

## **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).

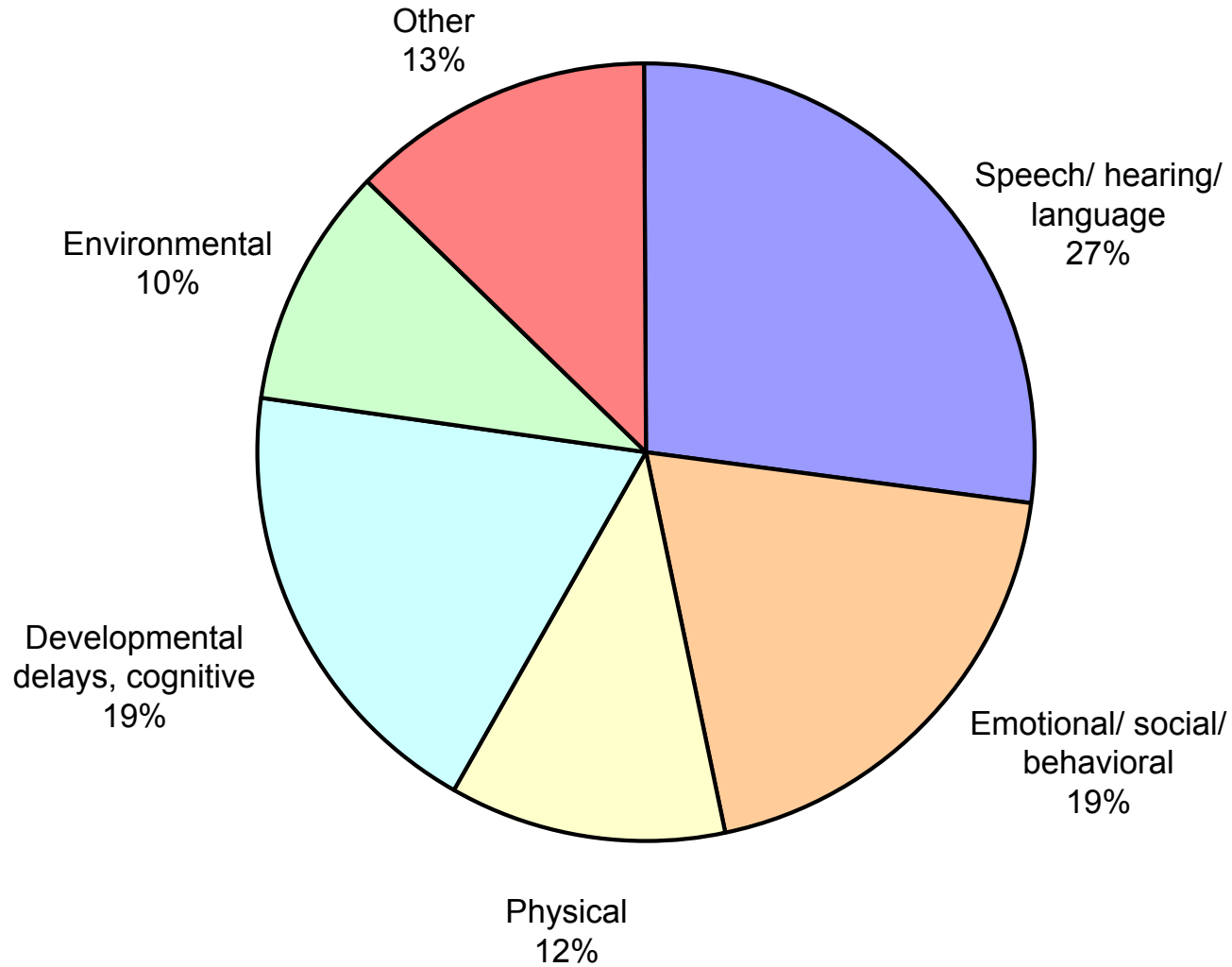
## **Quality of Services**

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

