU**



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

Figure 5

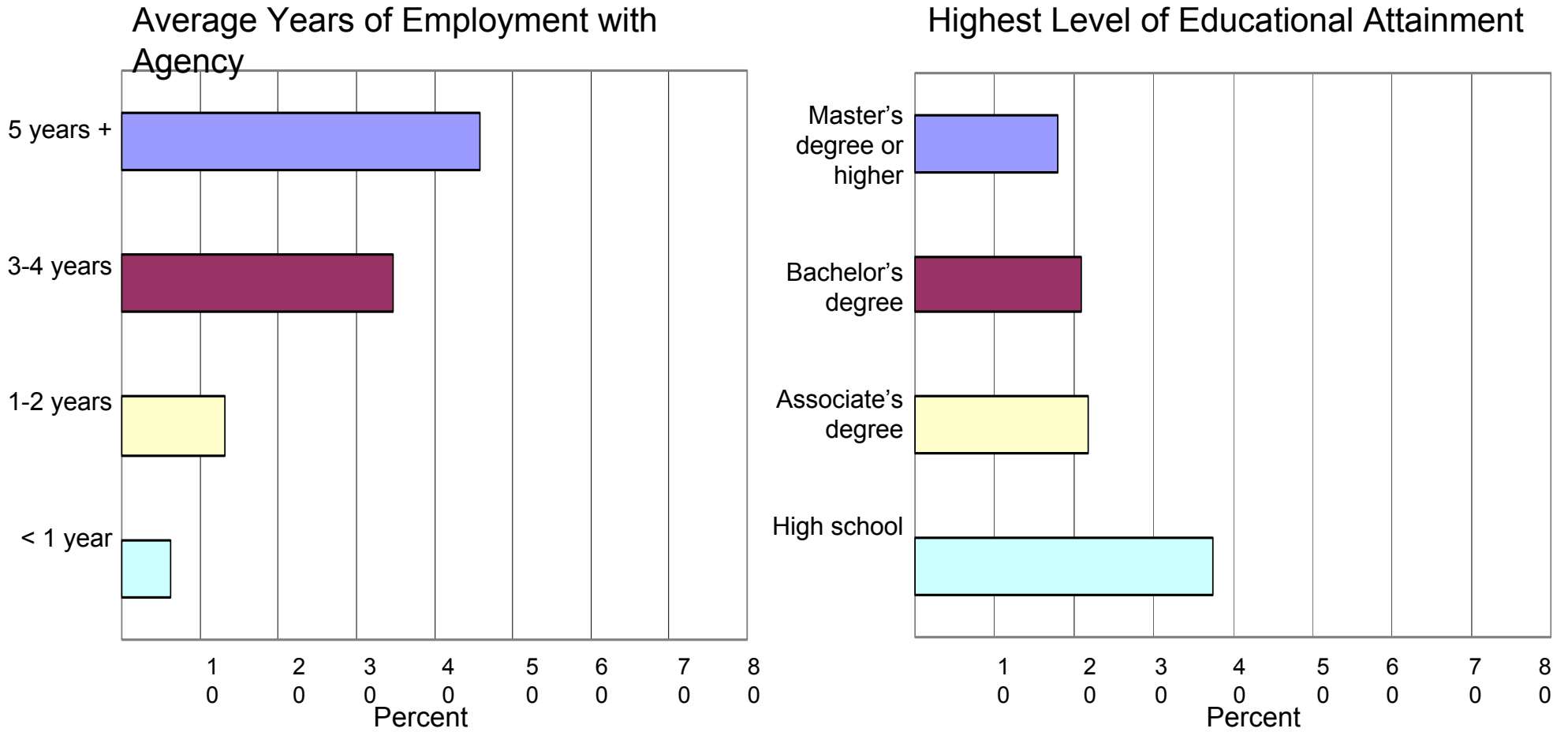
**RATINGS OF SERVICE QUALITY BY TYPE OF SERVICE\***  
**CITY AND COUNTY OF HONOLULU: 'EWA/WAHIWA MOKU**



\*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 6

**STAFF EXPERIENCE AND QUALIFICATIONS  
CITY AND COUNTY OF HONOLULU: 'EWA/ WAHIAWA MOKU**



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

## **RESULTS OF SERVICE PROVIDER SURVEY CITY AND COUNTY OF HONOLULU: HONOLULU (KONA) MOKU**

### **Categories of Service**

There were 194 agencies serving the Honolulu (Kona) moku that were surveyed. Most 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 (64.9%) provide parenting supports, over half (60.3%) provide family support services, while fewer than half deal with health care and early care and education (45.4% and 44.8%, respectively). 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 17% of all persons participating in agency programs are Hawaiian. Children 3 years and older are the primary clients of 84.2% of the agencies. Of all children served, an average of 18% is identified as having special needs, and 15% 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 80% of the agencies. This rating varied by the type of services, with 90.4% of those providing family support, 87.3% offering parenting support, 93% in health care, but only 70.3% providing early care and education indicating service availability is “adequate” (“very” plus “somewhat”). A waiting list is kept by 34.5% of the agencies, and there is an average of 49.3 individuals on the wait list. The primary resource needed to accommodate all potential clients is more staff (cited by 8.2% of the agencies). On the other hand, 40.2% 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 24.2% of those who could serve more clients).

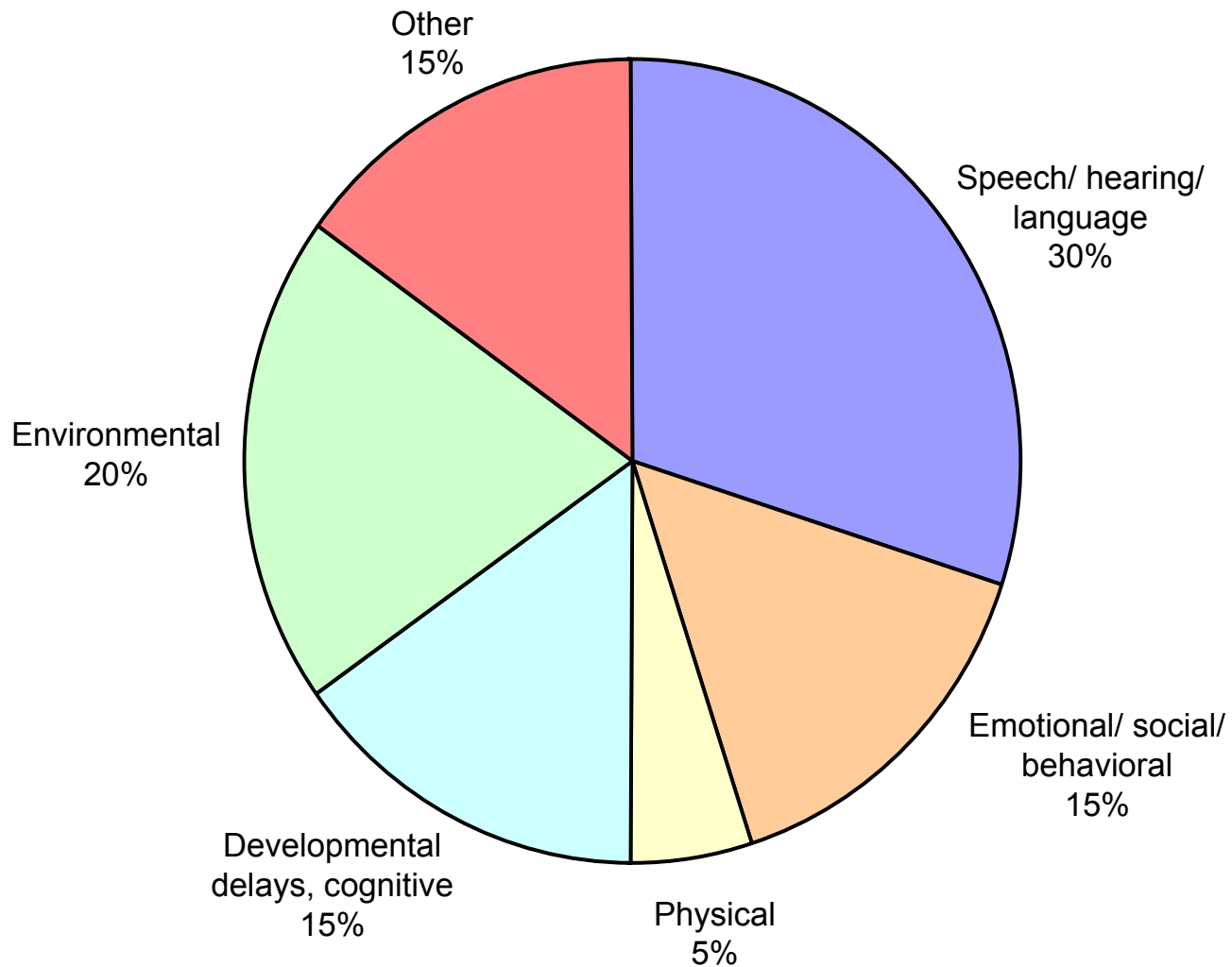
## Quality of Services

The expertise and experience of staff are important indicators of the quality of services available in a community. Of the 807 staff members employed by the responding agencies, over 60% have some college training: A.A. degree (17.6%); B.A. (24.4%); M.A. or higher (18.9%). The majority of staff working at these agencies (68.5%) have over 3 years tenure, with the largest group (55.2%) 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 79.1% of the responding agencies. This varied by the services provided, with 85.5% of those providing family support, 84.5% offering parenting support, 78.8% in health care, and 67.7% focused on early care and education rating the services as “excellent” or “good”. Family support services received the largest number of negative ratings (14.5% “fair” or “poor” ratings), while the other three areas received less than 7% of these ratings. The agencies reported that the two best aspects of their programs are meeting standards and accreditation (9.8%) and their highly qualified, caring staff (9.3%).

**Figure 7**

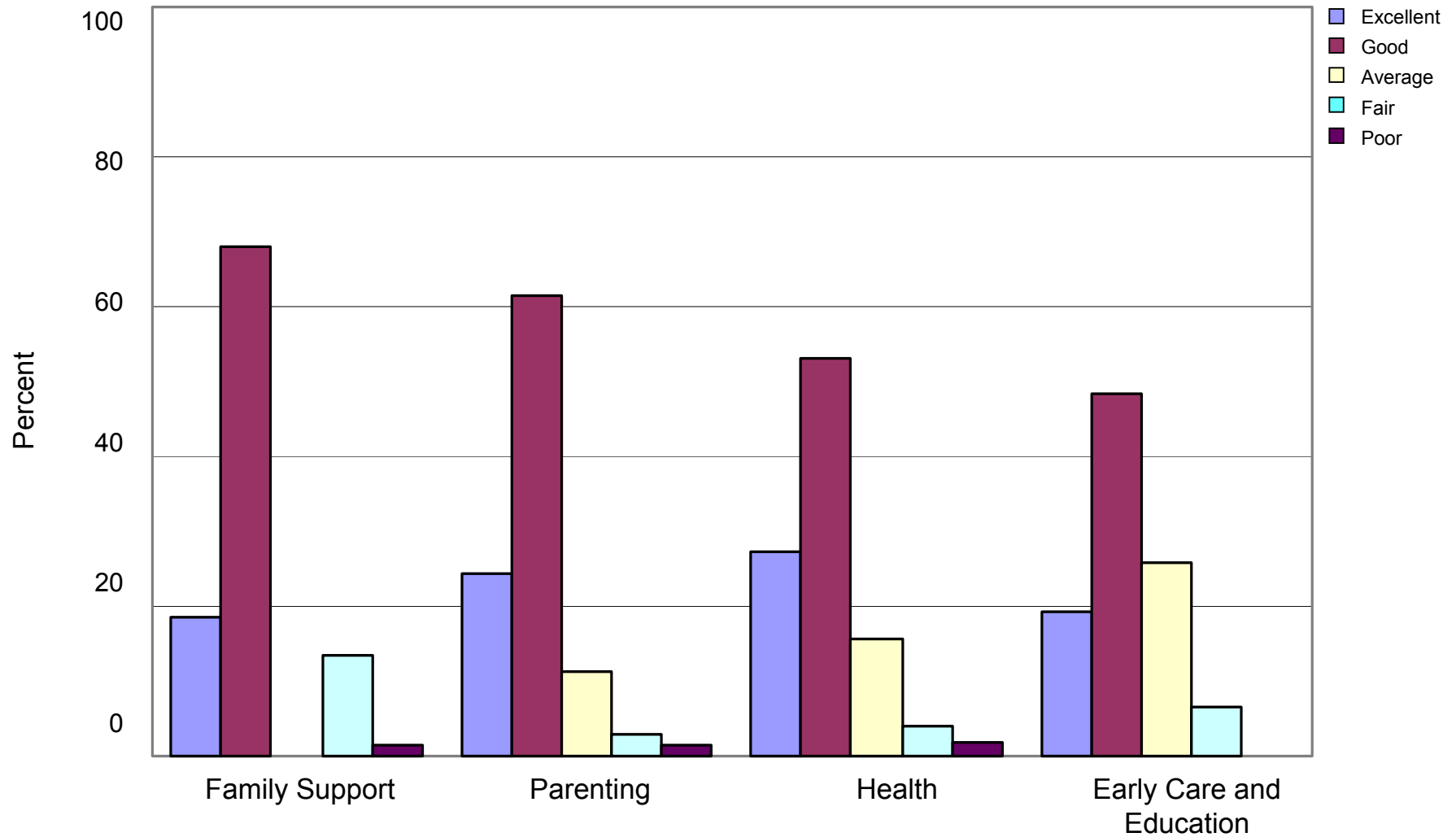
**PROVIDERS' IDENTIFICATION OF SPECIAL NEEDS BEING SERVED\*  
CITY AND COUNTY OF HONOLULU: HONOLULU (KONA) MOKU**



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

Figure 8

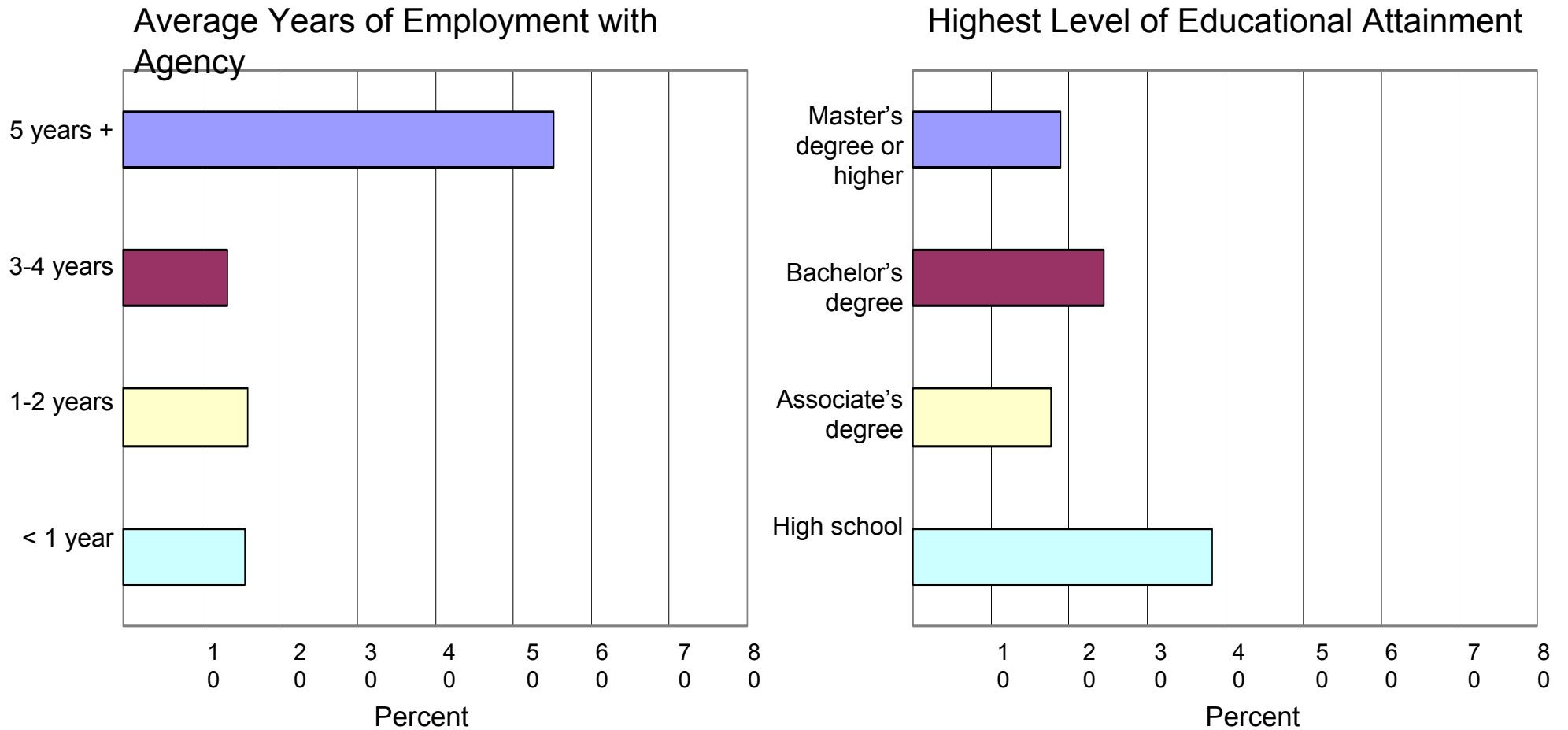
**RATINGS OF SERVICE QUALITY BY TYPE OF SERVICE\***  
**CITY AND COUNTY OF HONOLULU: HONOLULU (KONA) MOKU**



