

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).

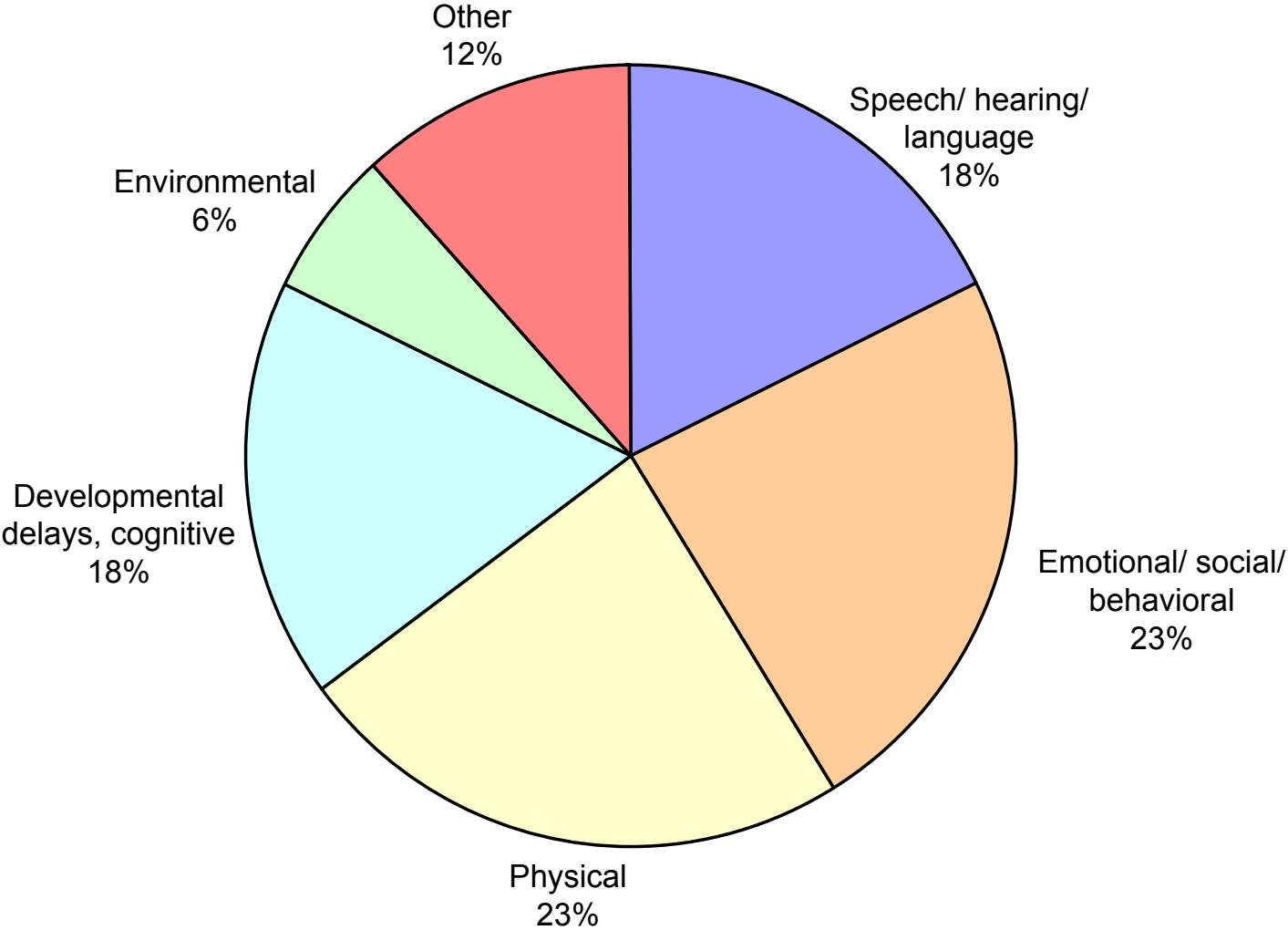
Quality of Services

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

