

## **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).

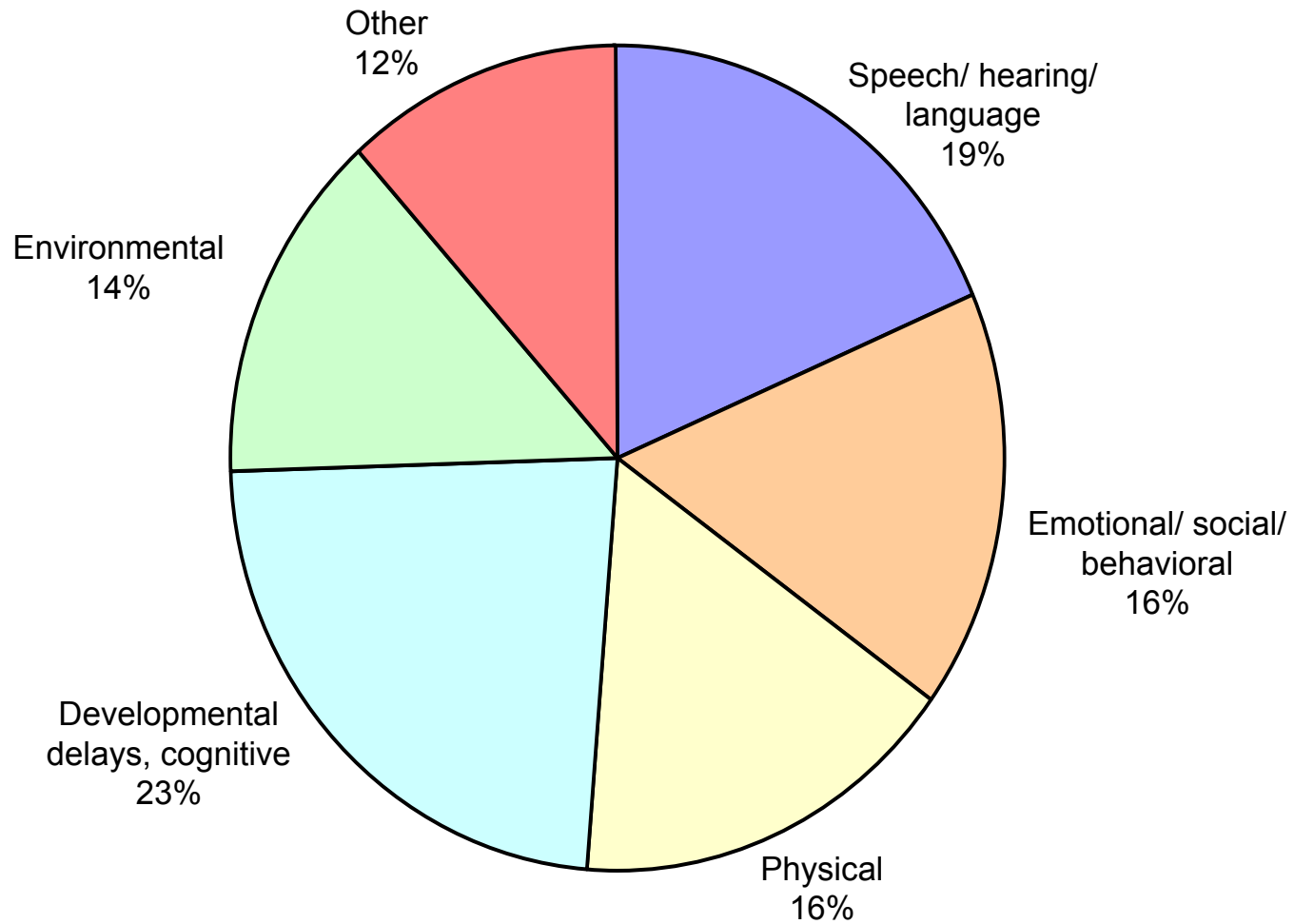
## Quality of Services

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