\*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 9

**STAFF EXPERIENCE AND QUALIFICATIONS**  
**CITY AND COUNTY OF HONOLULU: HONOLULU (KONA) MOKU**



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

## **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.

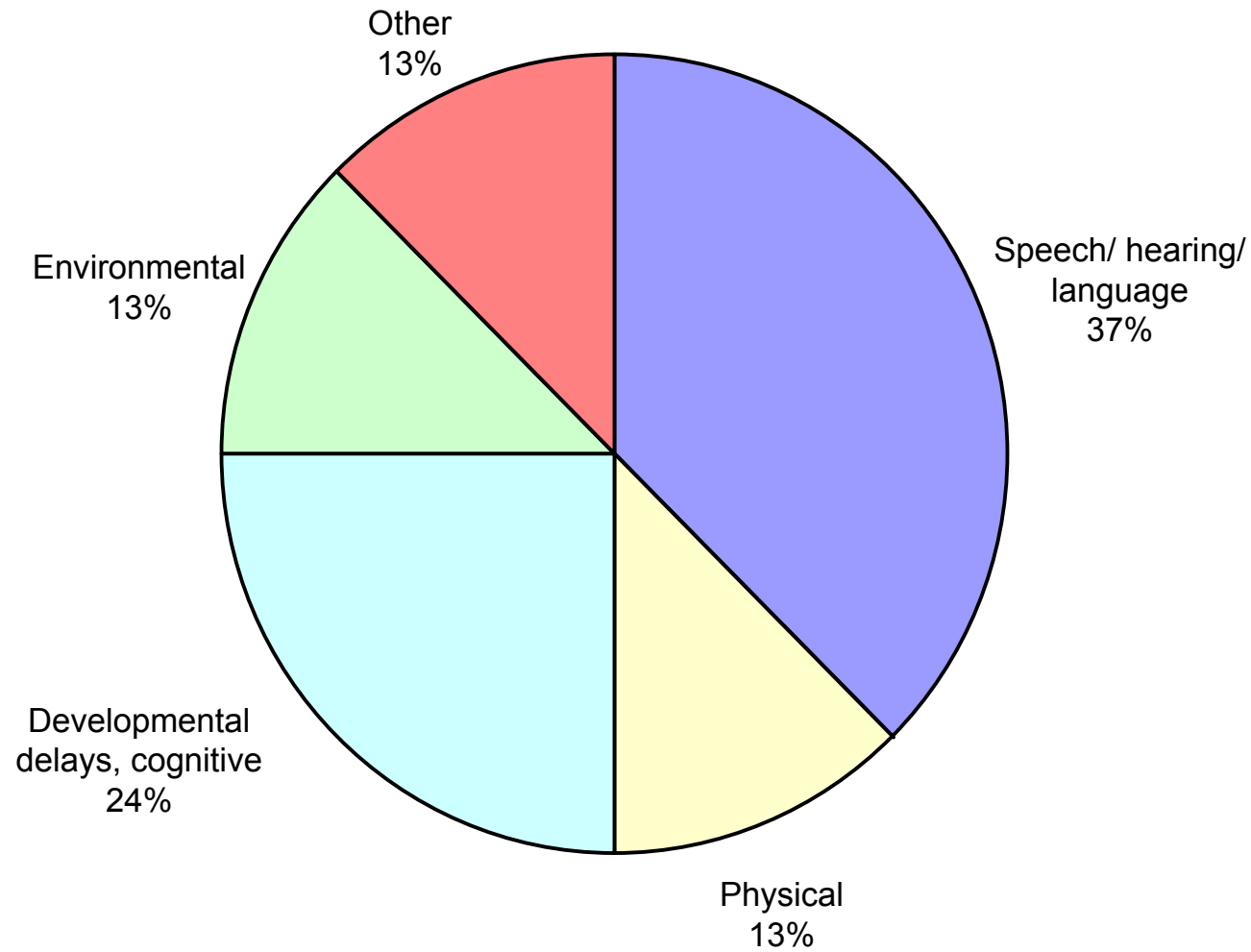
### **Quality of Services**

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

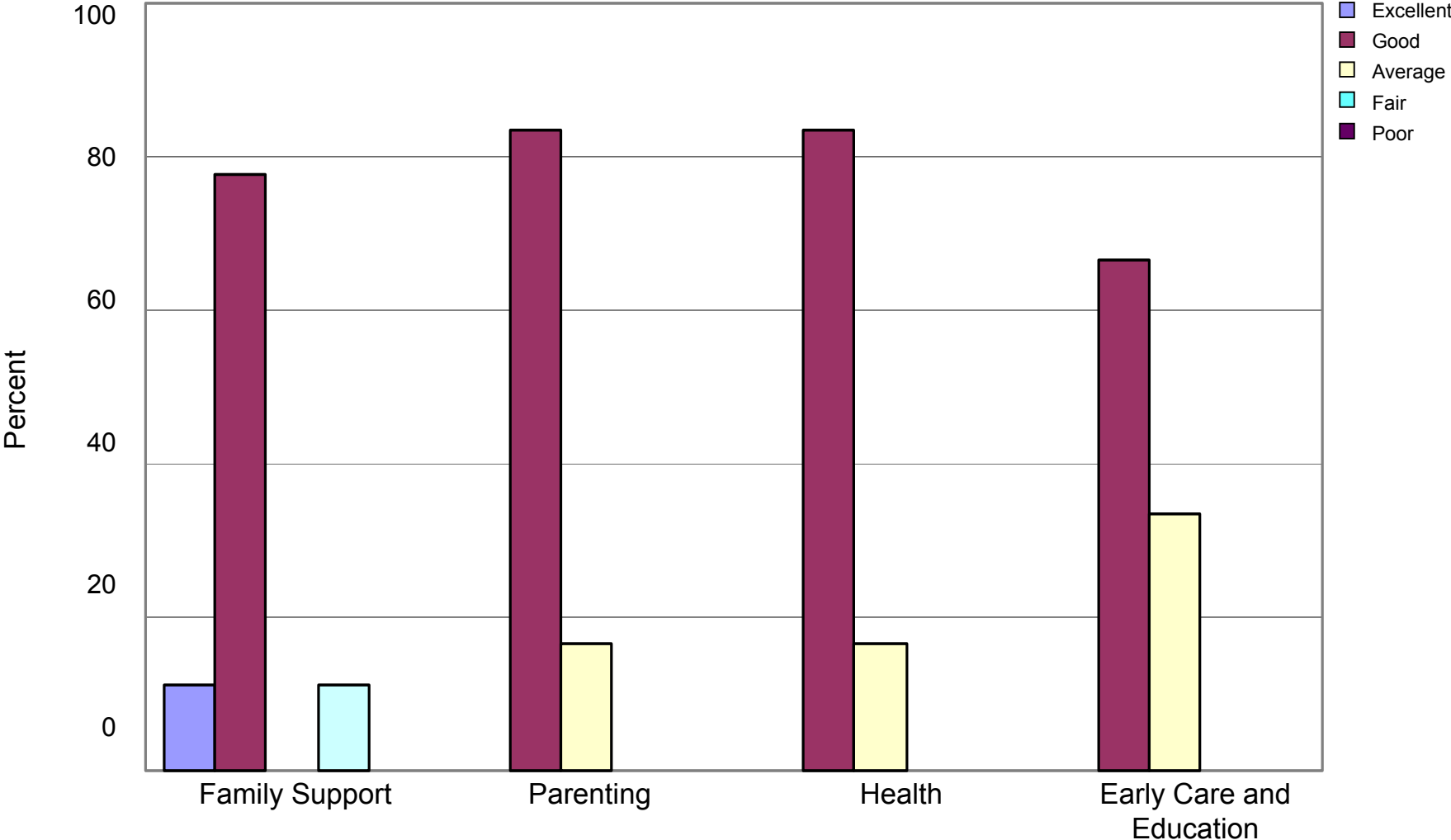
**PROVIDERS' IDENTIFICATION OF SPECIAL NEEDS BEING SERVED\*  
CITY AND COUNTY OF HONOLULU: KO'OLAU LOA MOKU**



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

Figure 11

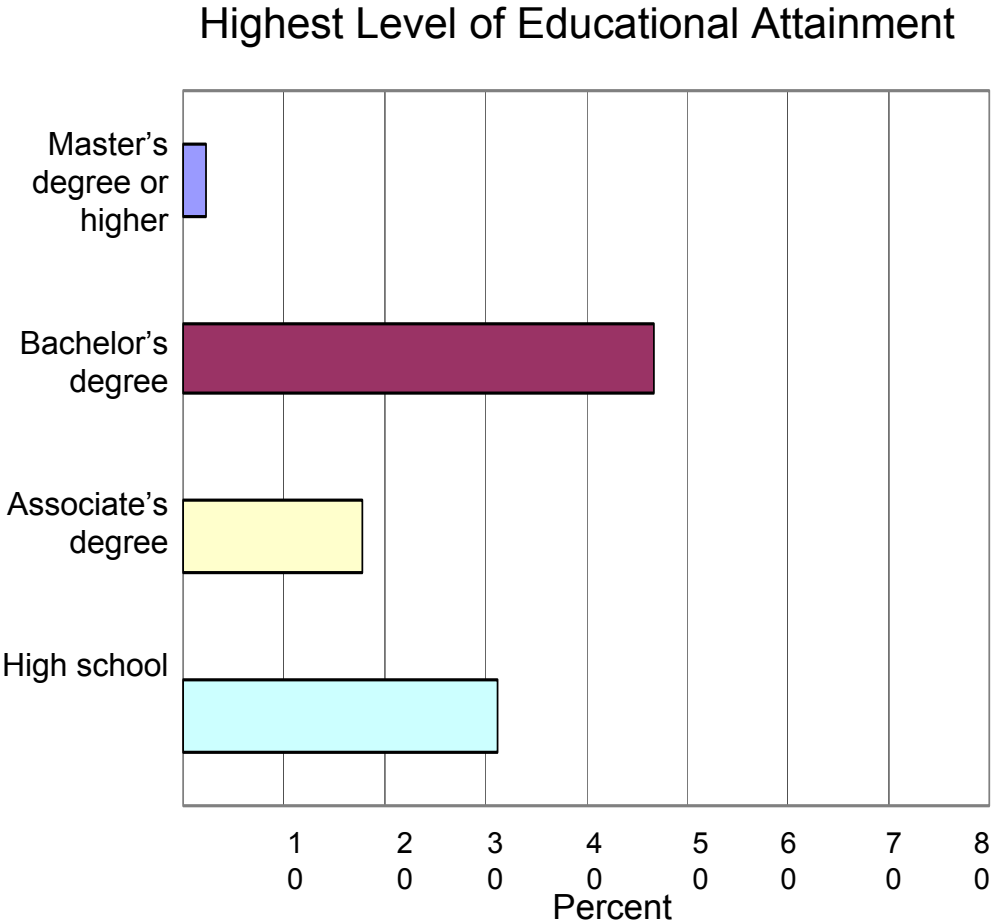
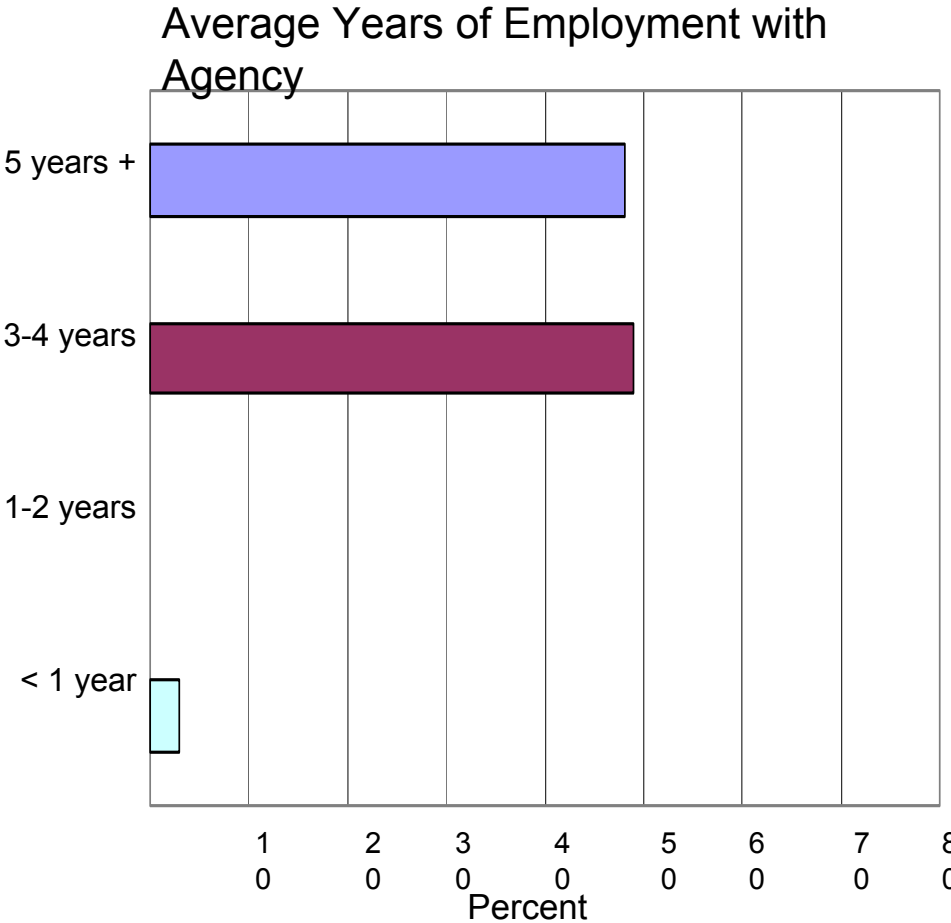
**RATINGS OF SERVICE QUALITY BY TYPE OF SERVICE\***  
**CITY AND COUNTY OF HONOLULU: KO‘OLAU LOA MOKU**



\*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.

