

RESULTS OF CONSUMER SURVEY HAWAI'I COUNTY - EAST

Consumers of services for Hawaiian children were asked to assess the strengths of programs and the barriers to accessing them. The survey method called for evaluations from three groups of respondents: 50% parents, 25% kumu or kupuna (cultural teachers or wise elders), and 25% 'ohana caregivers (providers of kith and kin child care). For East Hawai'i, there was a total of 26 respondents: 14 parents, 9 kumu/kupuna, and 3 'ohana caregivers. The findings summarized below reflect the combined responses of those who "strongly agreed" or "agreed" to a statement and those who "strongly disagreed" or "disagreed" with a statement.

Family Supports

The majority of consumers (92.3%) indicated that there are not enough family services to meet the needs of their community. Only 7.7% felt services are easy to get to, with the majority (73.1%) disagreeing. Moreover, most respondents (65.4%) did not feel service hours meet their needs. The majority (84.6%) felt that people are not aware of the availability of services. Only 15.4% of the respondents believe people use these services, while 30.8% disagree. Some consumers (20.0%) indicated services are affordable, while more than one-third (36.0%) believed that costs prevent people from using them. Most consumers (76.9%) disagreed that the quality of family support services in their community are excellent.

Parenting Supports

The majority of consumers (80.0%) indicated that there are not enough parenting services to meet the needs of their community. Services were described as easy to get to by only 15.4% of the respondents, and only 11.5% felt services have hours that meet peoples' needs. The majority (80.8%) felt that people are not aware of the availability of services, and most (69.2%) disagreed that people use services. A small proportion of consumers (11.5%) indicated services are affordable, while more (42.3%) believed that costs prevent people from using them. A minority (7.7%) rated the quality of parenting support services in their community as excellent, with one-half of consumers disagreeing.

Health Supports

Two thirds of consumers (76.9%) indicated that there are not enough health services to meet the needs of their community. Services were described as easy to get to by only 3.8% of the respondents, and only 15.4% felt service hours meet their needs. Consumers were evenly split as to whether people are aware of the availability of services (38.5% agreeing and 38.5% disagreeing). More than forty percent (46.2%) felt that known services are used. While one-third (34.6%) of consumers indicated services are affordable, more (50.0%) believed that costs prevent people from using them. A minority of consumers (11.5%) rated the quality of health support services in their community as excellent, with the majority (69.2%) disagreeing.