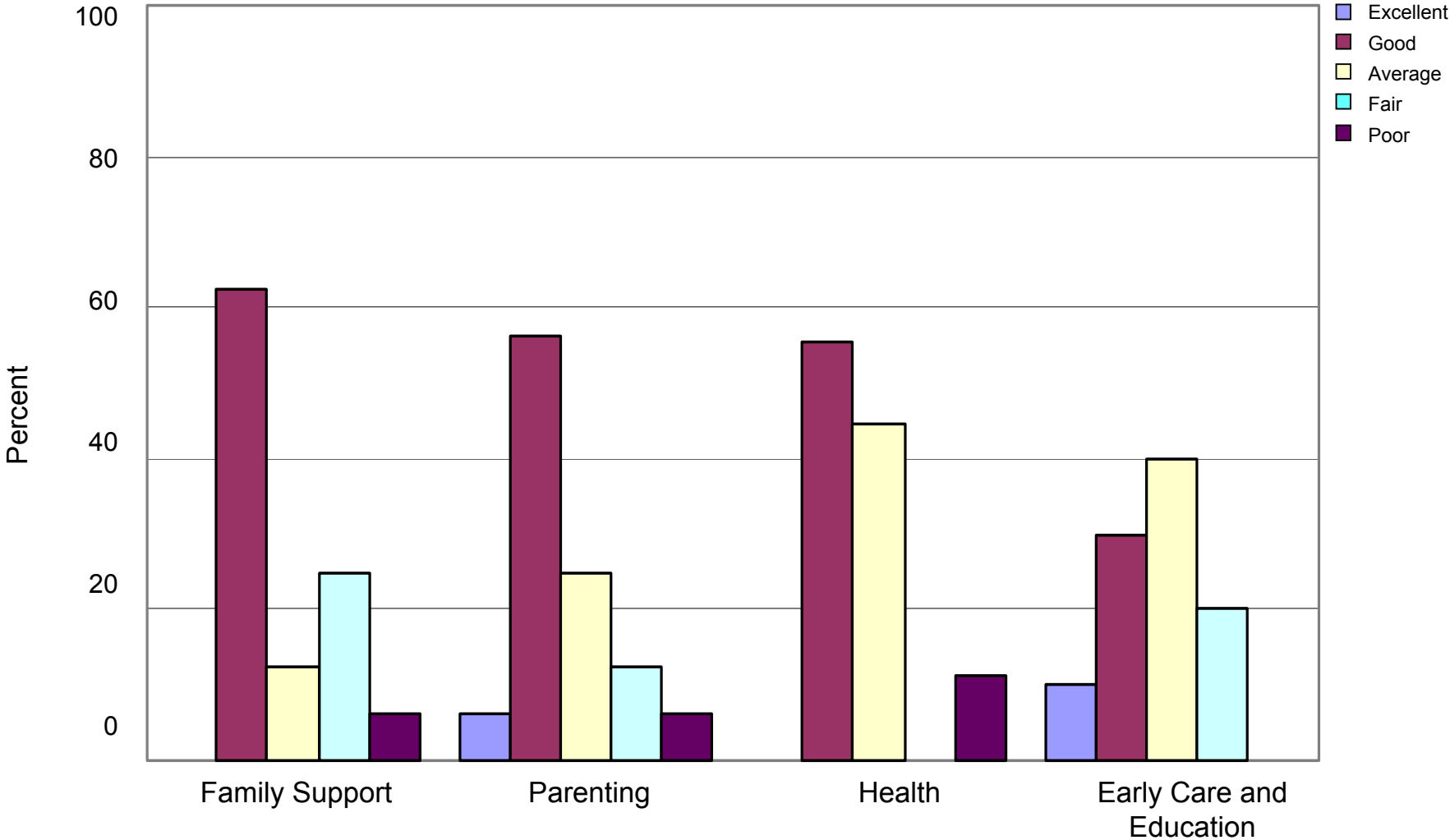
**PROVIDERS' IDENTIFICATION OF SPECIAL NEEDS BEING SERVED\*  
CITY AND COUNTY OF HONOLULU: WAI'ANAE MOKU**