## **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).

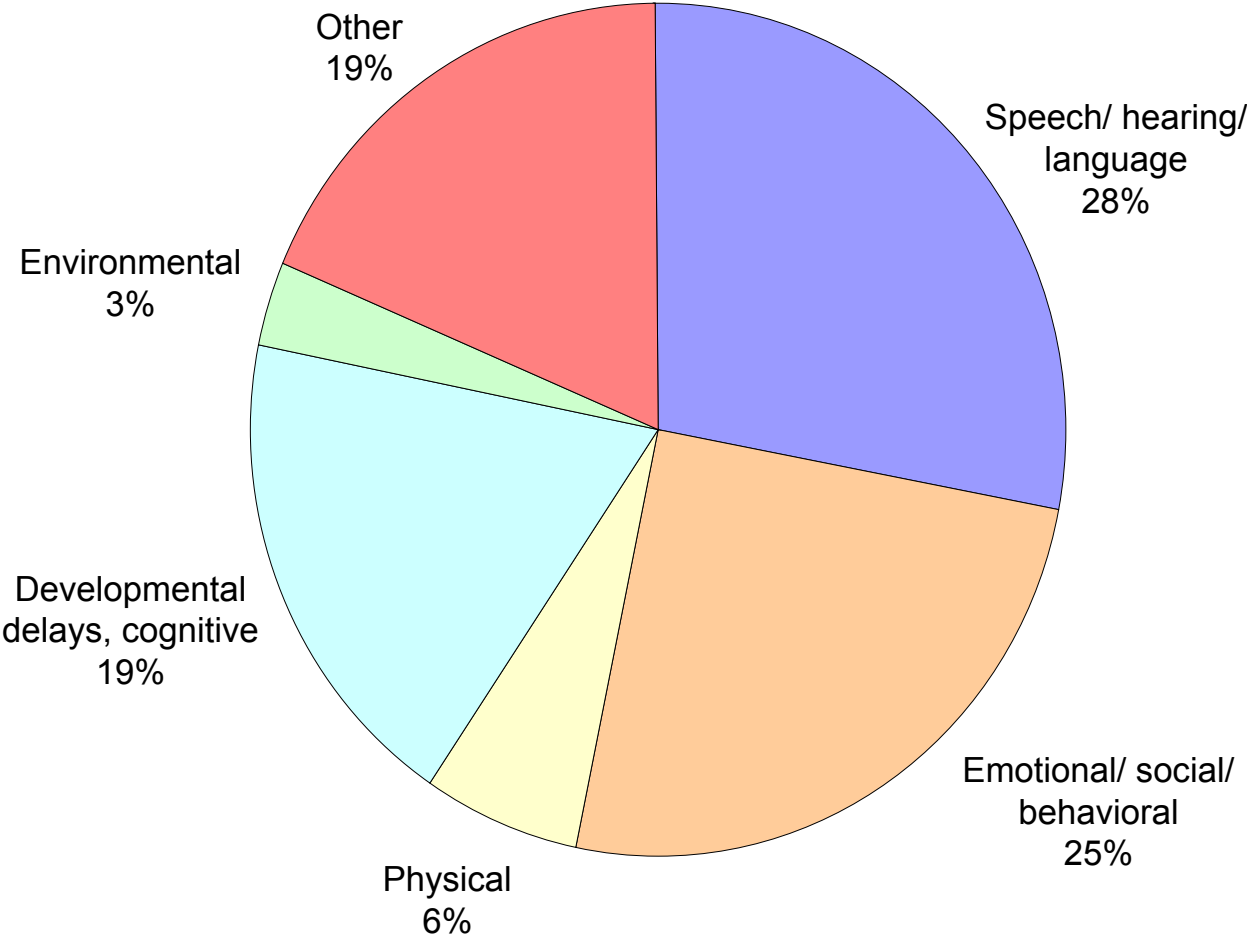
## **Quality of Services**

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**

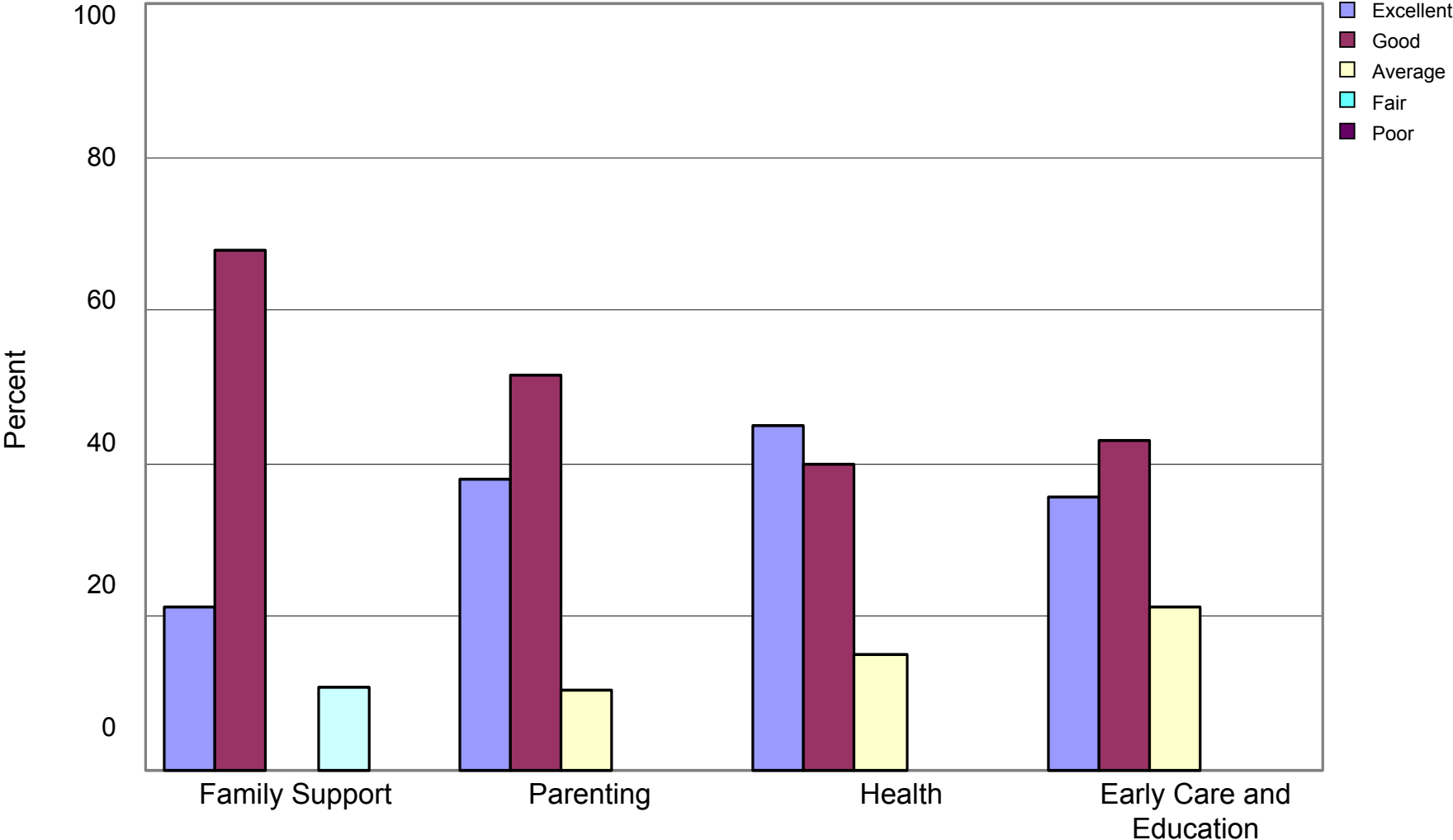
**PROVIDERS' IDENTIFICATION OF SPECIAL NEEDS BEING SERVED\*  
CITY AND COUNTY OF HONOLULU: KO'OLAU POKO MOKU**



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

Figure 14

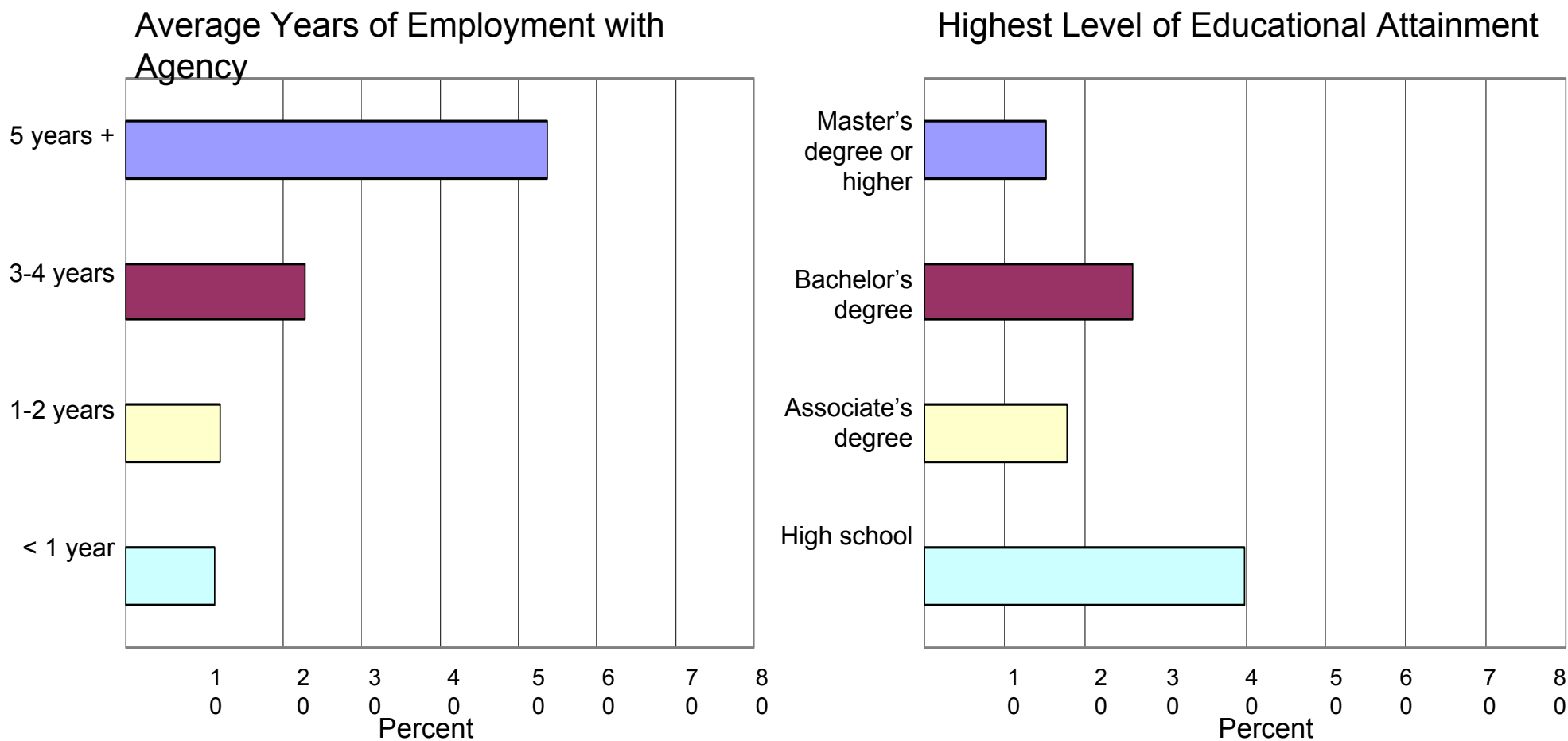
**RATINGS OF SERVICE QUALITY BY TYPE OF SERVICE\***  
**CITY AND COUNTY OF HONOLULU: KO‘OLAU POKO MOKU**



\*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.

## **RESULTS OF SERVICE PROVIDER SURVEY CITY AND COUNTY OF HONOLULU: WAIALUA MOKU**

### **Categories of Service**

There were 27 agencies serving the Waialua moku that were surveyed. Most of the agencies indicated that they provide multiple services, rather than confine services to only one area of family, parenting, health, or early care and education. Parenting support services are provided by most (51.9%), followed by family support and early care and education (48.1% each), while 44.4% 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 27% of all persons participating in agency programs are Hawaiian. Children 3 years and older are the primary clients of 80.2% of the agencies. Of all children served, an average of 16% is identified as having special needs, and 20% 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 two-thirds of the agencies. This rating varied by the type of services, with 66.7% of those providing family support, 62.5% offering parenting support, 83.3% in health care, and 63.6% providing early care and education indicating service availability is “adequate” (“very” plus “somewhat”). A waiting list is kept by 40.7% of the agencies, and there is an average of 14.7 individuals on the wait list. The resources needed to accommodate all potential clients are more and/or better facilities (cited by 29.6% of the agencies) and more staff and funds (25.9% each). On the other hand, 55.6% 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 29.6% of those who could serve more clients). Waialua is one of two moku on Oahu where transportation was cited as a barrier to increased participation (reported by 22.2% of the respondents).

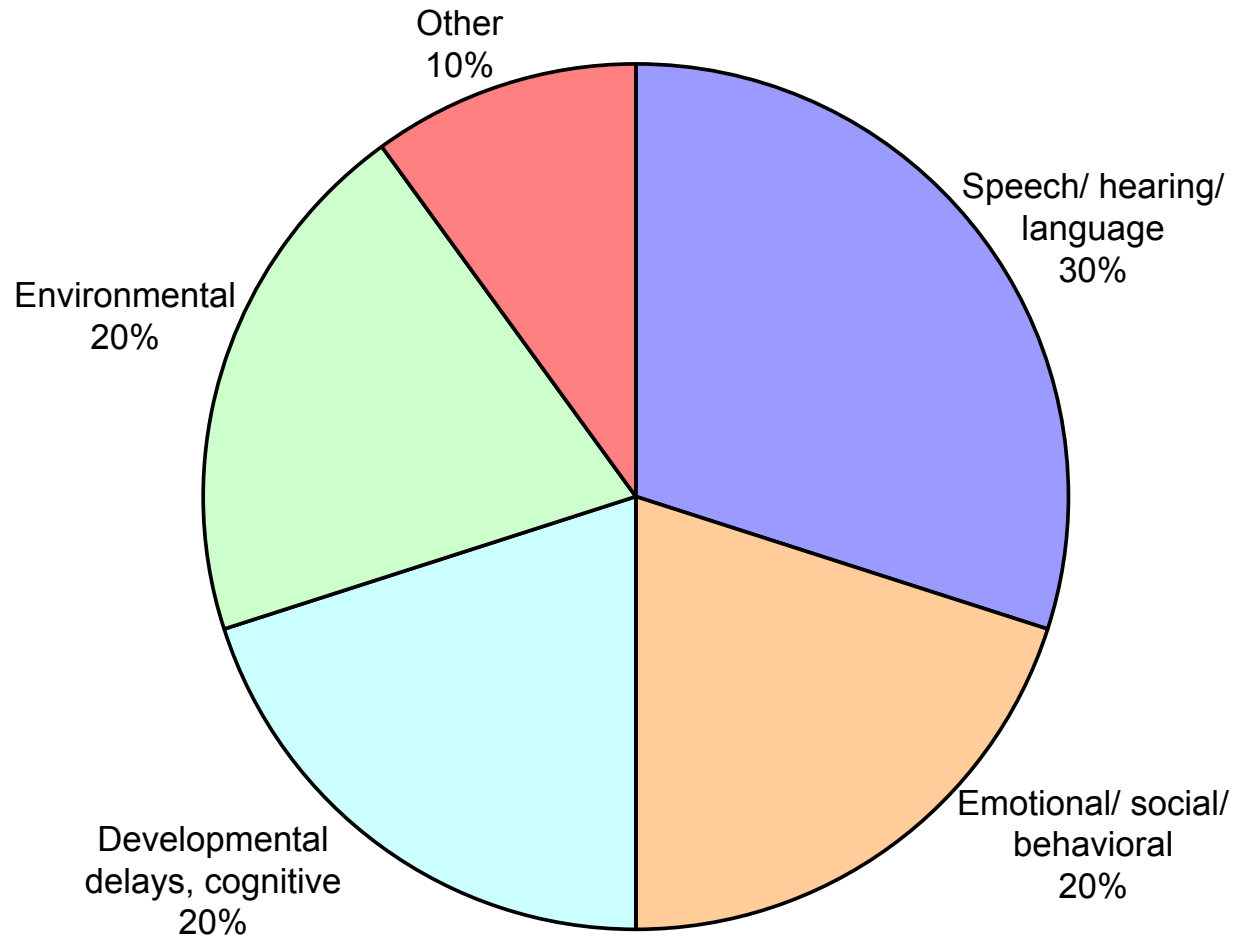
## **Quality of Services**

The expertise and experience of staff are important indicators of the quality of services available in a community. Of the 14 staff members employed by the responding agencies, over 70% have some college training: A.A. degree (21.4%); B.A. (50%); but none with M.A. or higher. One half of the staff working at these agencies has over 3 years tenure, with the largest group (42.9%) 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 62.9% of the responding agencies. This varied by the services provided, with 75% of those providing family support, 66.7% offering parenting support, 60% in health care, and 50% focused on early care and education rating the services as “excellent” or “good”. The most negative evaluations were recorded for family support services (25% of the ratings were “fair” or “poor”). The agencies reported that the two best aspects of their programs are meeting standards and accreditation (37%) and their highly qualified, caring staff (29.6%).