Early Care and Education

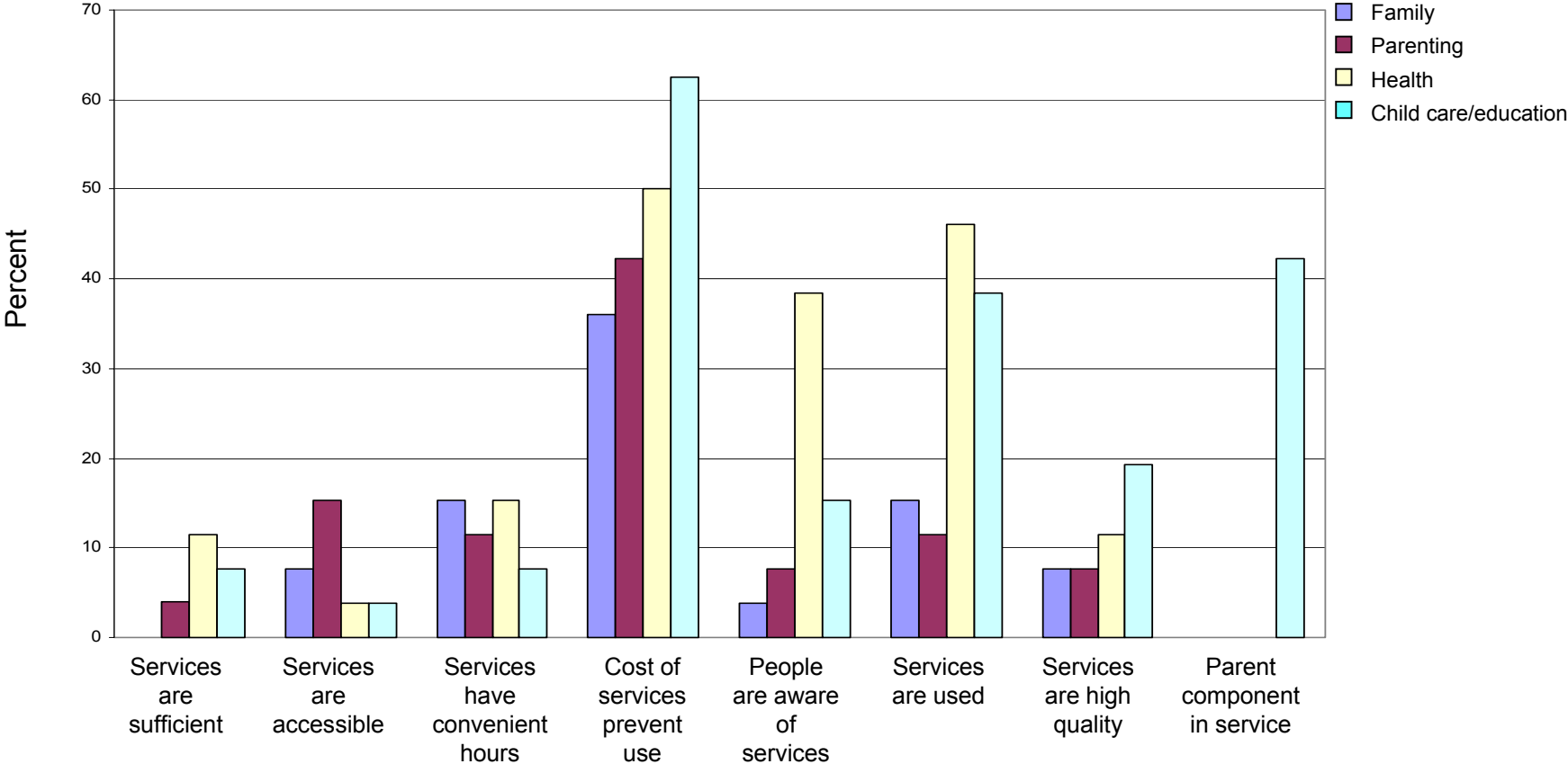
The majority of consumers (65.4%) did not feel there are enough early care and education services to meet the needs of their community. Likewise, very few (3.8%) felt that services are easy to get to or have hours that meet needs (7.7%). The majority (57.7%) thought that people are not aware of the availability of services. While some (38.5%) indicated that known services are used, more (42.3%) disagreed. More than sixty percent of respondents (62.5%) felt that costs prevent people from using these services. Some consumers (19.2%) rated the quality of early care and education services as excellent, while more (46.2%) disagreed. Consumers were split as to whether there is a parent-involvement component in most services, with 42.3% agreeing and 46.2% disagreeing.

Cultural Sites and Expertise

Respondents provided recommendations of cultural sites that children ages 0-5 should know about on the Consumer Survey. The recommendations are presented in Appendix K. Cultural sites mentioned include: historical Puna sites, volcano/Pele, Hawaiian agriculture, taro patches, “‘aina and ocean”, and for cultural activities, “train young kids and parents to learn their culture”. Respondents also provided names of cultural experts or practitioners who work with young children or families with young children in their communities. These are typically family members and people known in their communities and are listed in Appendix L.