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

Figure 20

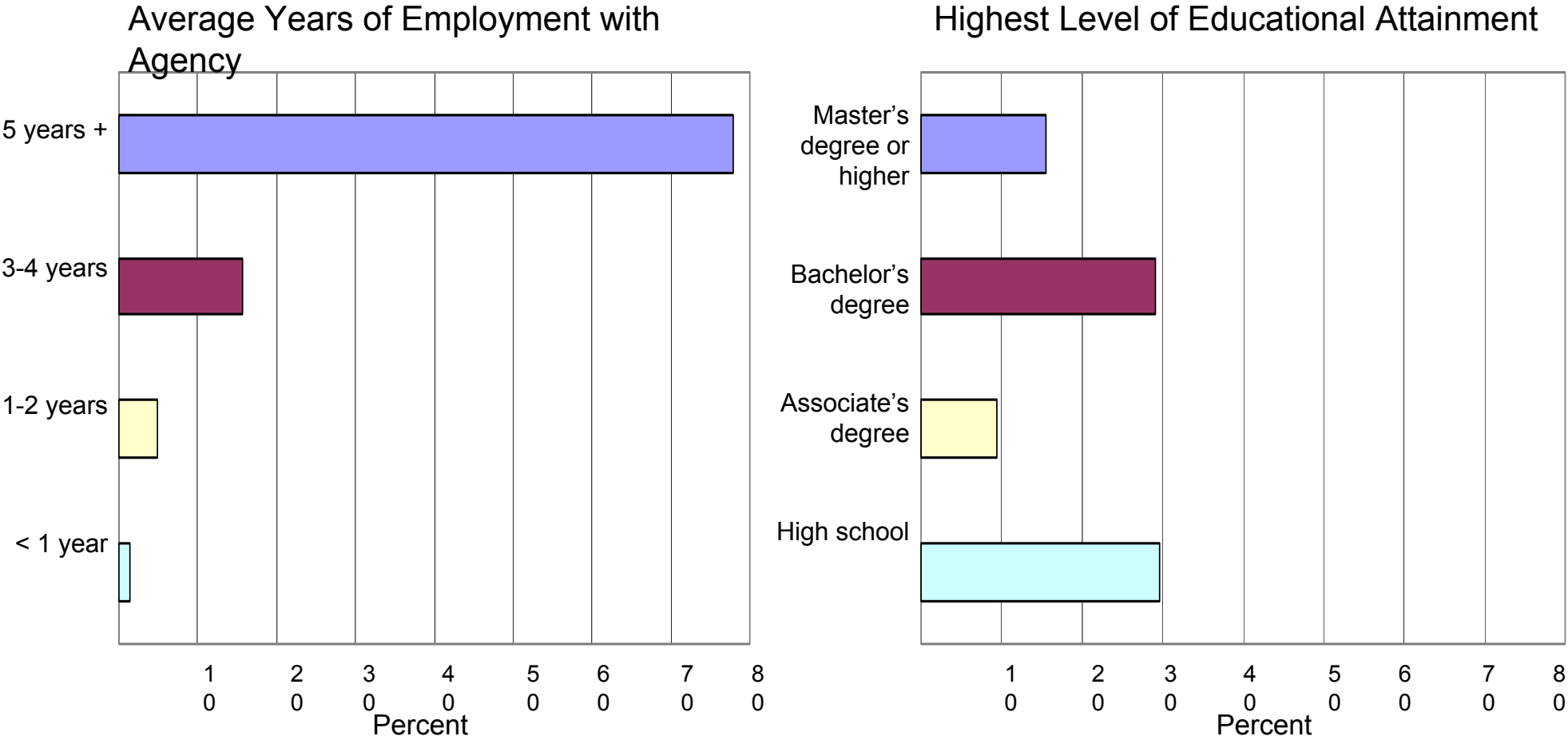
**RATINGS OF SERVICE QUALITY BY TYPE OF SERVICE\*  
CITY AND COUNTY OF HONOLULU: WAI'ANAЕ MOKU**



\*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.