Figure 16

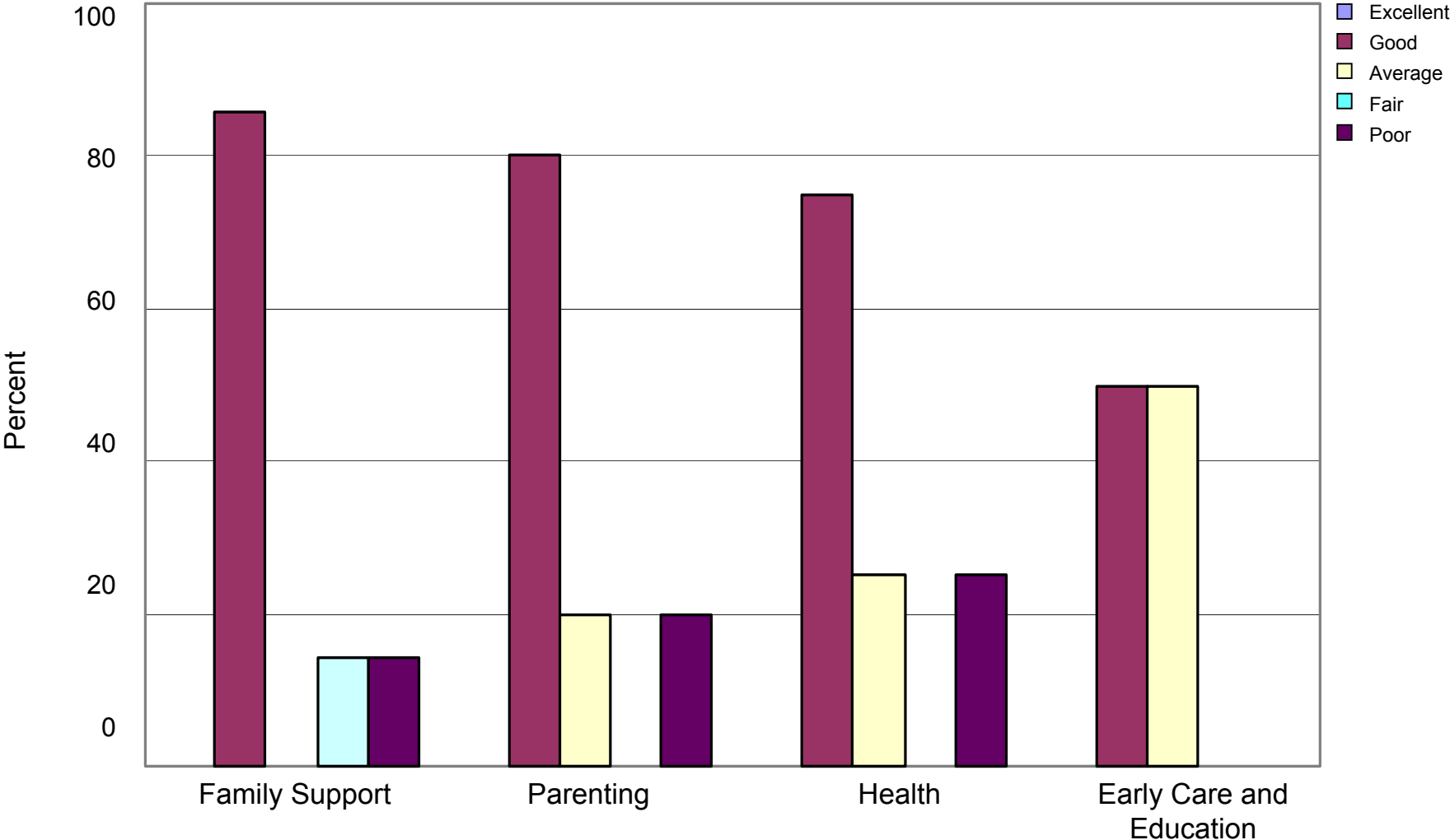
**PROVIDERS' IDENTIFICATION OF SPECIAL NEEDS BEING SERVED\*  
CITY AND COUNTY OF HONOLULU: WAIALUA MOKU**



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

Figure 17

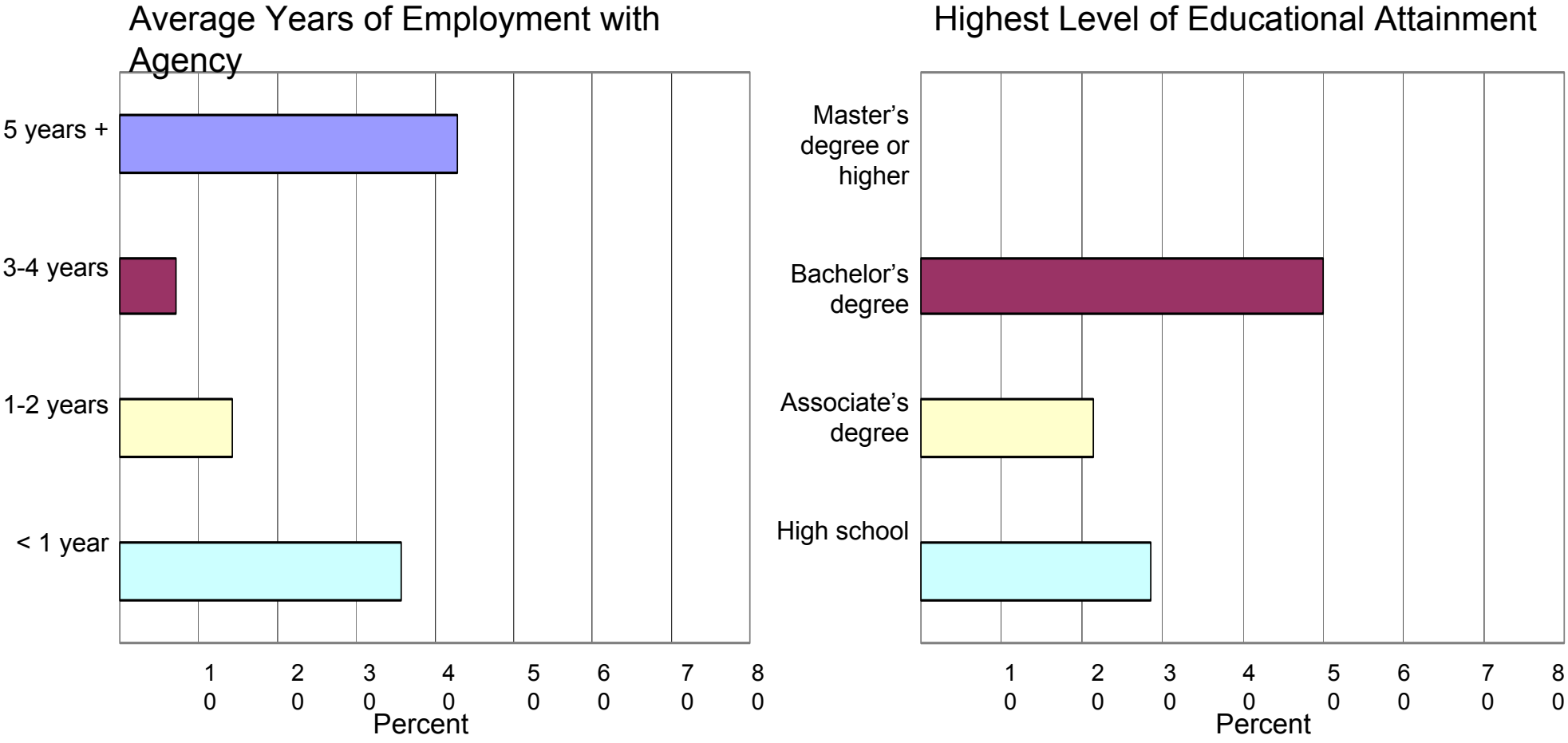
**RATINGS OF SERVICE QUALITY BY TYPE OF SERVICE\***  
**CITY AND COUNTY OF HONOLULU: WAIALUA MOKU**



\*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 18

**STAFF EXPERIENCE AND QUALIFICATIONS  
CITY AND COUNTY OF HONOLULU: WAIALUA MOKU**



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

## **RESULTS OF SERVICE PROVIDER SURVEY CITY AND COUNTY OF HONOLULU: WAI‘ANAE MOKU**

### **Categories of service**

There were 81 agencies serving the Wai‘anae moku that were surveyed. Many 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 (64.2%) provide parenting support, over half provide early care and education and family support services (63% and 60.5%, respectively), while fewer than half (48.1%) 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 43% of all persons participating in agency programs are Hawaiian. Children 3 years and older are the primary clients of 78.6% of the agencies. Of all children served, an average of 19% 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 more than 55% of the agencies. This rating varied by the type of services, with 57.6% of those providing family support, 57.6% offering parenting support, 51.9% in health care, and 53.8% providing early care and education indicating service availability is “adequate” (“very” plus “somewhat”). A waiting list is kept by 34.6% of the agencies, and there is an average of 12.2 individuals on the wait list. The top two resources needed to accommodate all applicants are more staff (cited by 17.3% of the agencies) and better facilities (14.8%). On the other hand, 50.6% 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 22.2% of those who could serve more clients).

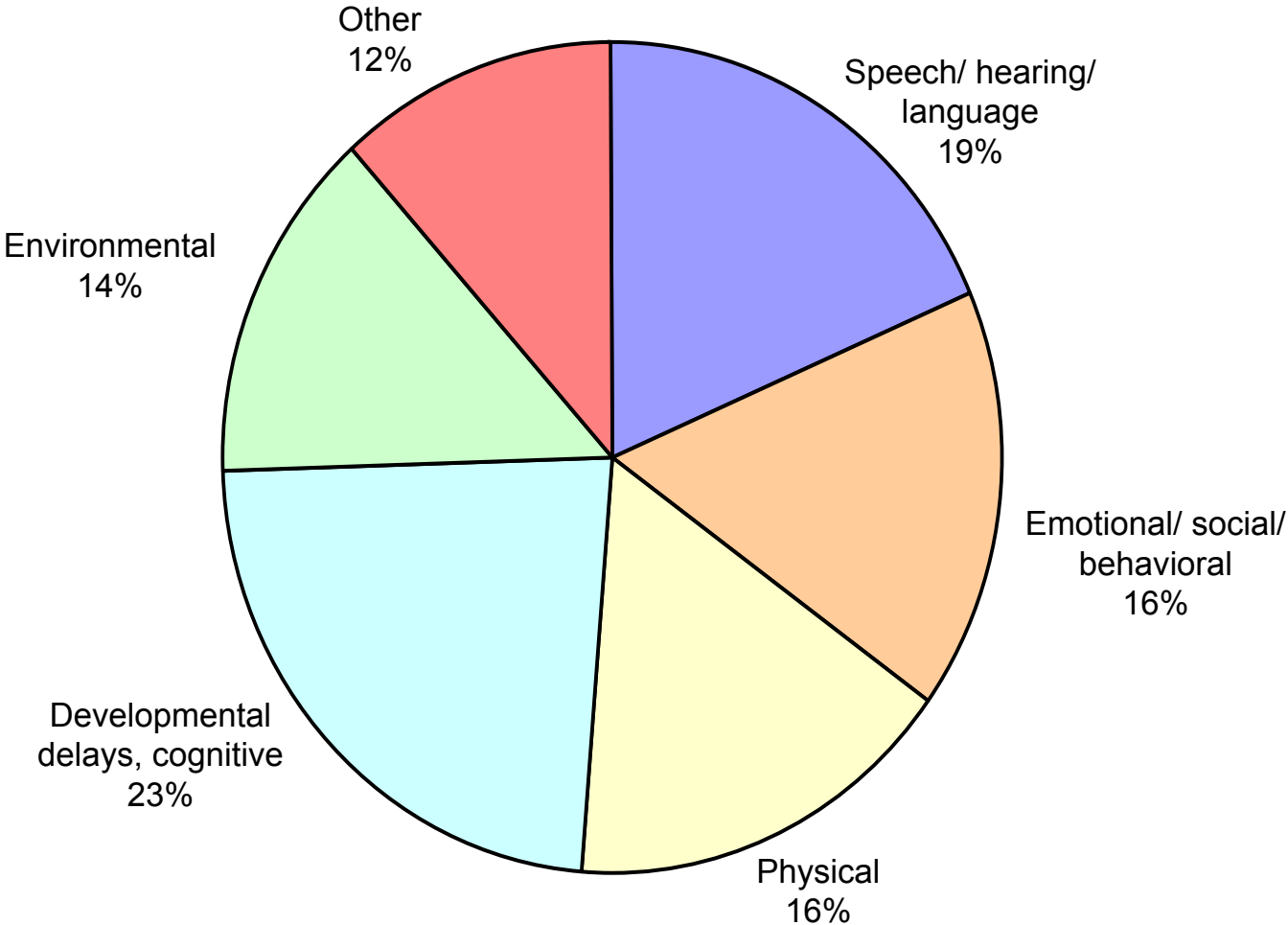
## Quality of Services

The expertise and experience of staff are important indicators of the quality of services available in a community. Of the 219 staff members employed by the responding agencies, 54% have some college training: A.A. degree (9.4%); B.A. (29.1%); M.A. or higher (15.5%). The great majority of staff working at these agencies (93.6%) have over 3 years tenure, with the largest group (77.9%) 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 51.9% of the responding agencies. This varied by the services provided, with 58.8% of those providing family support and parenting support, 50% in health care, and 40% focused on early care and education rating the services as “excellent” or “good”. While fewer recorded negative evaluations—services considered “fair” or “poor”—29.4% of the ratings for family support services, 20% for early care and education, 17.6% for parenting support, and 10% for health care were negative. The agencies reported that the two best aspects of their programs are meeting standards and accreditation (cited by 29.6% of the respondents) and their highly qualified, caring staff (27.2%).