Figure 73

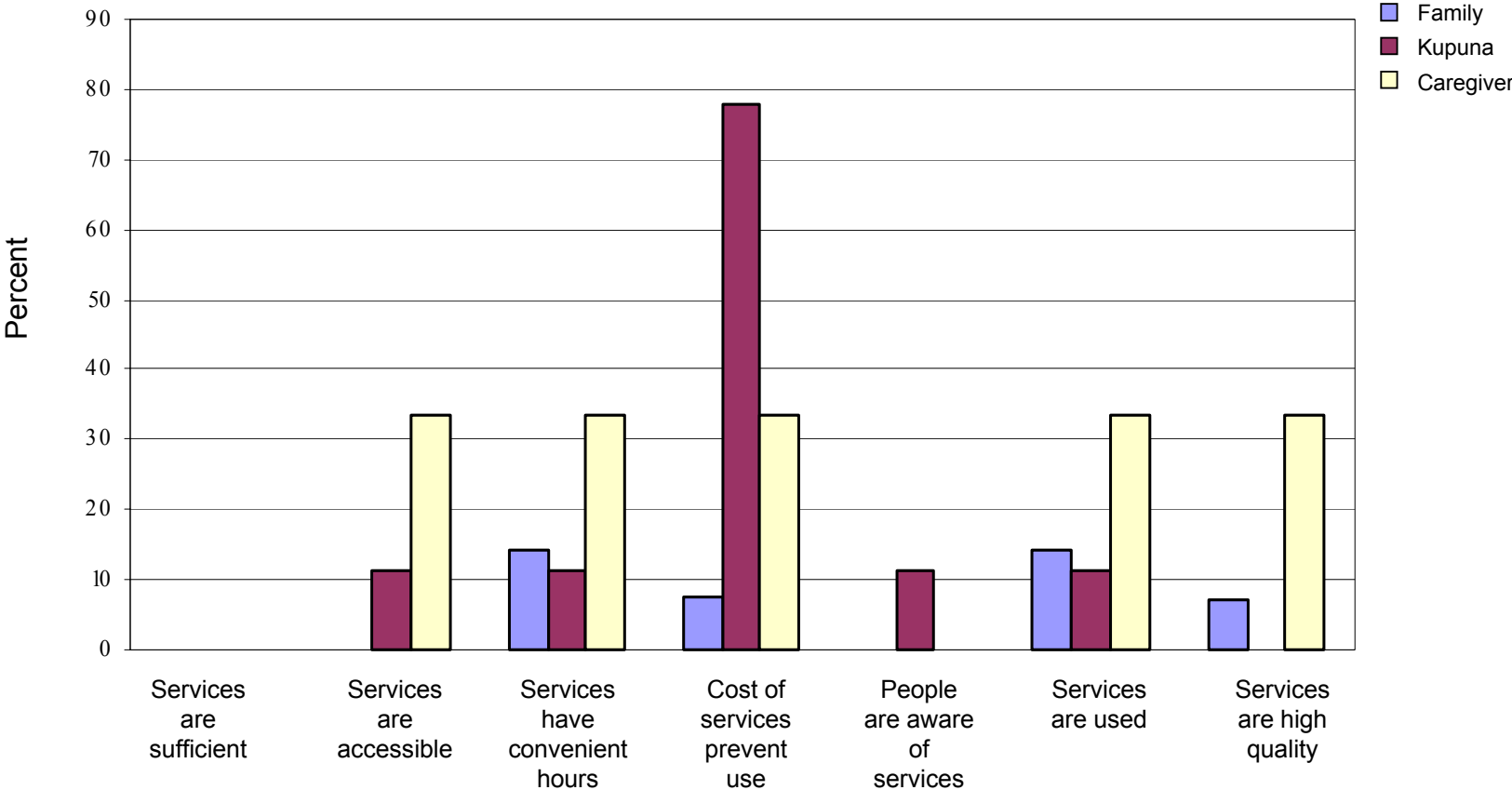
**SERVICE QUALITY AS EVALUATED BY CONSUMERS*
HAWAI‘I COUNTY - EAST**



* Percentage of respondents marking “agree” or “strongly agree” on the Consumer Survey (see Appendix J for survey).

