

## **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).

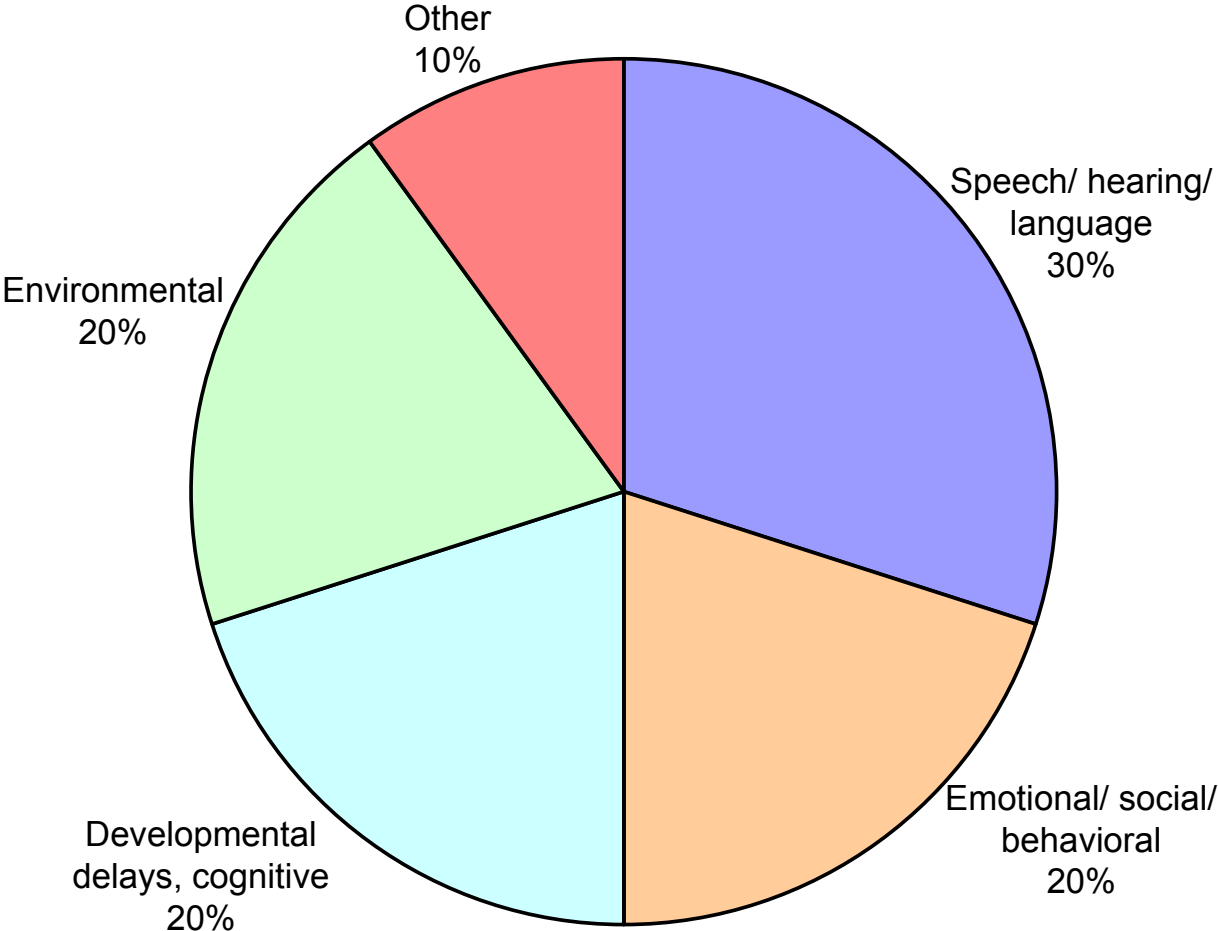
## **Quality of Services**

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