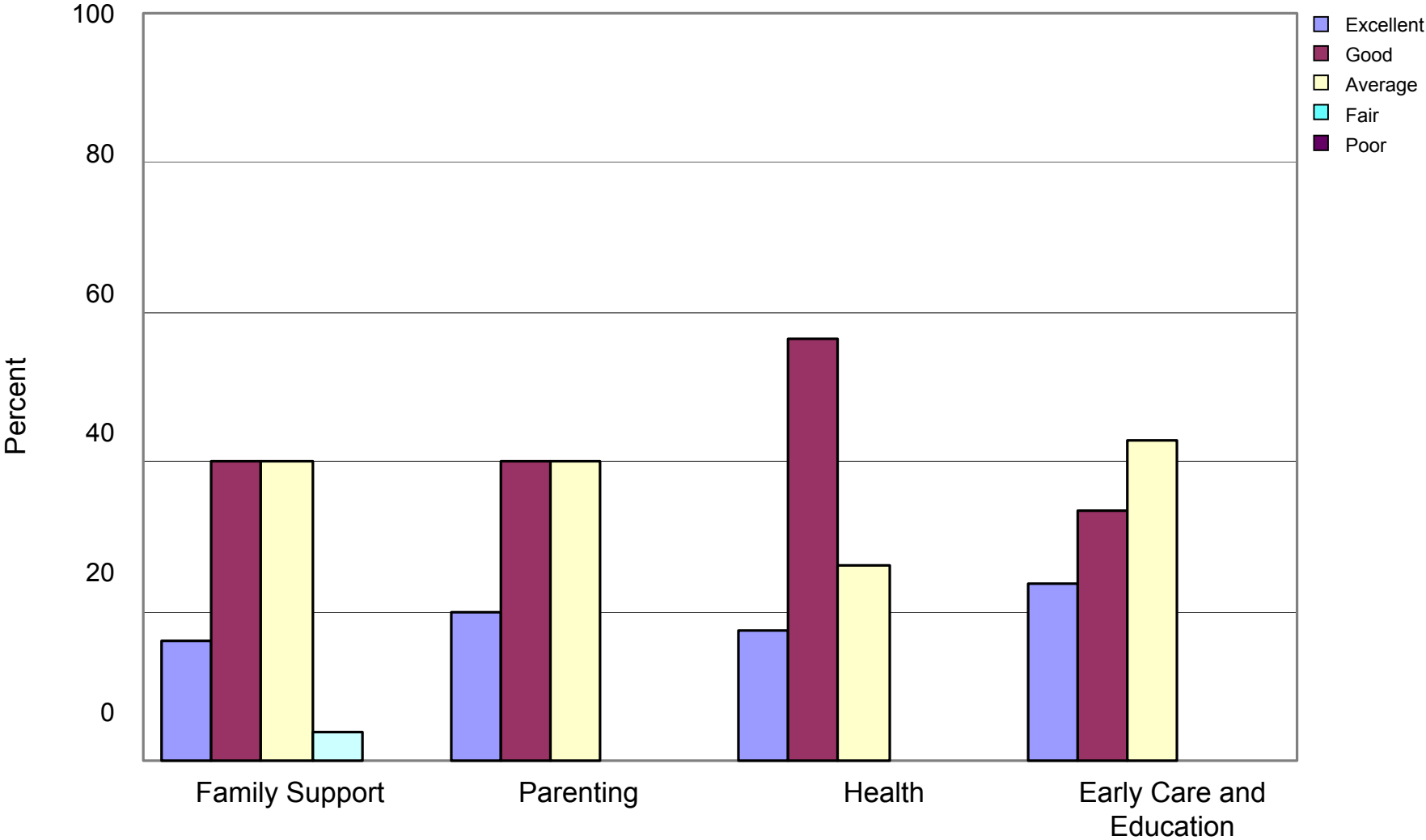
**PROVIDERS' IDENTIFICATION OF SPECIAL NEEDS BEING SERVED*
HAWAI'I COUNTY - WEST**



