

True Cost Survey Responses

Respondent Summary

High Level Experience

Future Scenarios

131

CBOs w/ government POS contracts

43%

Response Rate

(56 responses/131 total CBOs w / government POS contracts)

95

CBOs survey was sent to

59%

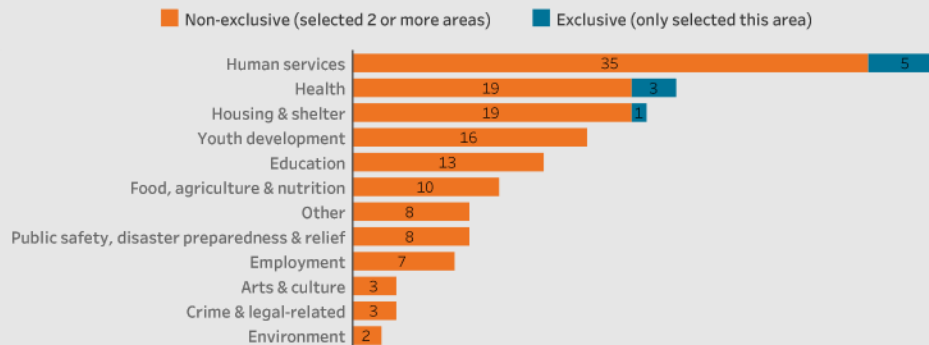
Response Rate

(56 responses/95 total CBOs survey was sent to)

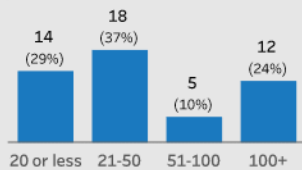
Respondent Information

Areas of Service

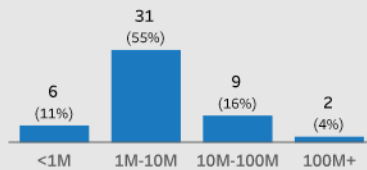
Organizations were asked to select all (one or more) area of service relevant to their government contracts



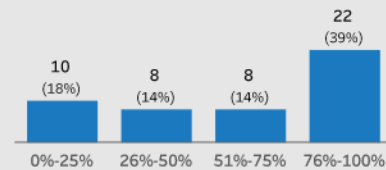
Total Number of Employees



Current Annual Revenue



% of Revenue from Gov Contracts



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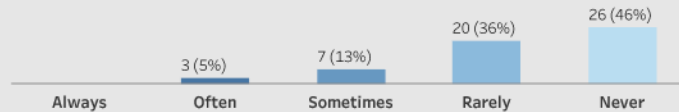
High Level Experience

Future Scenarios

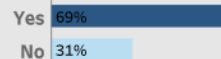
Over the past 10 years, with regards to initiating/renewing government purchase of service contracts,

	Always	Often	Sometimes	Rarely	Never	N/A
A new, recurring or multi-year contract with an agency or branch of government included incremental increases related to rising costs of delivering services	4%	7%	7%	21%	59%	2%
A new, recurring or multi-year contract with an agency or branch of government included sufficient funding for administrative/operations costs	2%	4%	21%	20%	52%	2%
Resorted to paying loan fees or interest while waiting for a contract payment	7%	16%	21%	10%	34%	12%
Unexpended dollars at the end of the fiscal year were applied as reductions in the subsequent year's contract budget		2%	33%	17%	29%	19%
Received reimbursement for interest paid when contract payments were late	2%	5%	14%	3%	59%	17%

How often are true costs to be incurred fully covered by your government contracts?



Over the past 10 years, has your organization requested budget increases for government contracts for the same type and level of services?



Those who answered yes to the question above were asked:

Over the past 10 years, how often have you experienced each of the following:

	Always	Often	Sometimes	Rarely	Never	N/A
Legislative barriers when seeking contract budget increases	10%	28%	13%	5%	8%	36%
Executive branch barriers when seeking contract budget increases	21%	28%	15%	3%	13%	21%
Judiciary barriers when seeking contract budget increases	13%	13%	8%	10%	15%	41%
Efforts to address issues pertaining to rising costs were met with understanding by the contracting agency/branch	3%	8%	33%	38%	13%	5%
The contracting agency/branch made requests for budget increases when submitting biennium budgets to the legislature or administration		8%	13%	49%	18%	13%
The agency/branch increased the contract budget when federal funds were received by the State		13%	15%	46%	21%	5%

Over the past 10 years, has your organization had government contract budgets that fell below the full operating costs required to provide the contracted services?



Those who answered yes to the question above were asked:

Over the past 10 years, how often have you:

	Always	Often	Sometimes	Rarely	Never
Undercut admin costs to balance the budget when the administration requirements have increased	37%	42%	17%		4%
Undercut staff salaries to avoid being over budget	21%	35%	13%	10%	21%
Turned to private funders to meet the gap necessary to cover the true costs of the contract	62%	25%	6%	4%	4%

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Please indicate your level of agreement with the following statements about the future of contracting with government:

	Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree
My organization is optimistic that current challenges with government contracts will improve in the coming years		25%	20%	32%	23%
The funding gap between government contracts and the true cost of providing contracted services will increase in the coming years	41%	25%	14%	11%	9%
As challenges with government contracts arise, my organization will be able to work with government counterparts to find a solution	7%	32%	25%	30%	5%
My organization is concerned that government contracts will not be sufficient to provide support for the increasing challenges faced by individuals, families and communities in Hawaii	73%	23%	2%	2%	

In the absence of changes to government contracts and contracting processes going forward, to what extent would you agree with the following statements:

	Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree
Even if challenges with government contracts persist, my organization will be able to continue to offer quality services to those in need	11%	25%	18%	32%	14%
I am not concerned for my organization when it comes to the future of government contracts	11%	9%	7%	32%	41%
If government contracting challenges are not addressed, my organization may not be able to continue to operate in Hawaii	14%	25%	25%	25%	11%
My organization anticipates having to seek a greater proportion of funds from private sector funders in the coming years	54%	34%	9%	2%	2%