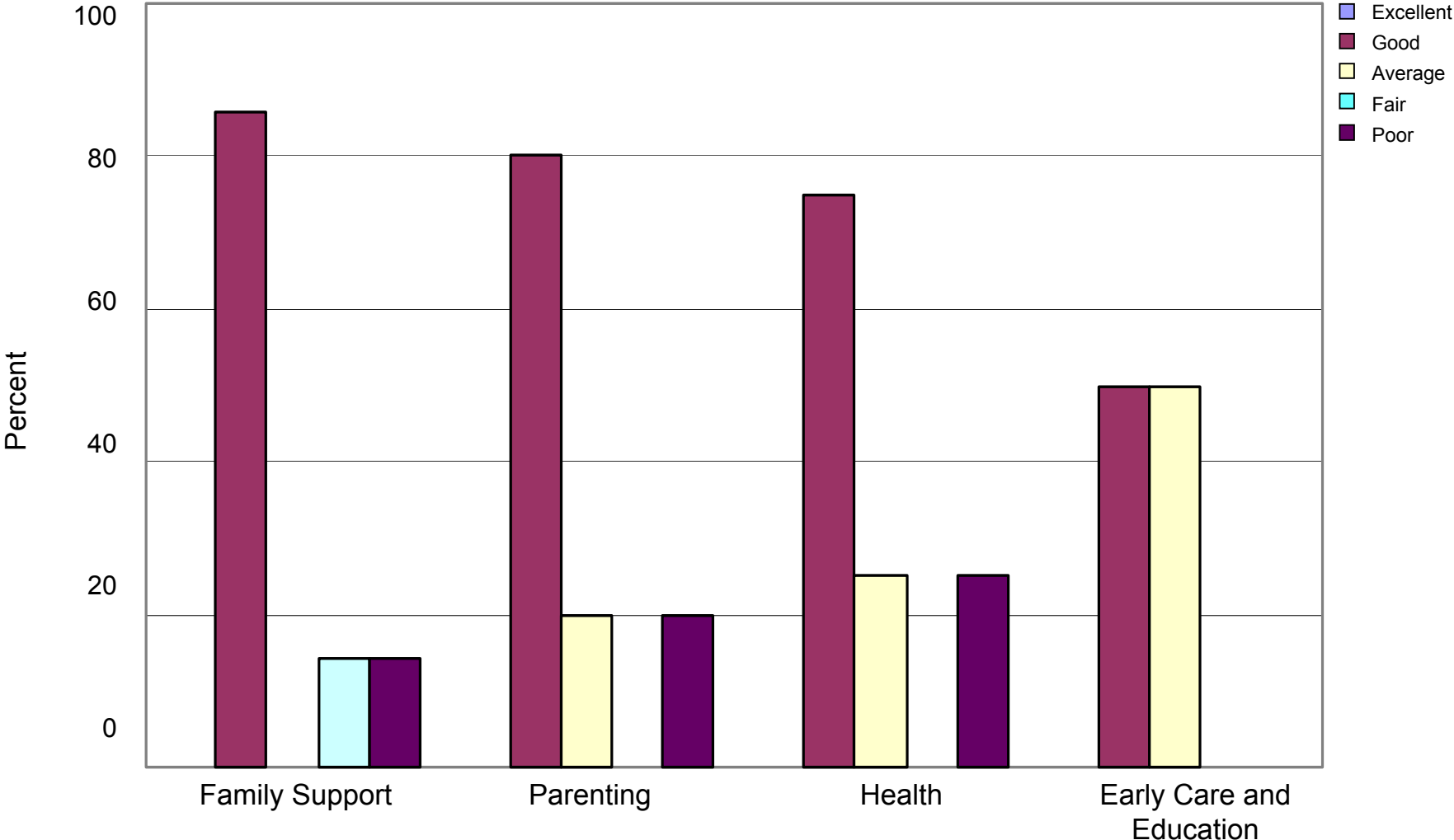
**PROVIDERS' IDENTIFICATION OF SPECIAL NEEDS BEING SERVED\*  
CITY AND COUNTY OF HONOLULU: WAIALUA MOKU**