Figure 19

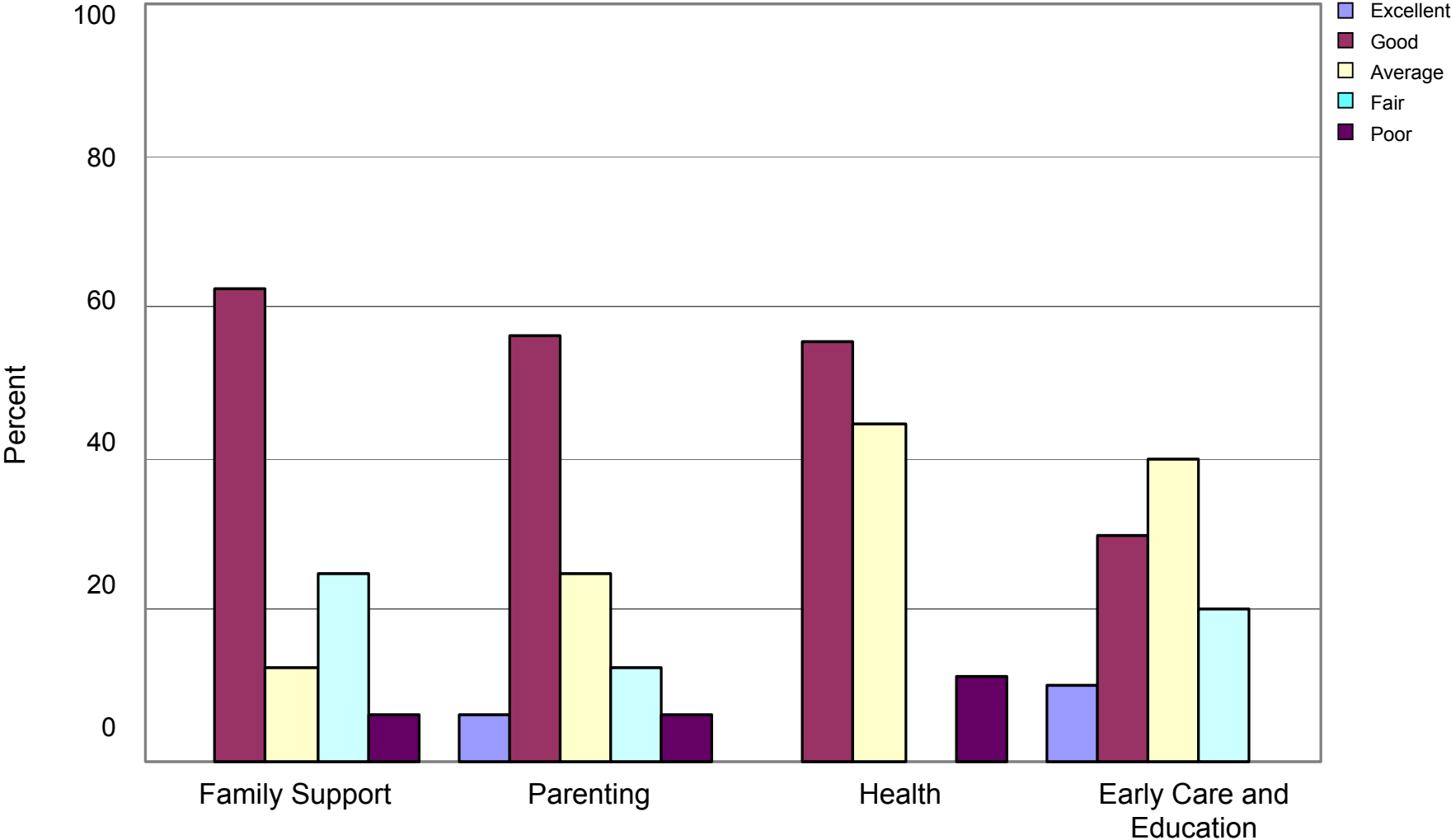
**PROVIDERS' IDENTIFICATION OF SPECIAL NEEDS BEING SERVED\*  
CITY AND COUNTY OF HONOLULU: WAI'ANAE MOKU**



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

Figure 20

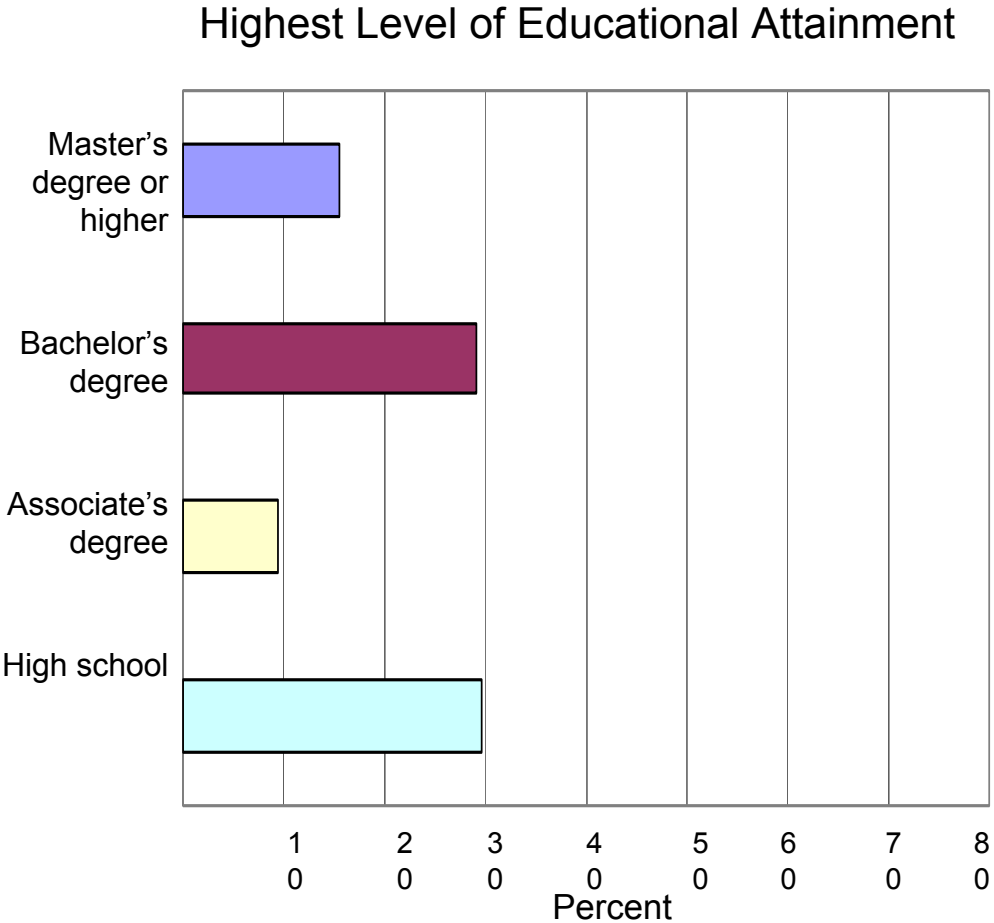
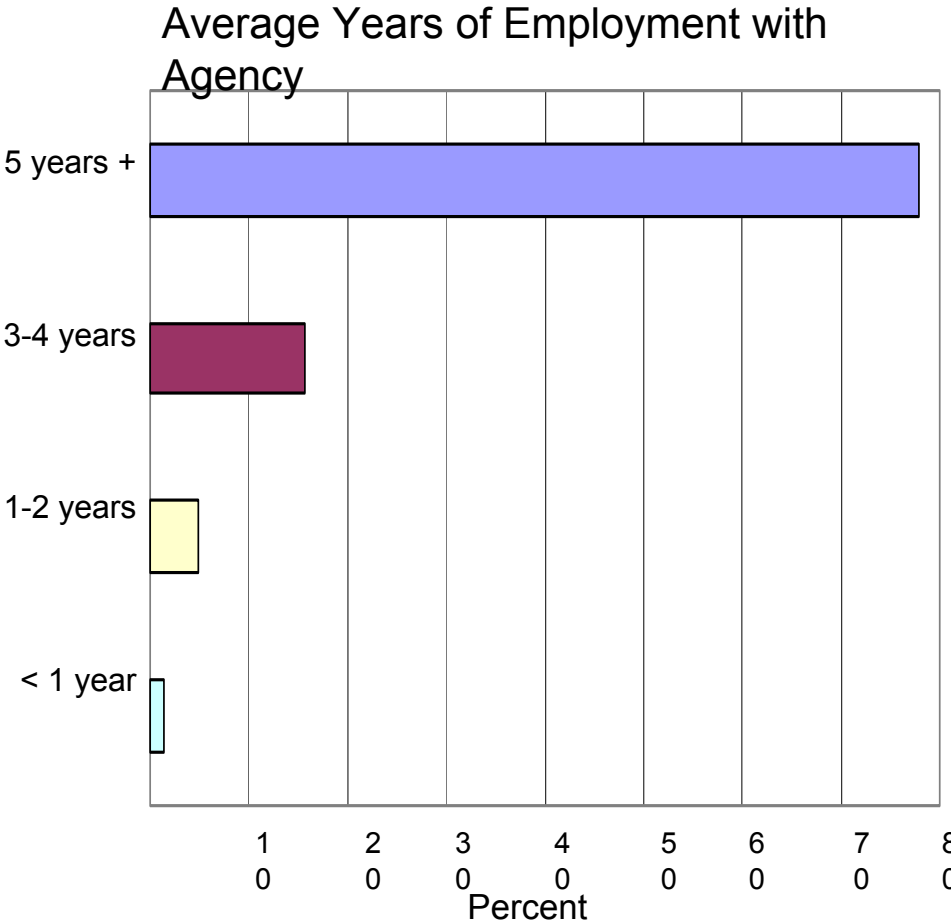
**RATINGS OF SERVICE QUALITY BY TYPE OF SERVICE\*  
CITY AND COUNTY OF HONOLULU: WAI'ANAE MOKU**



\*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 21

**STAFF EXPERIENCE AND QUALIFICATIONS  
CITY AND COUNTY OF HONOLULU: WAI'ANAE MOKU**



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

## **RESULTS OF SERVICE PROVIDER SURVEY HAWAI'I COUNTY – EAST**

### **Categories of service**

There were 154 agencies in East Hawai'i that were surveyed. Most of the agencies indicated that they provide multiple services, rather than services confined to only one area of family, parenting, health, or early care and education. Most (58.4%) provide parenting support, followed by family support (57.1%), early care and education (53.9%), and health care (53.2%). 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 28% of all persons participating in agency programs are Hawaiian. Children 3 years and older are the primary clients of 83.5% of the agencies. Of all children served, an average of 22% is identified as having special needs, and 29% 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 66.5% of the agencies. This rating varied by the type of services, with 62.2% of those providing family support, 65.2% offering parenting support, 78.4% in health care, and 61.8% providing early care and education indicating service availability is "adequate" ("very" plus "somewhat"). A waiting list is kept by 43.5% of the agencies, and there is an average of 2.7 individuals on the wait list. The primary resource needed by agencies to accommodate all potential clients is more staff, cited by 7.1% of the agencies. On the other hand, 40.9% of the agencies reported they could serve more individuals with their current resources. The main reasons cited by respondents for the under-utilization of services are transportation issues (18.8%) and that "people haven't heard about us" (reported by 17.5% of those who could serve more clients).

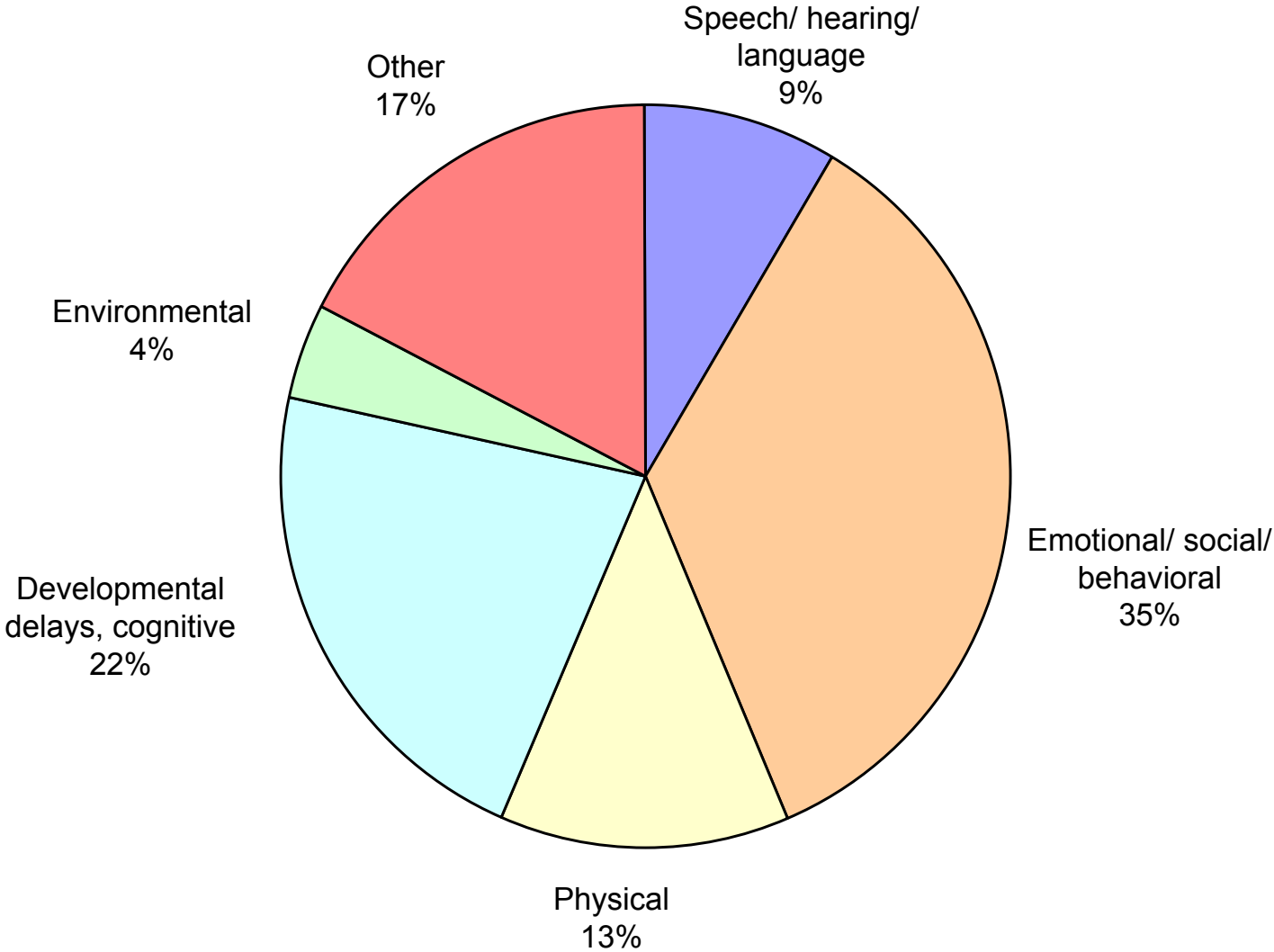
### **Quality of Services**

The expertise and experience of staff are important indicators of the quality of services available in a community. Of the 509 staff members employed by the responding agencies, over 55% have some college training: A.A. degree (10.6%); B.A. (29.8%); M.A. or higher (15.7%). The majority of staff (64.3%) working at these agencies have over 3 years tenure, with the largest group (47.3%) being employed with the agency for five years or more.

Services of their type in the community are of excellent or good quality, according to 45.6% of the responding agencies. This varied by the services provided, with 33.3% of those providing family support, 30.4% offering parenting support, 58.3% in health care, and 39.1% focused on early care and education rating the services as “excellent” or “good”. However, 27.3% rated the quality as “fair” or “poor”, again varying by services: family support (40.7%), parenting (44.6%), health (19.4%), and early care and education (4.3%). No other community rated their services so poorly. The agencies in East Hawai‘i reported that the best aspect of their programs is meeting standards and accreditation (14.3%), but they are also proud of their collaborative work with parents and community (6.5%).