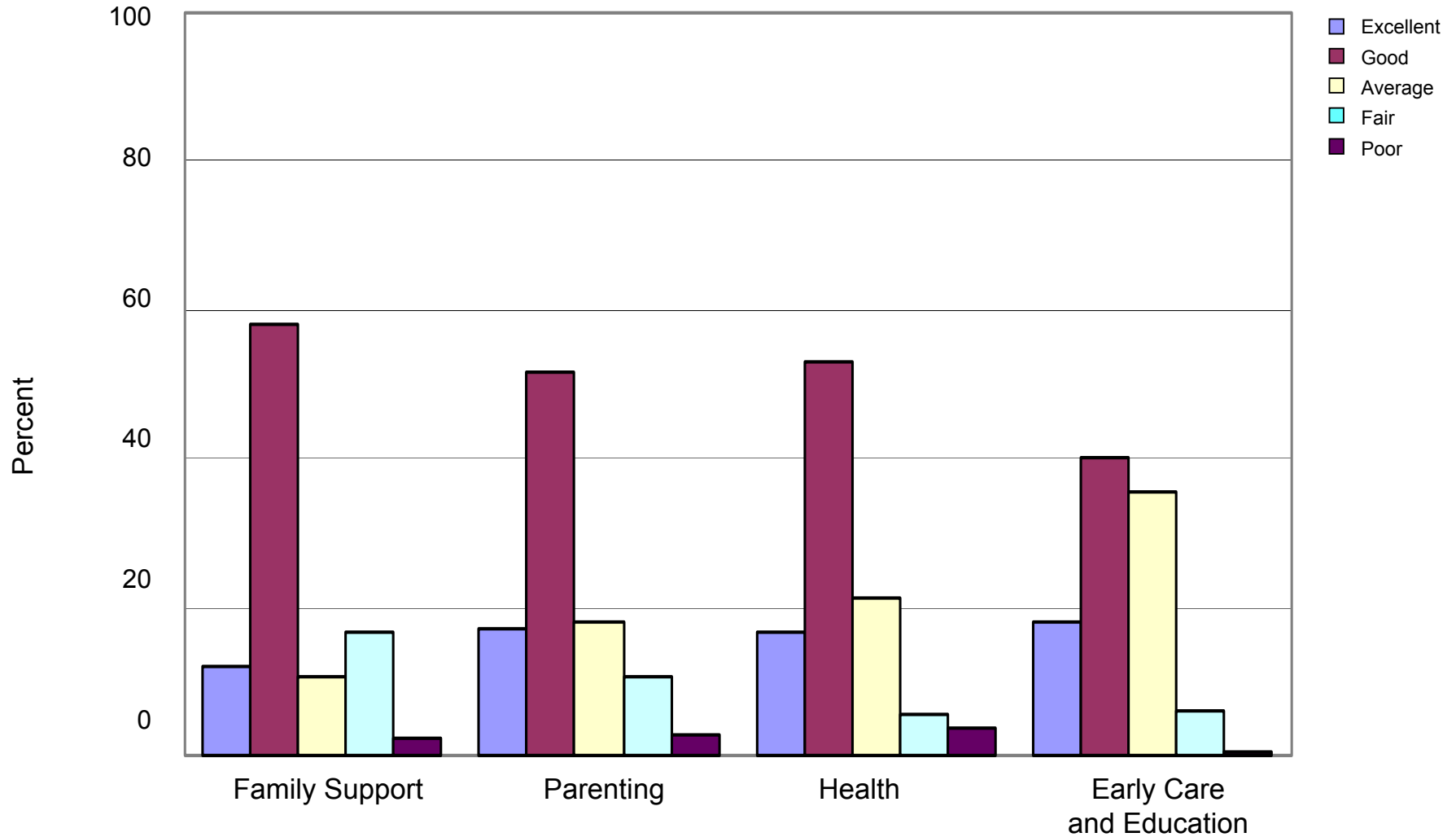
**PROVIDERS' IDENTIFICATION OF SPECIAL NEEDS BEING SERVED\*  
STATE**



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