Figure 74

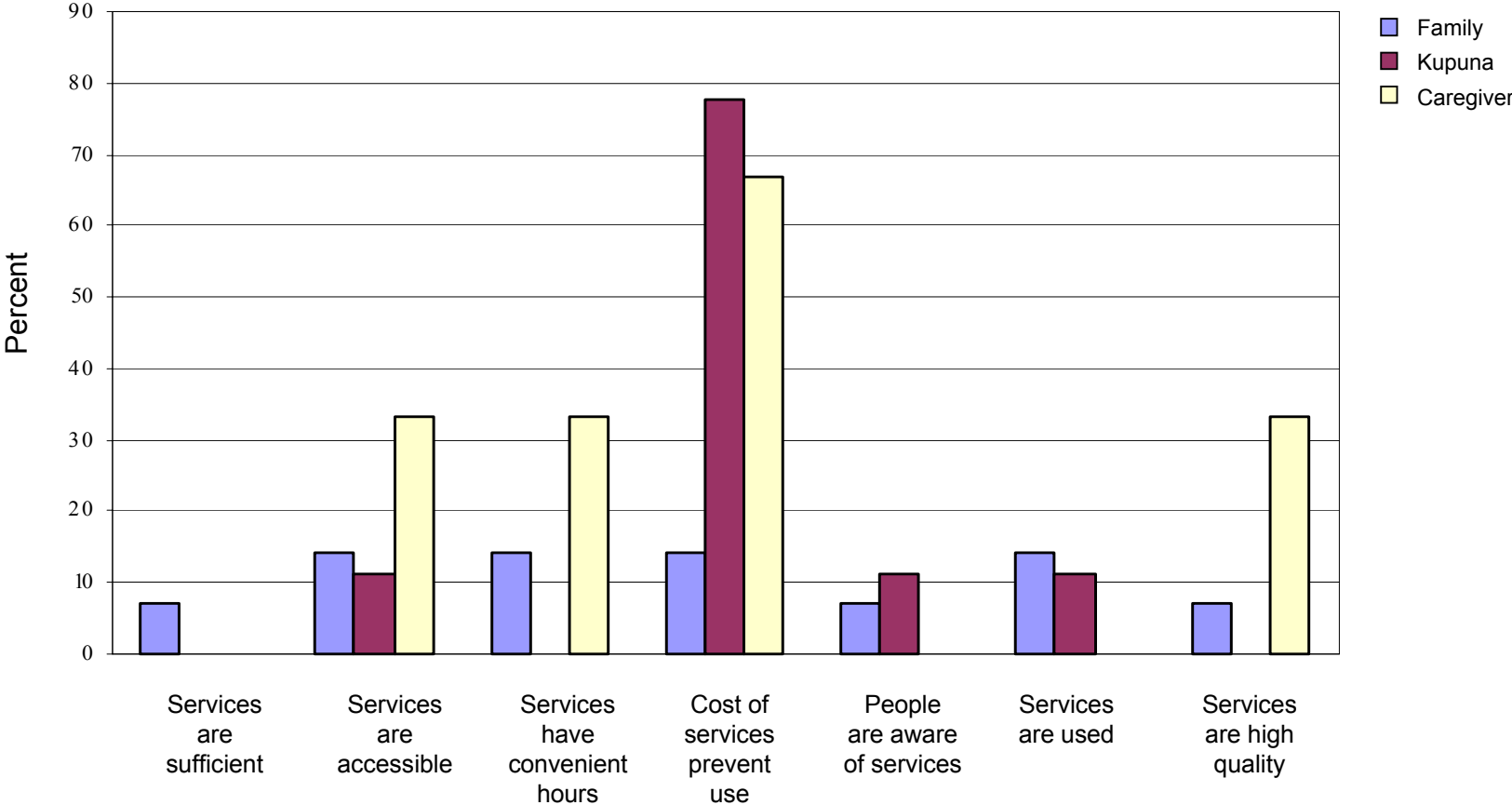
**POSITIVE RESPONSES ON CONSUMER SURVEY: FAMILY SUPPORT *
HAWAI'I COUNTY – EAST**



* Percentage of respondents marking “agree” or “strongly agree” on the Family Support section of the Consumer Survey (see Appendix J for survey).