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

Figure 26

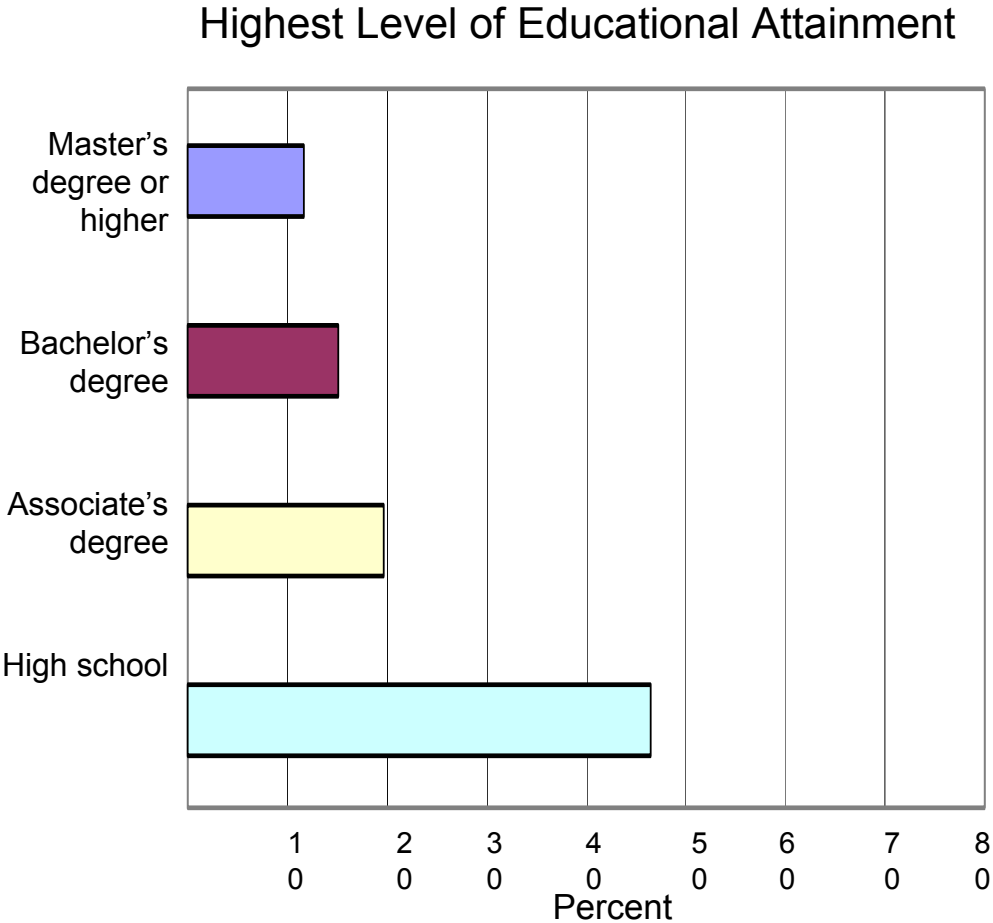
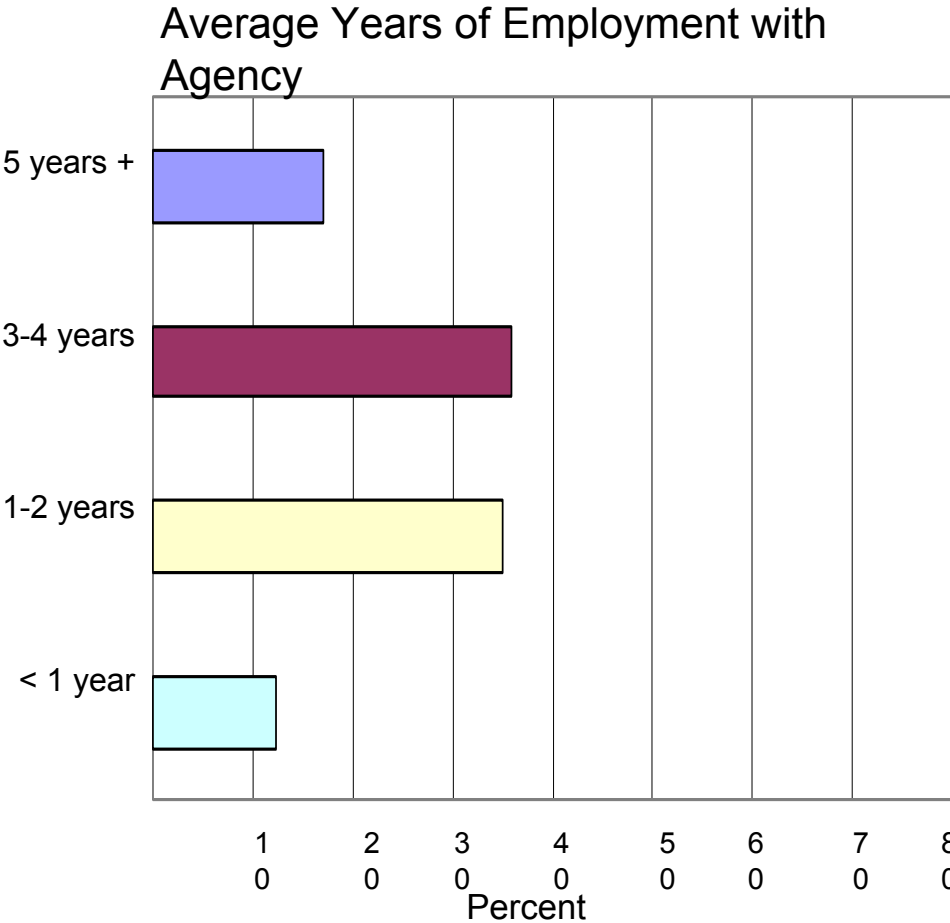
RATINGS OF SERVICE QUALITY BY TYPE OF SERVICE*
HAWAI'I COUNTY - WEST



*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.