Figure 2

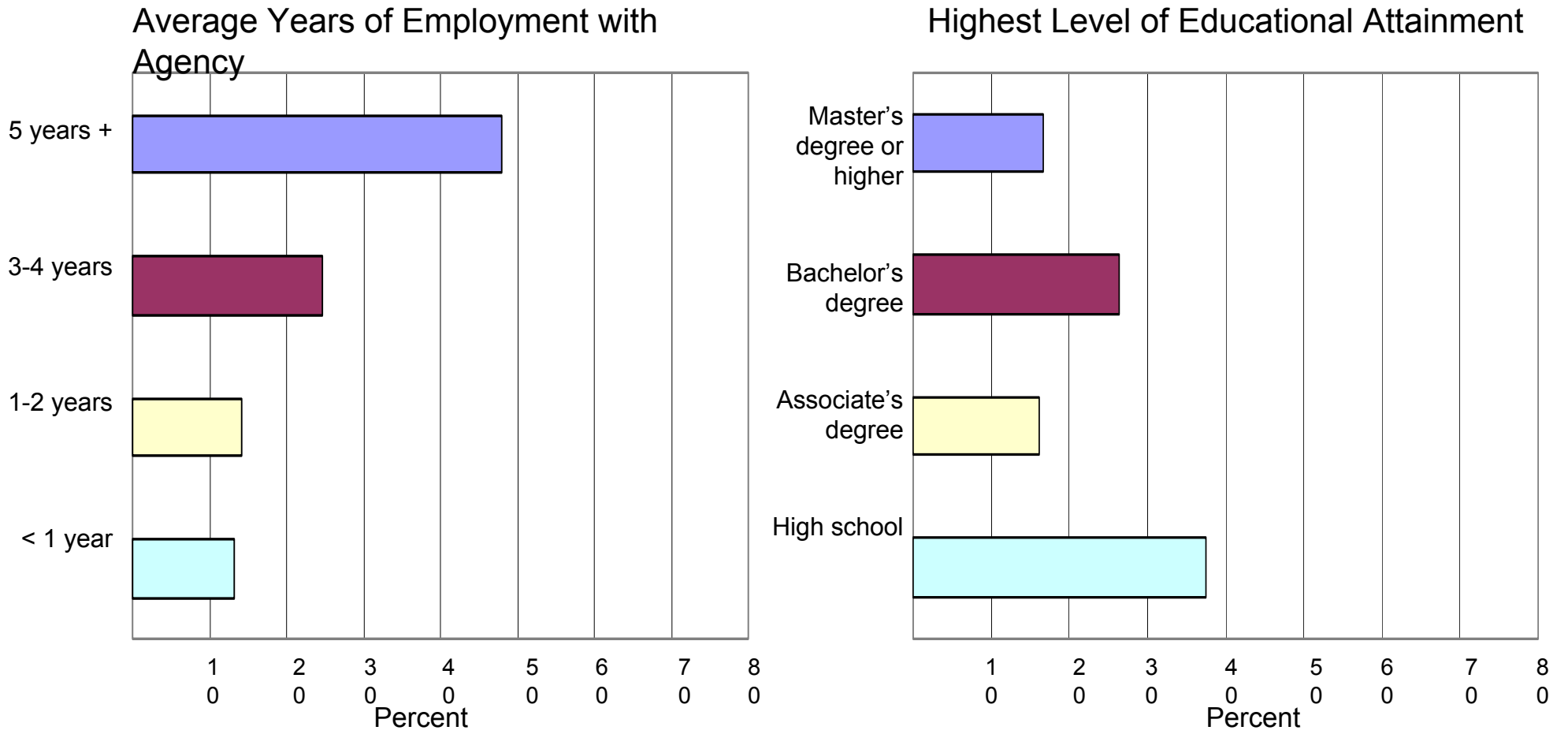
### RATINGS OF SERVICE QUALITY BY TYPE OF SERVICE\* STATE



\*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.