Figure 75

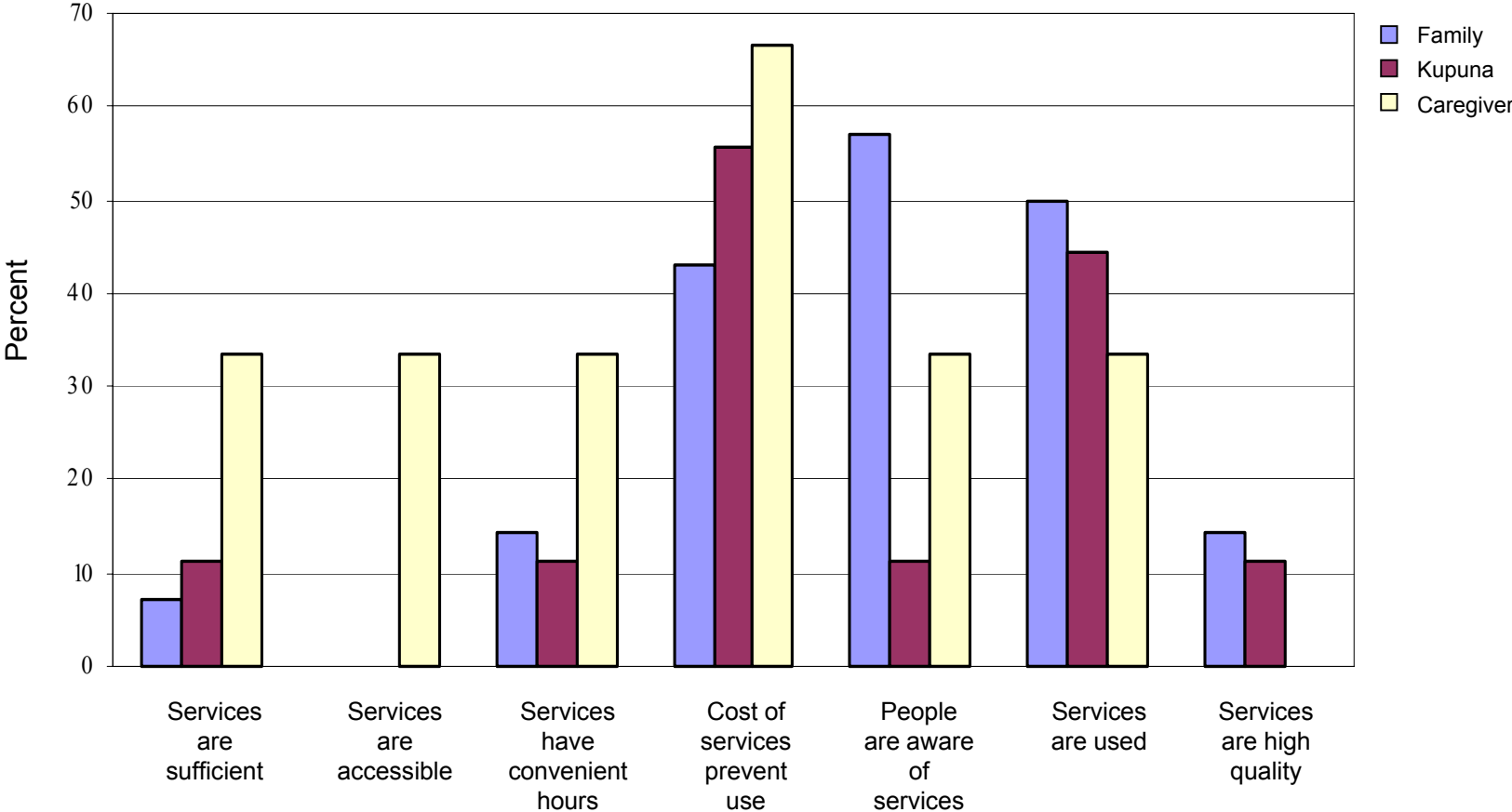
**POSITIVE RESPONSES ON CONSUMER SURVEY: PARENTING SUPPORT *
HAWAI'I COUNTY – EAST**



* Percentage of respondents marking “agree” or “strongly agree” on the Parenting Support section of the Consumer Survey (see Appendix J for survey).