**Figure 22**

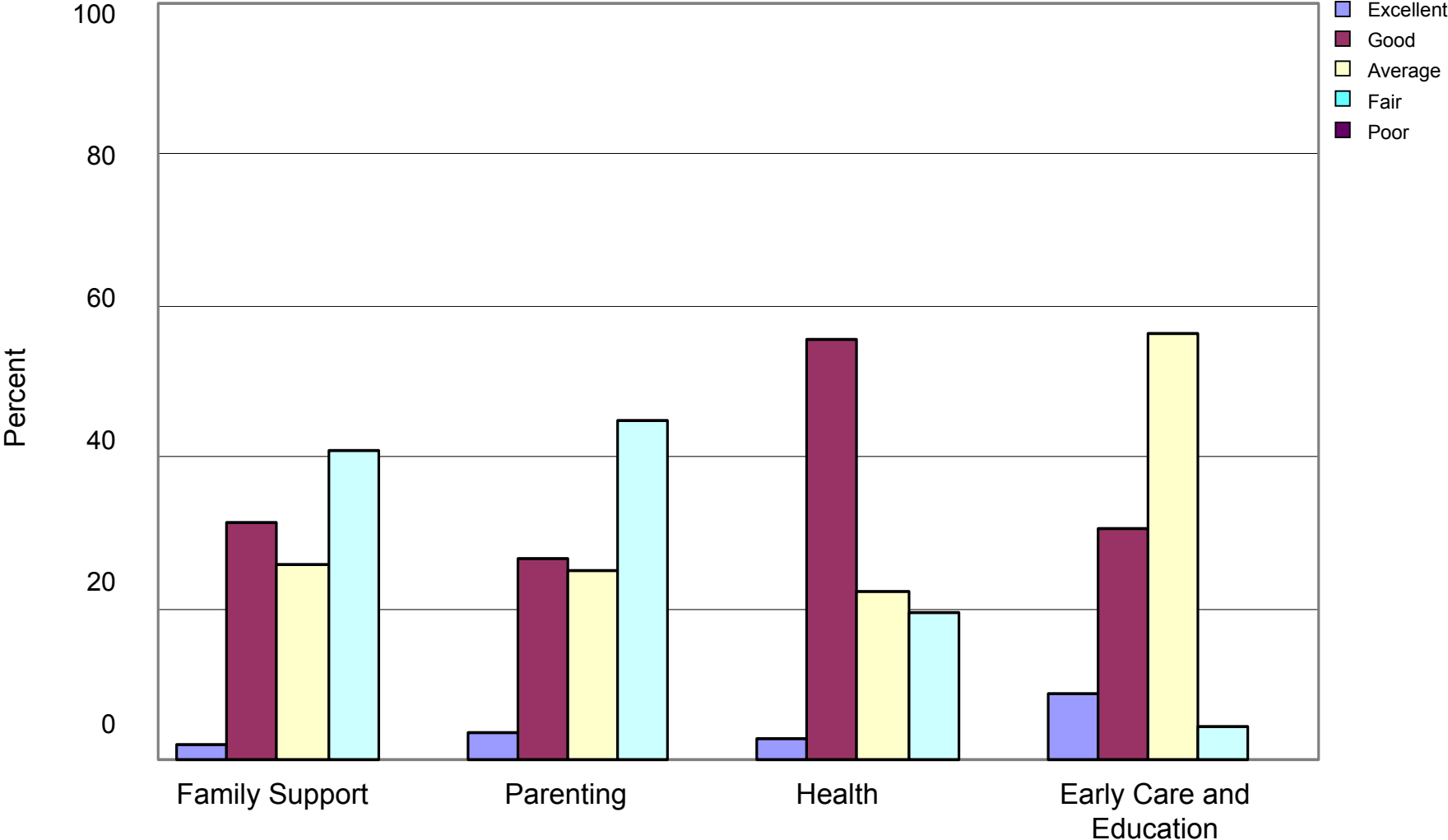
**PROVIDERS' IDENTIFICATION OF SPECIAL NEEDS BEING SERVED\*  
HAWAI'I COUNTY - EAST**



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

Figure 23

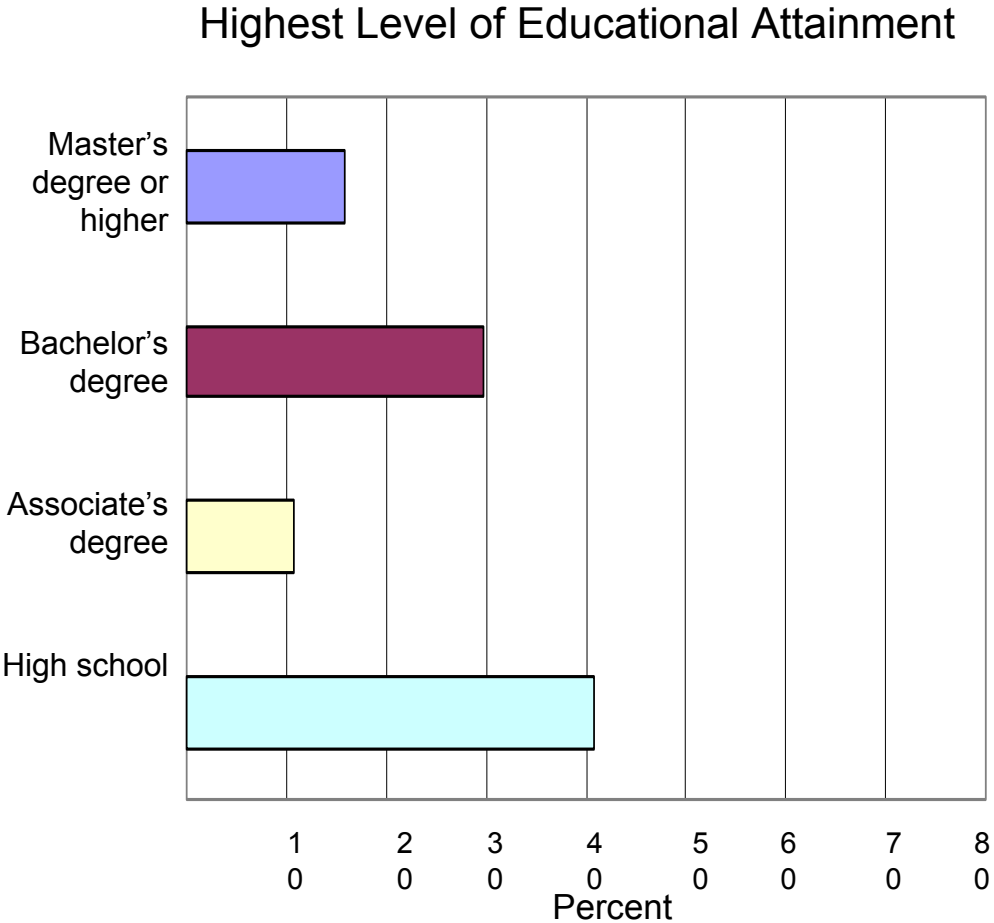
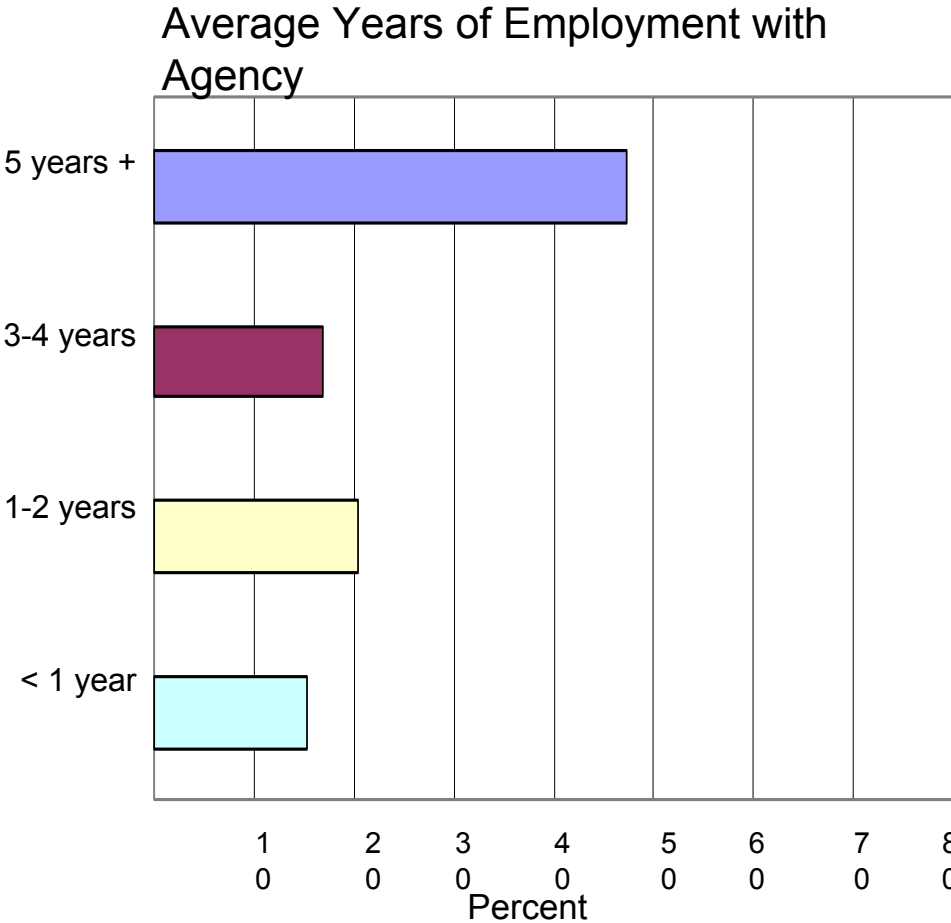
**RATINGS OF SERVICE QUALITY BY TYPE OF SERVICE\***  
**HAWAI'I COUNTY - EAST**



\*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 24

**STAFF EXPERIENCE AND QUALIFICATIONS  
HAWAI'I COUNTY - EAST**



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

## **RESULTS OF SERVICE PROVIDER SURVEY HAWAI'I COUNTY – WEST**

### **Categories of Service**

There were 66 agencies in West Hawai'i that were surveyed. Many agencies indicated that they provide multiple services, rather than services confined to one area of family, parenting, health, or early care and education. Most (69.7%) provide health care, followed by early care and education and family support services (65.2% and 60.6%, respectively), and parenting support (57.6%). 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 24% of all persons participating in agency programs are Hawaiian. Children 3 years and older are the primary clients of 75.3% of the agencies. Of all children served, an average of 19% is identified as having special needs, and 29% 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 64.6% of the agencies. This rating varied by the type of services, with 59.1% of those providing family support, 60% offering parenting support, 71.4% in health care, and 65.5% providing early care and education indicating service availability is "adequate" ("very" plus "somewhat"). A waiting list is kept by 56.1% of the agencies, and there is an average of 3.8 individuals on the wait list. The primary resource needed to accommodate all potential clients is more staff, cited by 16.7% of the agencies. On the other hand, 50% of the agencies reported they could serve more individuals with their current resources. The main reasons cited for the under-utilization of services are transportation issues (30.3%) and that "people haven't heard about us" (reported by 25.8% of those who could serve more clients).

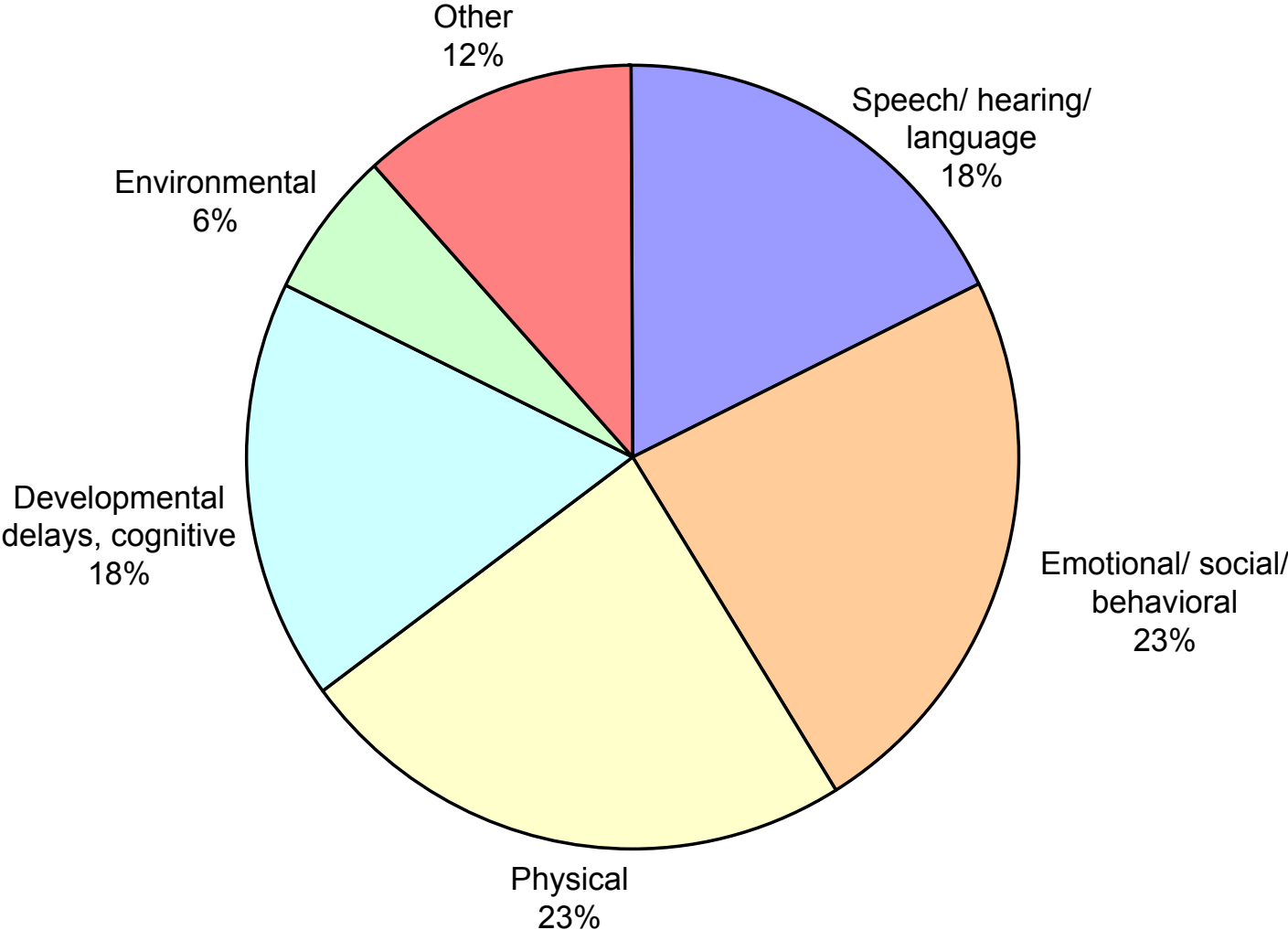
### **Quality of Services**

The expertise and experience of staff are important indicators of the quality of services available in a community. Of the 145 staff members employed by the responding agencies, over 45% have some college training: A.A. degree (19.6%); B.A. (15.2%); M.A. or higher (11.6%). The majority of staff working at these agencies (52.8%) has over 3 years tenure, with the largest group being employed with the agency for 3 to 5 years.

Services of their type in the community are of excellent or good quality, according to 66.8% of the responding agencies. This varied by the services provided, with 56% of those providing family support, 60% offering parenting support, 73.9% in health care, and 57.1% focused on early care and education rating the services as “excellent” or “good”. The only service area to receive a “fair” rating was family support, where 4.0% of the respondents selected this option. There were no “poor” ratings from providers. The agencies reported that the two best aspects of their programs are their highly qualified, caring staff (16.7%) and meeting standards and accreditation (15.2%).

Figure 25

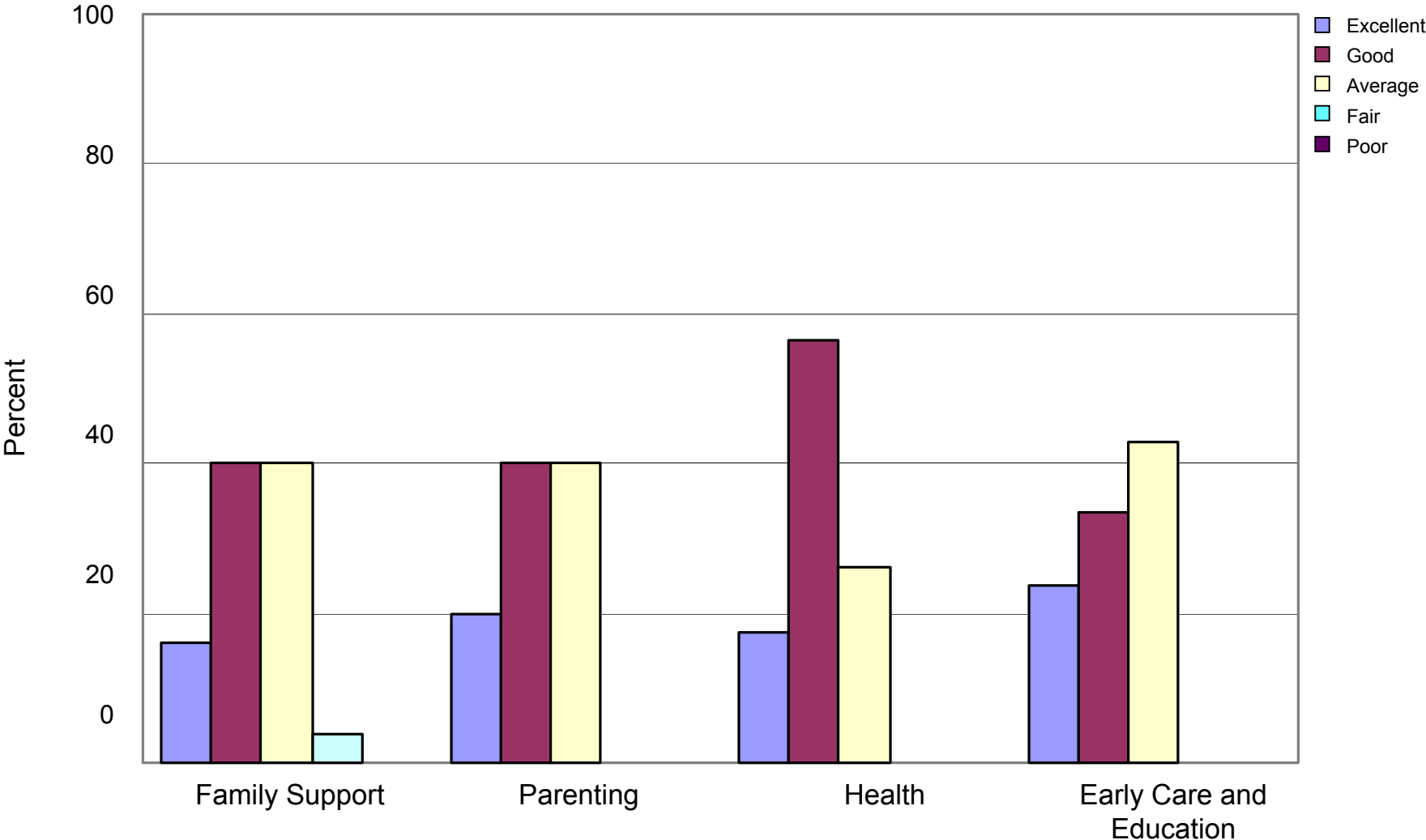
**PROVIDERS' IDENTIFICATION OF SPECIAL NEEDS BEING SERVED\*  
HAWAI'I COUNTY - WEST**