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

Figure 17

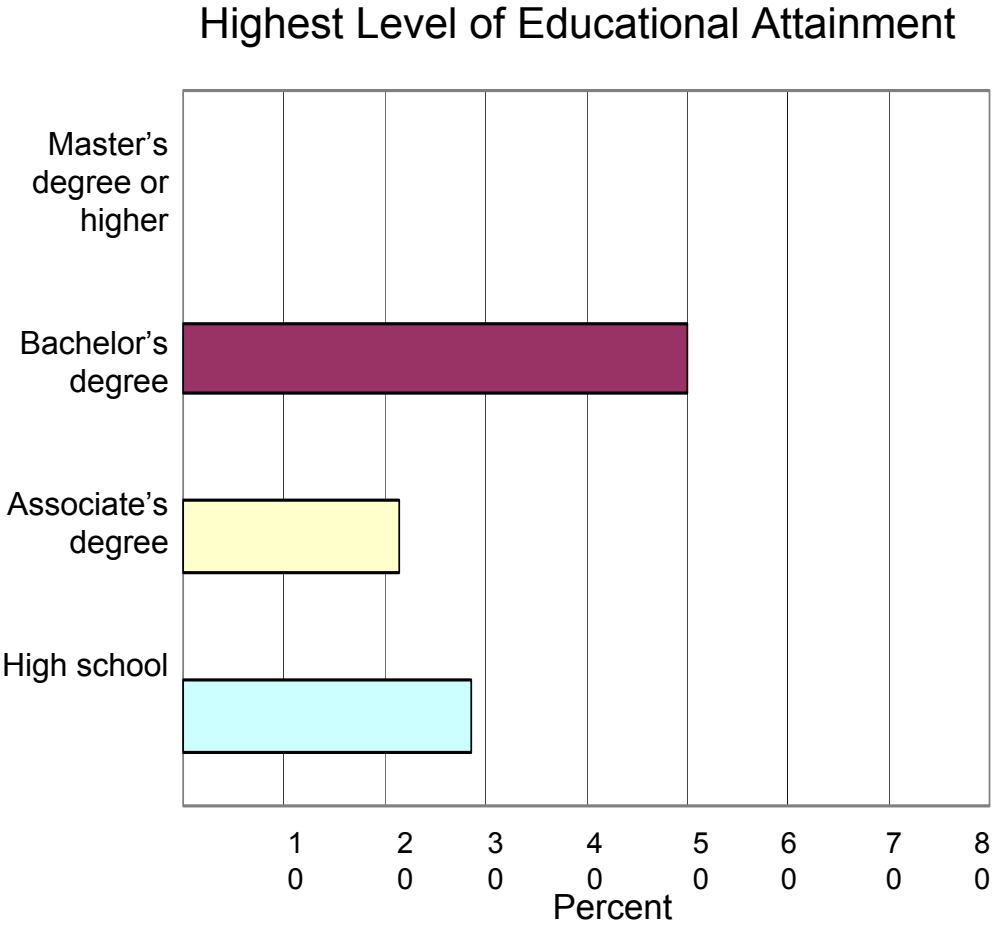
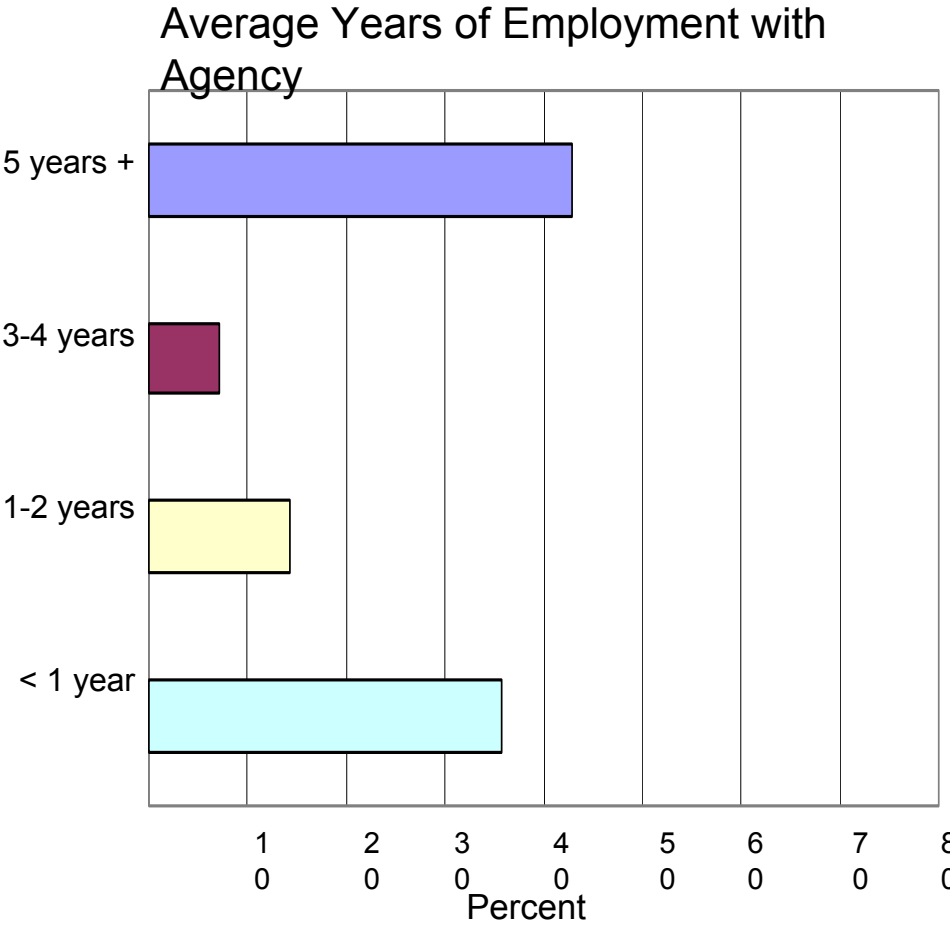
**RATINGS OF SERVICE QUALITY BY TYPE OF SERVICE\*  
CITY AND COUNTY OF HONOLULU: WAIALUA MOKU**



\*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.