Figure 76

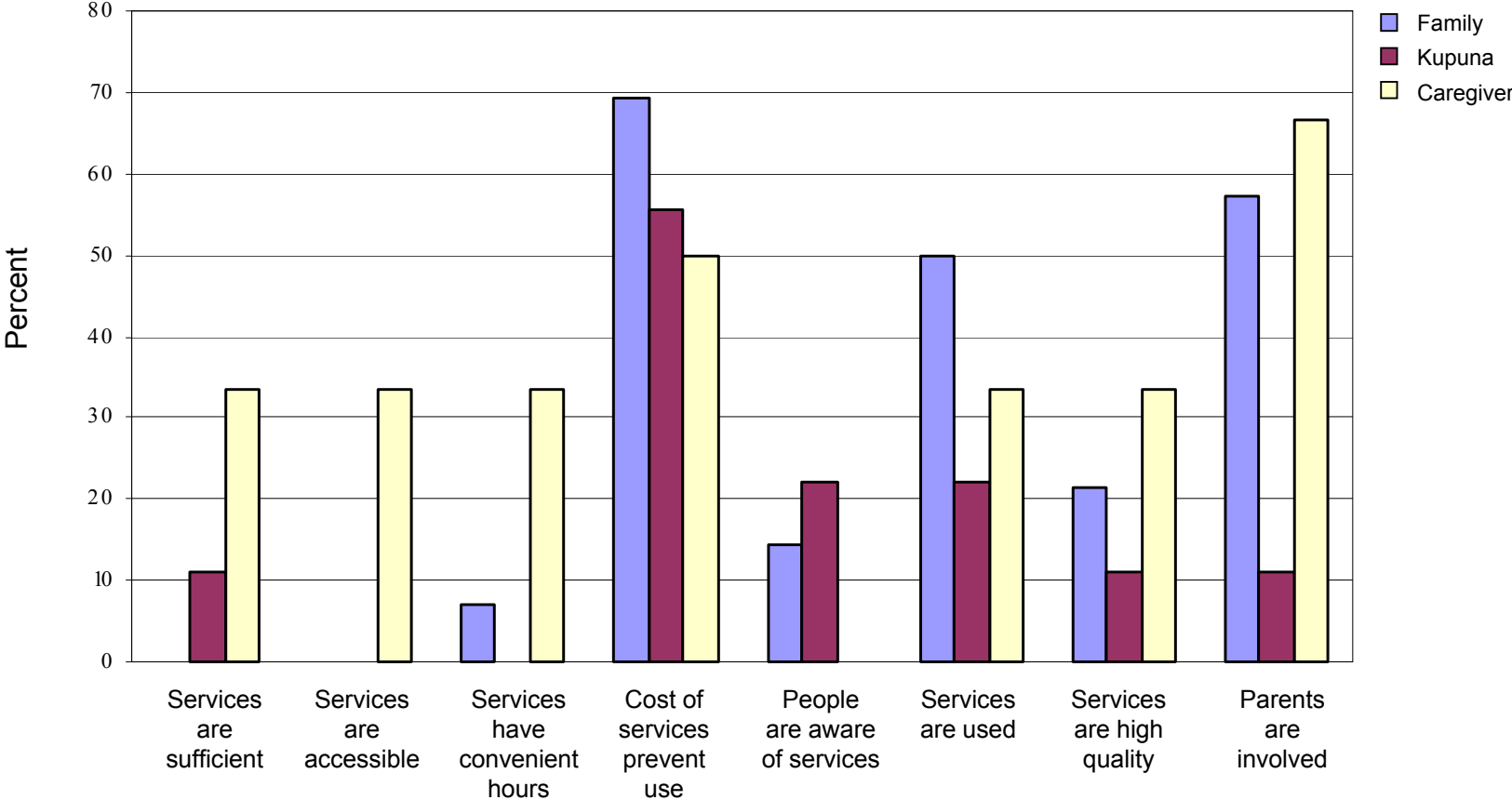
**POSITIVE RESPONSES ON CONSUMER SURVEY: HEALTH SUPPORT *
HAWAI'I COUNTY – EAST**



* Percentage of respondents marking “agree” or “strongly agree” on the Health Support section of the Consumer Survey (see Appendix J for survey).

Figure 77

**POSITIVE RESPONSES ON CONSUMER SURVEY: EARLY CARE AND EDUCATION *
HAWAI'I COUNTY – EAST**



* Percentage of respondents marking “agree” or “strongly agree” on the Early Care and Education section of the Consumer Survey (see Appendix J for survey).