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

Figure 26

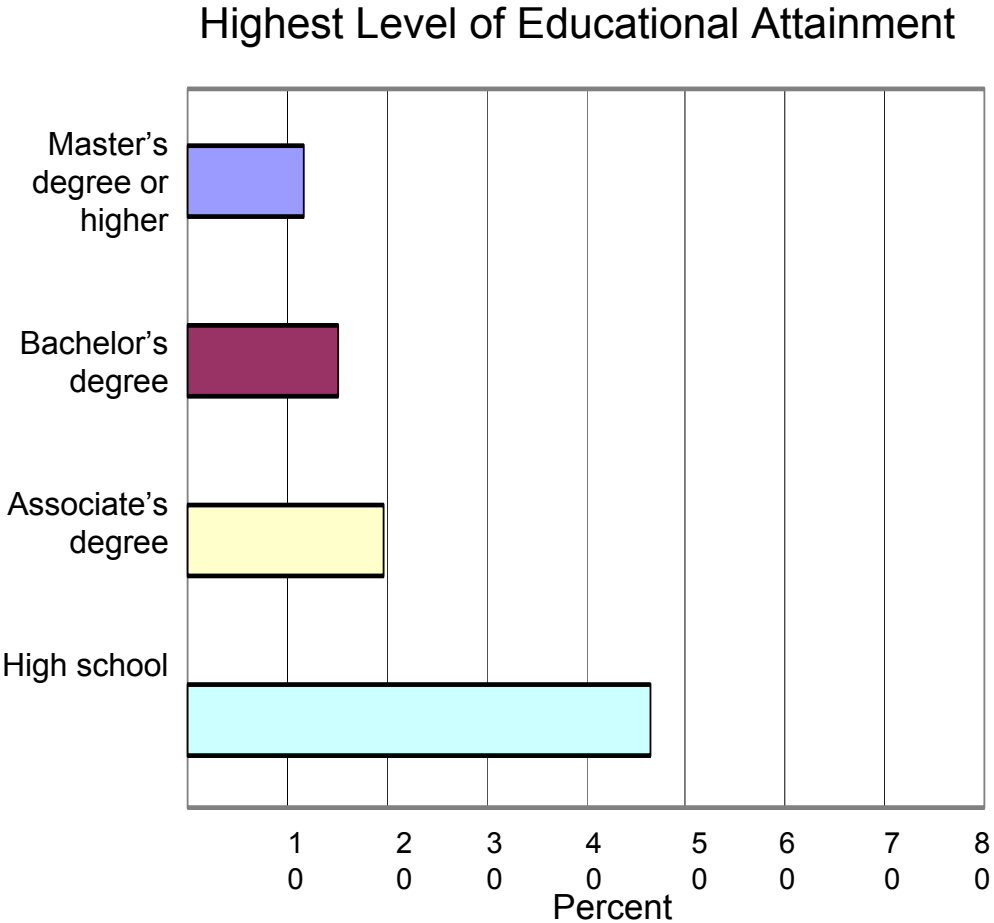
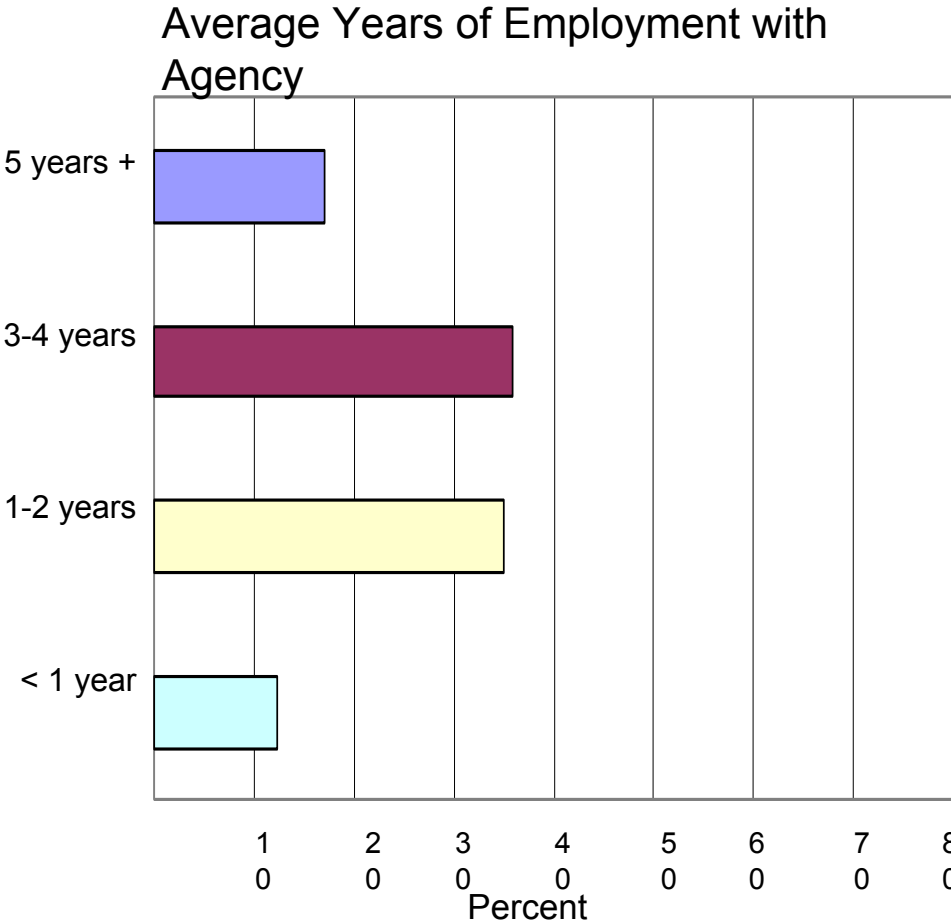
**RATINGS OF SERVICE QUALITY BY TYPE OF SERVICE\***  
**HAWAI'I COUNTY - WEST**