TABLE 43
CONSUMER SURVEY: FAMILY
HAWAI'I COUNTY - EAST

QUESTIONS	STRONGLY DISAGREE		DISAGREE		NEUTRAL		AGREE		STRONGLY AGREE	
	N	%	N	%	N	%	N	%	N	%
	1. Enough of these services to meet the needs in my moku	5	19.2	19	73.1	2	7.7	-	-	-
2. Services easy to get to (location, transportation)	2	7.7	17	65.4	5	19.2	2	7.7	-	-
3. Services have business hours that meet my needs	6	23.1	11	42.3	5	19.2	3	11.5	1	3.8
4. Costs of these services prevent people from using them	2	8.0	3	12.0	11	44.0	5	20.0	4	16.0
5. People know services are available	12	46.2	10	38.5	3	11.5	1	3.8	-	-
6. People use services	2	7.7	6	23.1	14	53.8	4	15.4	-	-
7. Quality of services in my moku/community is excellent	10	38.5	10	38.5	4	15.4	2	7.7	-	-

**TABLE 44
CONSUMER SURVEY: PARENTING
HAWAI'I COUNTY - EAST**

		STRONGLY DISAGREE		DISAGREE		NEUTRAL		AGREE		STRONGLY AGREE	
QUESTIONS		N	%	N	%	N	%	N	%	N	%
1.	Enough of these services to meet the needs in my moku	9	36.0	11	44.0	4	16.0	1	4.0	-	-
2.	Services easy to get to (location, transportation)	5	19.2	5	19.2	12	46.2	4	15.4	-	-
3.	Services have business hours that meet my needs	5	19.2	4	15.4	14	53.8	3	11.5	-	-
4.	Costs of these services prevent people from using them	2	7.7	1	3.8	12	46.2	7	26.9	4	15.4
5.	People know services are available	4	15.4	17	65.4	3	11.5	2	7.7	-	-
6.	People use services	1	3.8	17	65.4	5	19.2	3	11.5	-	-
7.	Quality of services in my moku/community is excellent	2	7.7	11	42.3	11	42.3	1	3.8	1	3.8

TABLE 45
CONSUMER SURVEY: HEALTH
HAWAI'I COUNTY - EAST

QUESTIONS	STRONGLY DISAGREE		DISAGREE		NEUTRAL		AGREE		STRONGLY AGREE	
	N	%	N	%	N	%	N	%	N	%
	1. Enough of these services to meet the needs in my moku	10	38.5	10	38.5	3	11.5	3	11.5	-
2. Services easy to get to (location, transportation)	9	34.6	5	19.2	11	42.3	1	3.8	-	-
3. Services have business hours that meet my needs	3	11.5	9	34.6	10	38.5	4	15.4	-	-
4. Costs of these services prevent people from using them	4	15.4	5	19.2	4	15.4	9	34.6	4	15.4
5. People know services are available	6	23.1	4	15.4	6	23.1	8	30.8	2	7.7
6. People use services	4	15.4	1	3.8	9	34.6	10	38.5	2	7.7
7. Quality of services in my moku/community is excellent	8	30.8	10	38.5	5	19.2	3	11.5	-	-

TABLE 46
CONSUMER SURVEY: EARLY CARE AND EDUCATION
HAWAI‘I COUNTY - EAST

		STRONGLY DISAGREE		DISAGREE		NEUTRAL		AGREE		STRONGLY AGREE	
QUESTIONS		N	%	N	%	N	%	N	%	N	%
1.	Enough of these services to meet the needs in my moku	5	19.2	12	46.2	7	26.9	2	7.7	-	-
2.	Services easy to get to (location, transportation)	3	11.5	13	50.0	9	34.6	1	3.8	-	-
3.	Services have business hours that meet my needs	2	7.7	8	30.8	14	53.8	2	7.7	-	-
4.	Costs of these services prevent people from using them	3	12.5	2	8.3	4	16.7	9	37.5	6	25.0
5.	People know services are available	1	3.8	14	53.8	7	26.9	4	15.4	-	-
6.	People use services	3	11.5	8	30.8	5	19.2	10	38.5	-	-
7.	Quality of services in my moku/community is excellent	7	26.9	5	19.2	9	34.6	5	19.2	-	-
8.	Parent-involvement component in most early care and education services	2	7.7	10	38.5	3	11.5	9	34.6	2	7.7