\*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 27

**STAFF EXPERIENCE AND QUALIFICATIONS  
HAWAI'I COUNTY - WEST**



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

## **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.

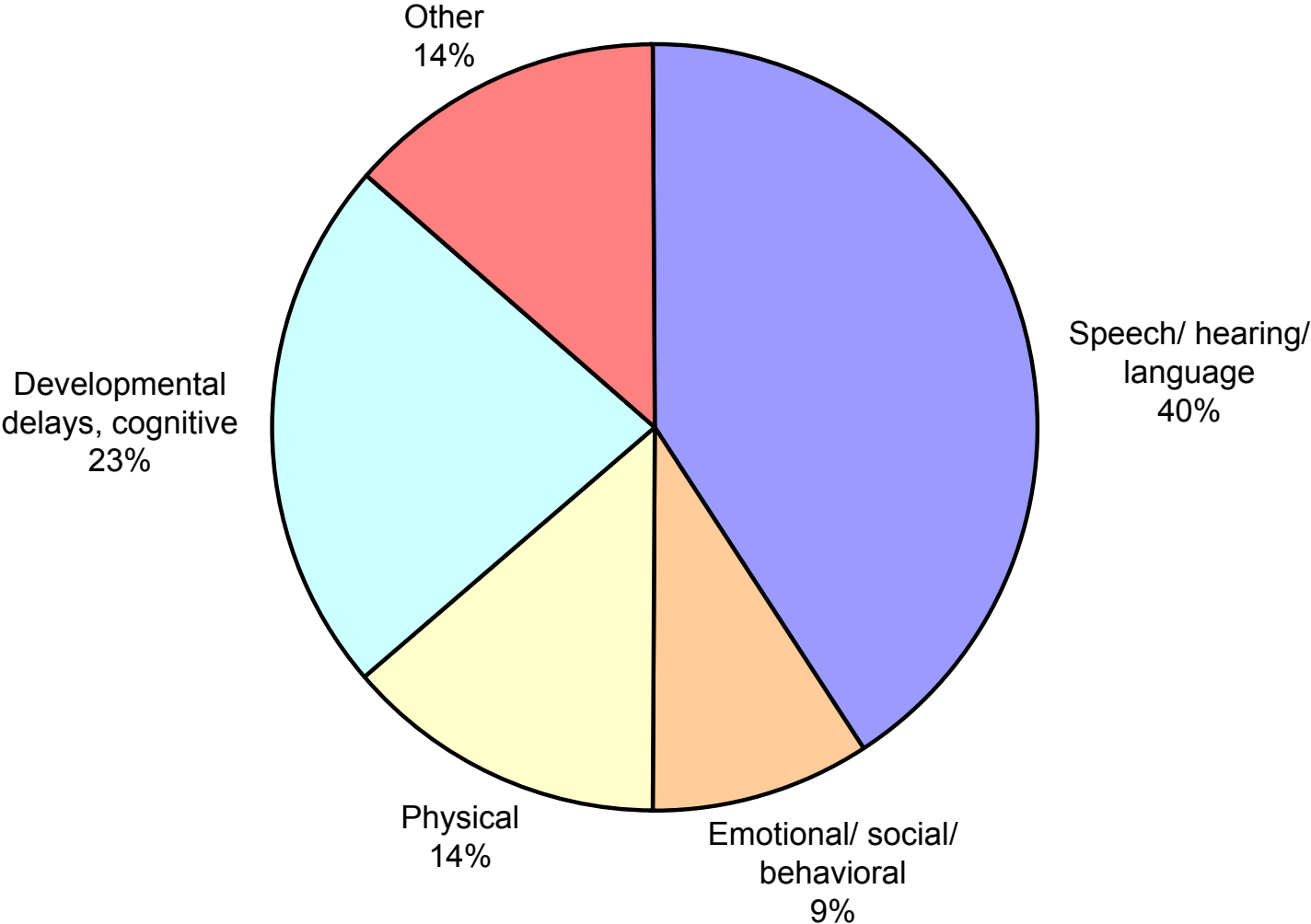
## **Quality of Services**

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

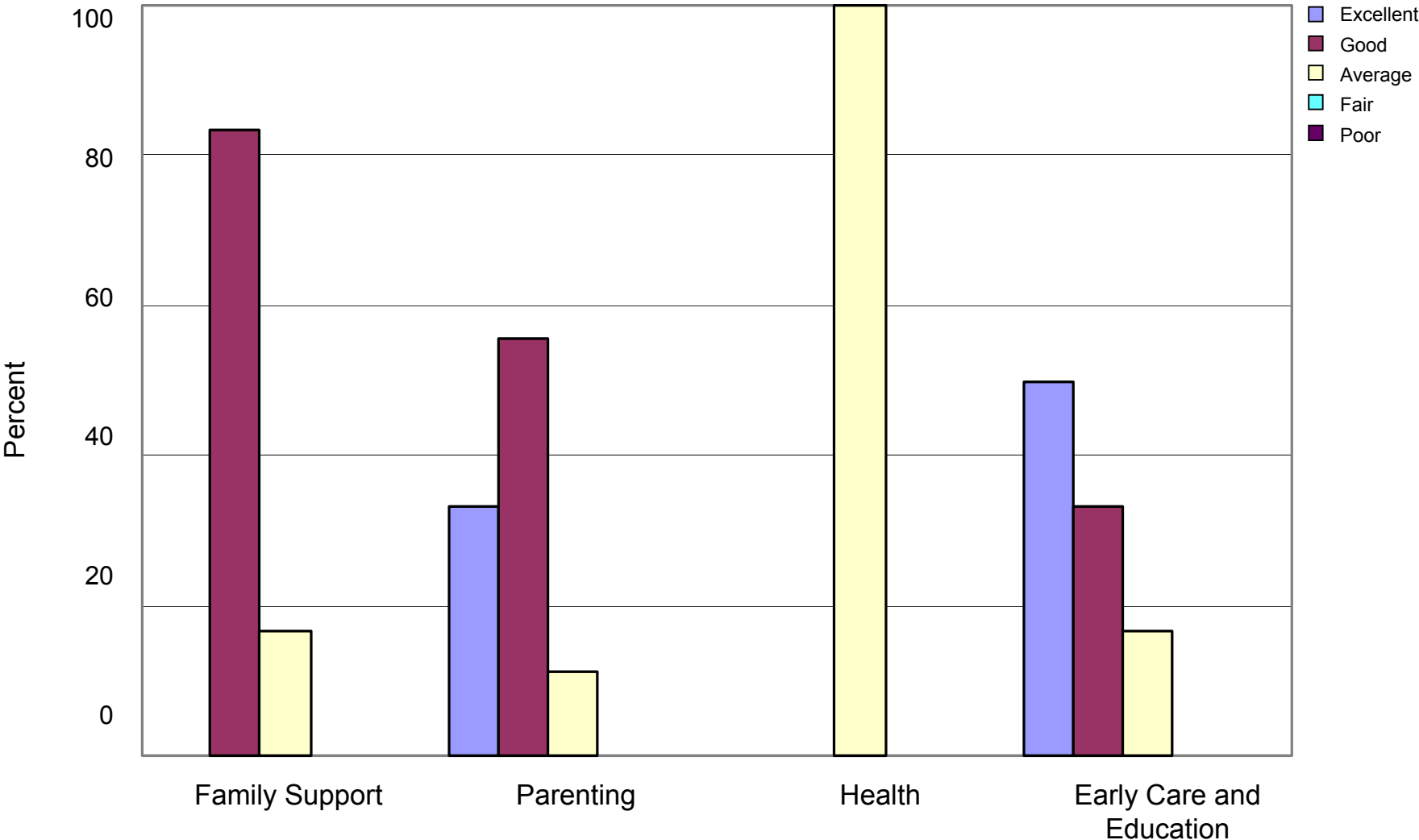
**PROVIDERS' IDENTIFICATION OF SPECIAL NEEDS BEING SERVED\*  
KAUA'I COUNTY**



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

Figure 29

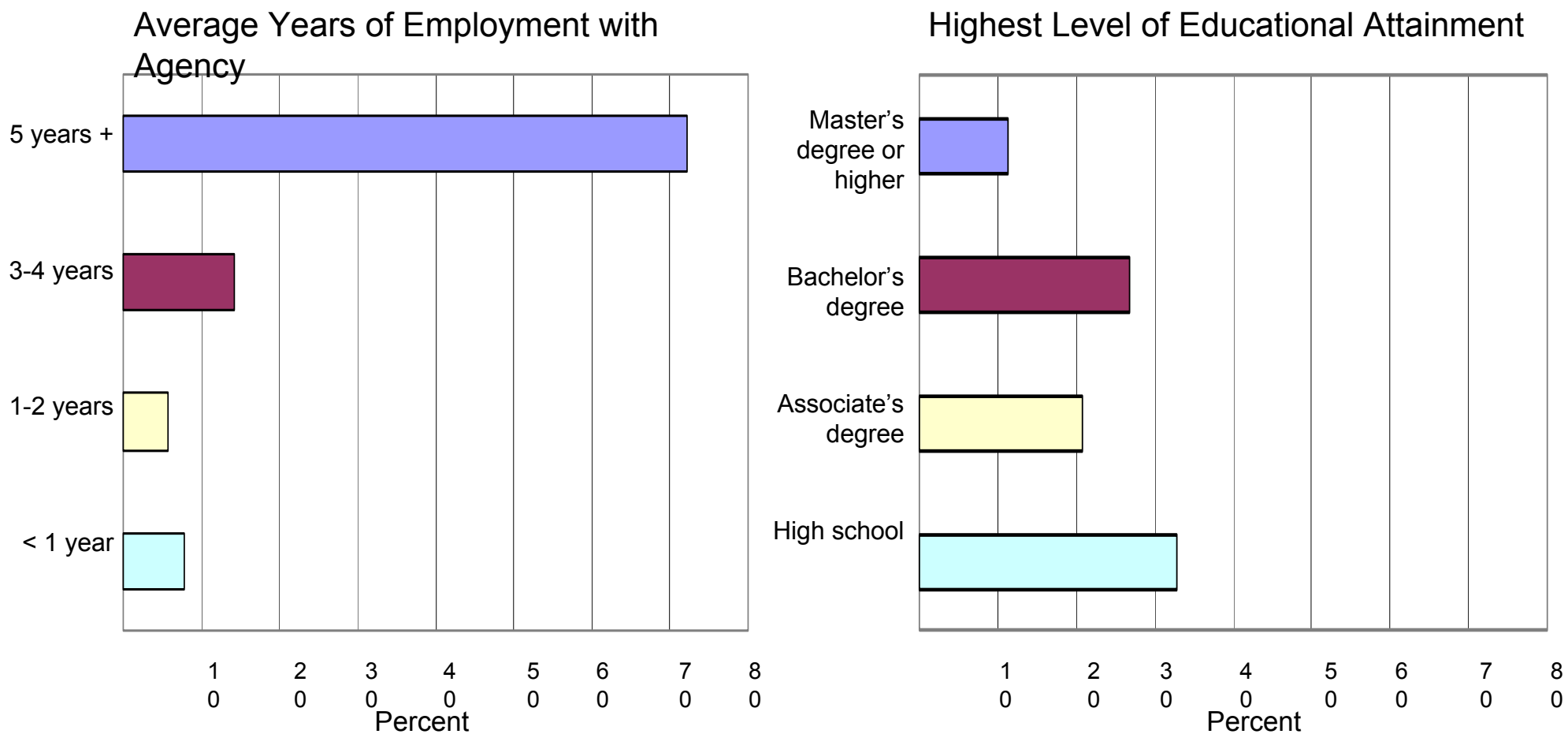
**RATINGS OF SERVICE QUALITY BY TYPE OF SERVICE\*  
KAUA'I COUNTY**



\*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.

## **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.

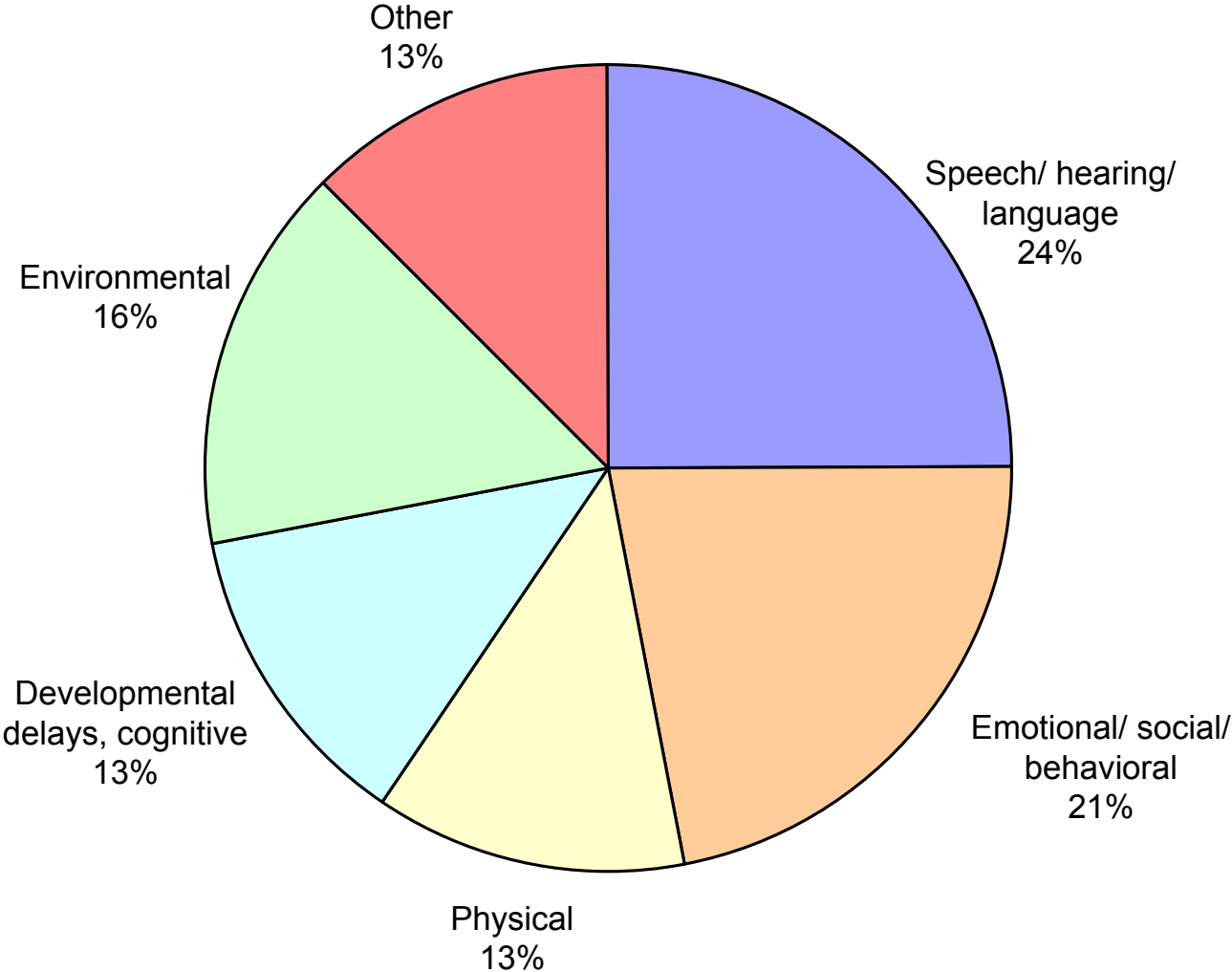
## **Quality of Services**

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**

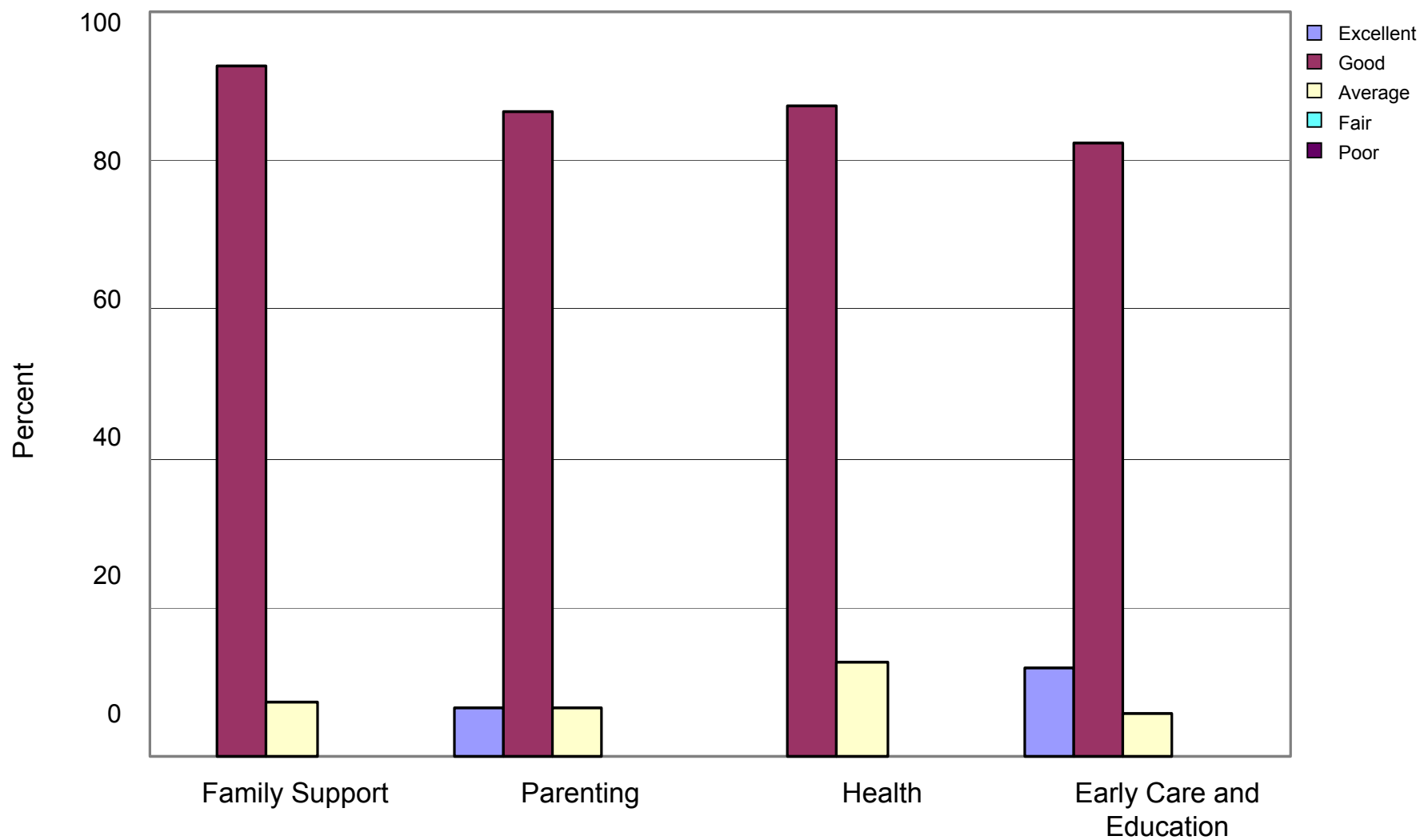
**PROVIDERS' IDENTIFICATION OF SPECIAL NEEDS BEING SERVED\*  
MAUI COUNTY**



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

Figure 32

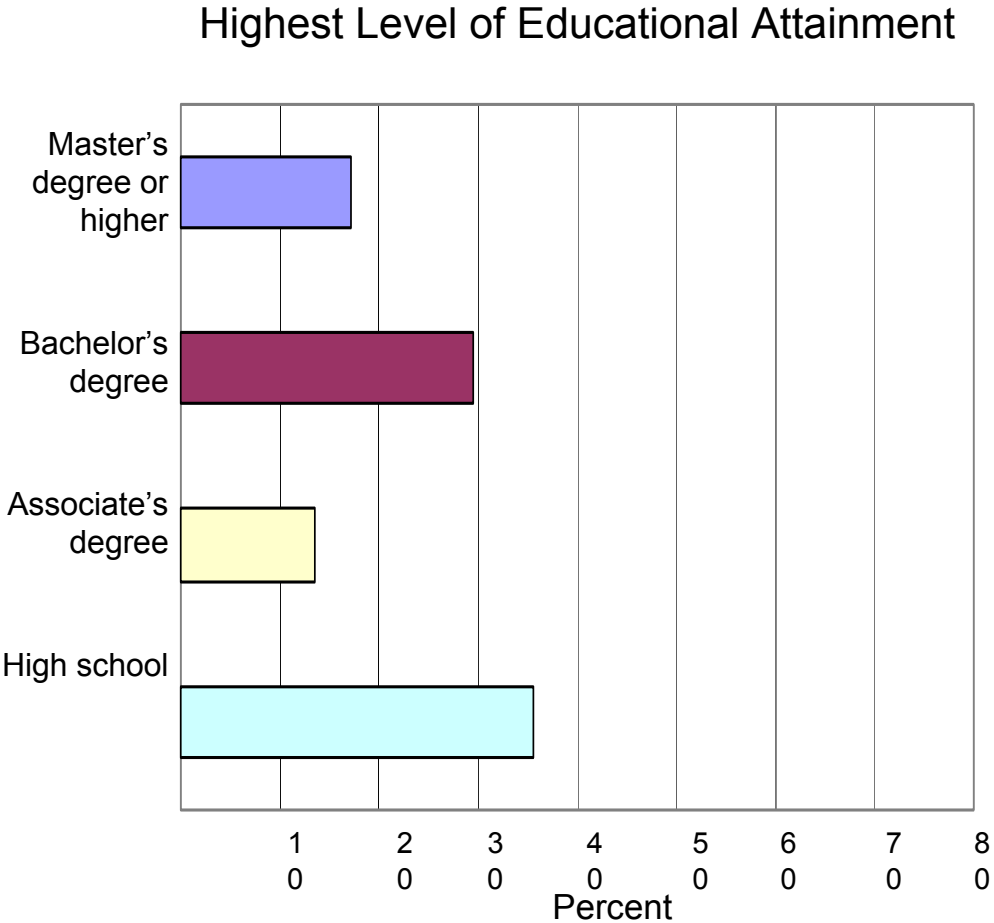
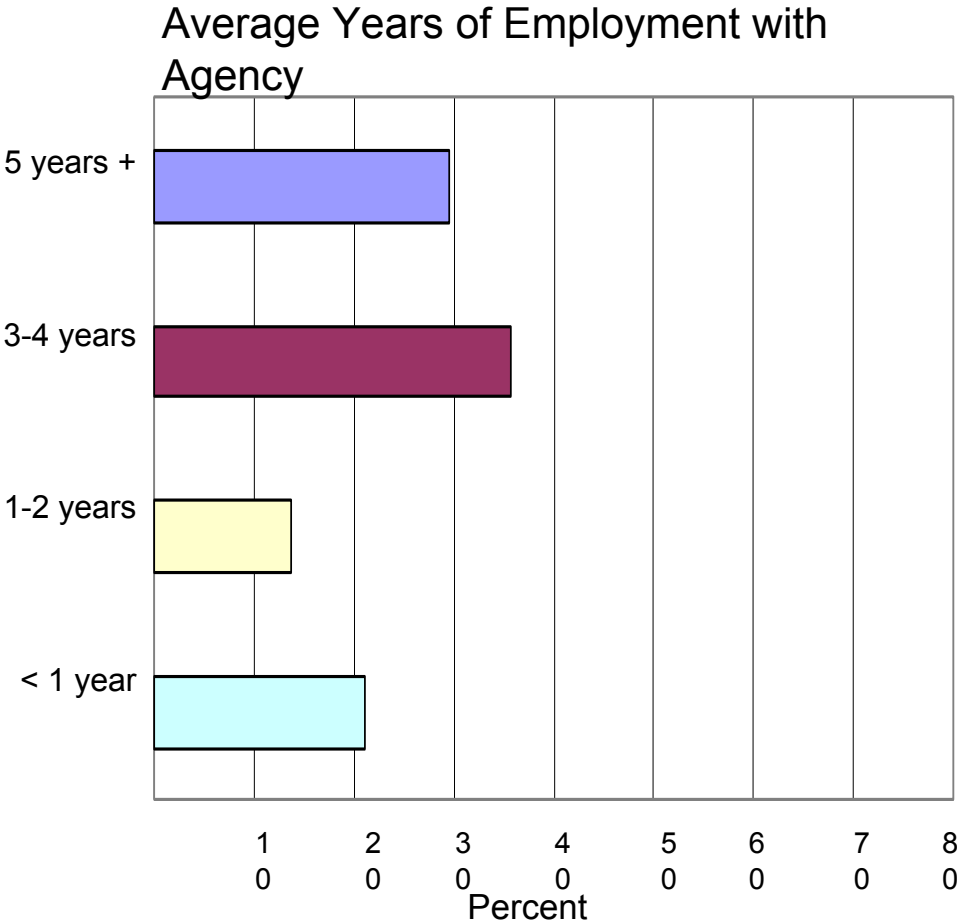
**RATINGS OF SERVICE QUALITY BY TYPE OF SERVICE\*  
MAUI COUNTY**



\*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.