

RESULTS OF CONSUMER SURVEY CITY AND COUNTY OF HONOLULU: ‘EWA/WAHIWA MOKU

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 ‘Ewa/Wahiwa moku, there was a total of 21 respondents: 8 parents, 7 kumu/kupuna, and 6 ‘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

Over forty percent of consumers (42.9%) indicated that there are enough family services to meet the needs of their community, with some (28.6%) who disagreed. The majority (61.9%) felt that services are easy to get to, with service hours that meet their needs (57.1%). Consumers were split on whether they believed that people are aware of the availability of services (42.9% disagreeing and 42.9% agreeing that people know about services), and the majority (57.4%) felt that known services are used. While almost one-half of consumers (47.6%) indicated services are affordable, some (28.6%) believed that costs prevent people from using them. Almost one-half of consumers (47.6%) rated the quality of family support services in their community as excellent.

Parenting Supports

Less than one-third of consumers (28.6%) indicated that there are enough parenting services to meet the needs of their community, with more (42.9%) disagreeing. One-third (33.3%) felt services are easy to get to. Almost half (47.6%) believed that service hours meet their needs. Respondents were evenly split on whether people are aware of the availability of services, with 38.1% agreeing and 38.1% disagreeing. More than one-half believed known services are used. Consumers were rather split on whether services are affordable: 28.6% agreed, while 33.3% believed that costs prevent people from using services. Many consumers (43.1%) rated the quality of parenting support services in their community as excellent, but more than one-third disagreed.

Health Supports

The majority of consumers (66.7%) indicated that there are enough health services to meet the needs of their community. The majority (61.9%) also felt that services are easy to get to, with service hours that meet their needs (61.9%). Over half (57.1%) believed that people are aware of the availability of services and that known services are used (61.9%). While many (47.6%) consumers indicated services are affordable, some (23.8%) believed that costs prevent people from using them. More than one-half of consumers (52.4%) rated the quality of health support services in their community as excellent.

Early Care and Education

Consumers were split on whether there are enough early care and education services to meet the needs of their community, with 47.6% agreeing and 42.9% disagreeing. However, the majority (76.2%) felt that services are easy to get to, with service hours that meet their needs (66.7%). Most (81.0%) felt that people are aware of the availability of services and that known services are used (85.7%). Two-thirds of the respondents (66.7%) believed that costs are affordable, but some (23.8%) thought that costs prevent people from using these services. The majority of consumers (65.0%) rated the quality of early care and education services as excellent, and the majority (65.0%) agreed there is a parent-involvement component in most services.

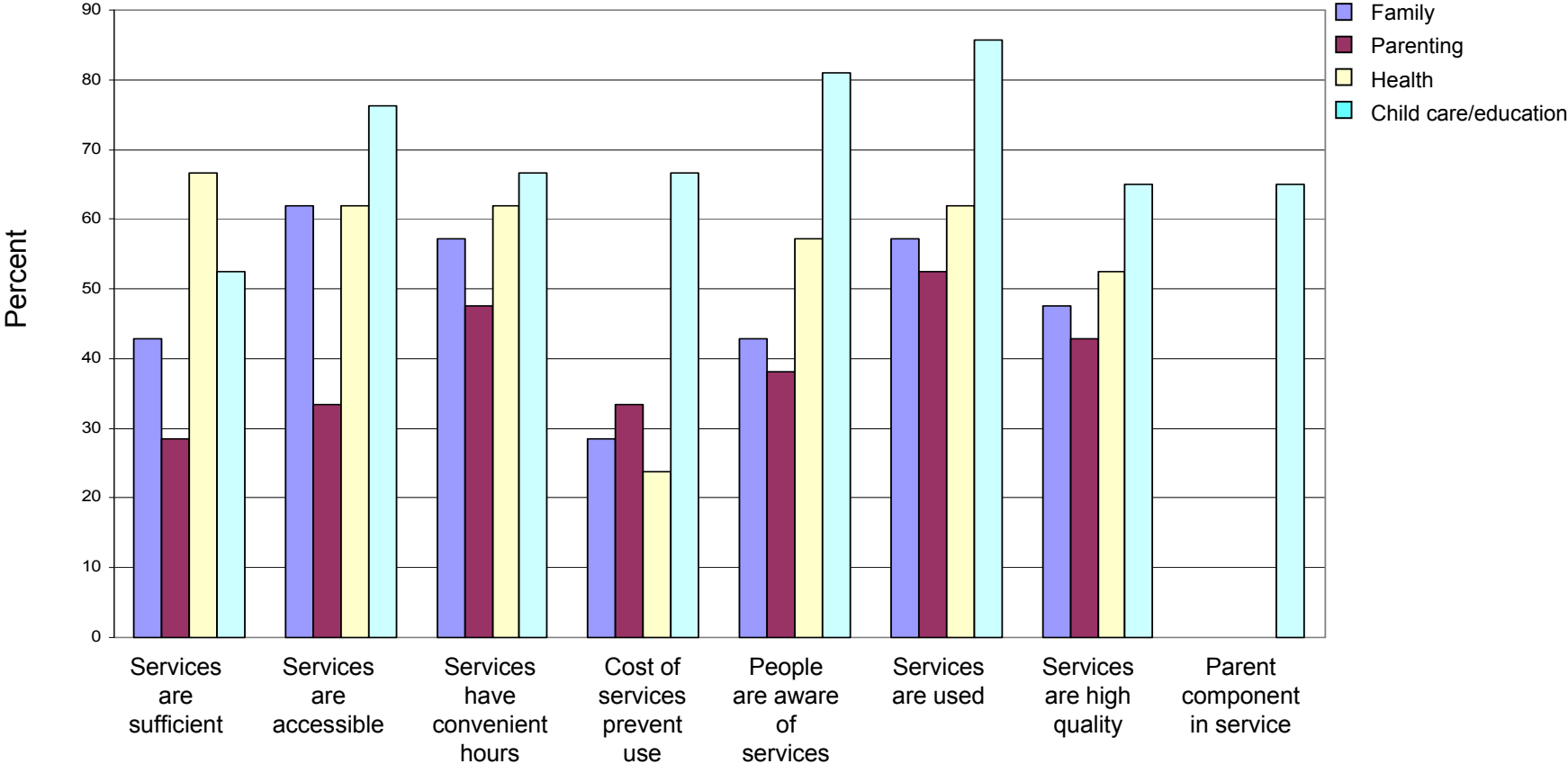
Cultural Sites and Expertise

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. Some of the cultural sites for 'Ewa/Wahiawa include: Moanalua Valley, 'Aiea, heiau, Kukaniloko, other heiau, Lo'i, Pu'u o kapolei, Palailai, Makakilo, Waimanalo to Honolulu gulch, and the Ahupua'a of Honaliali. Cultural activities were also mentioned, such as "Hawaiian games, music and crafts" and the "need to get Hawaiian names, plants, flowers, nature, respect, pick up rubbish, and malama sites".

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 43

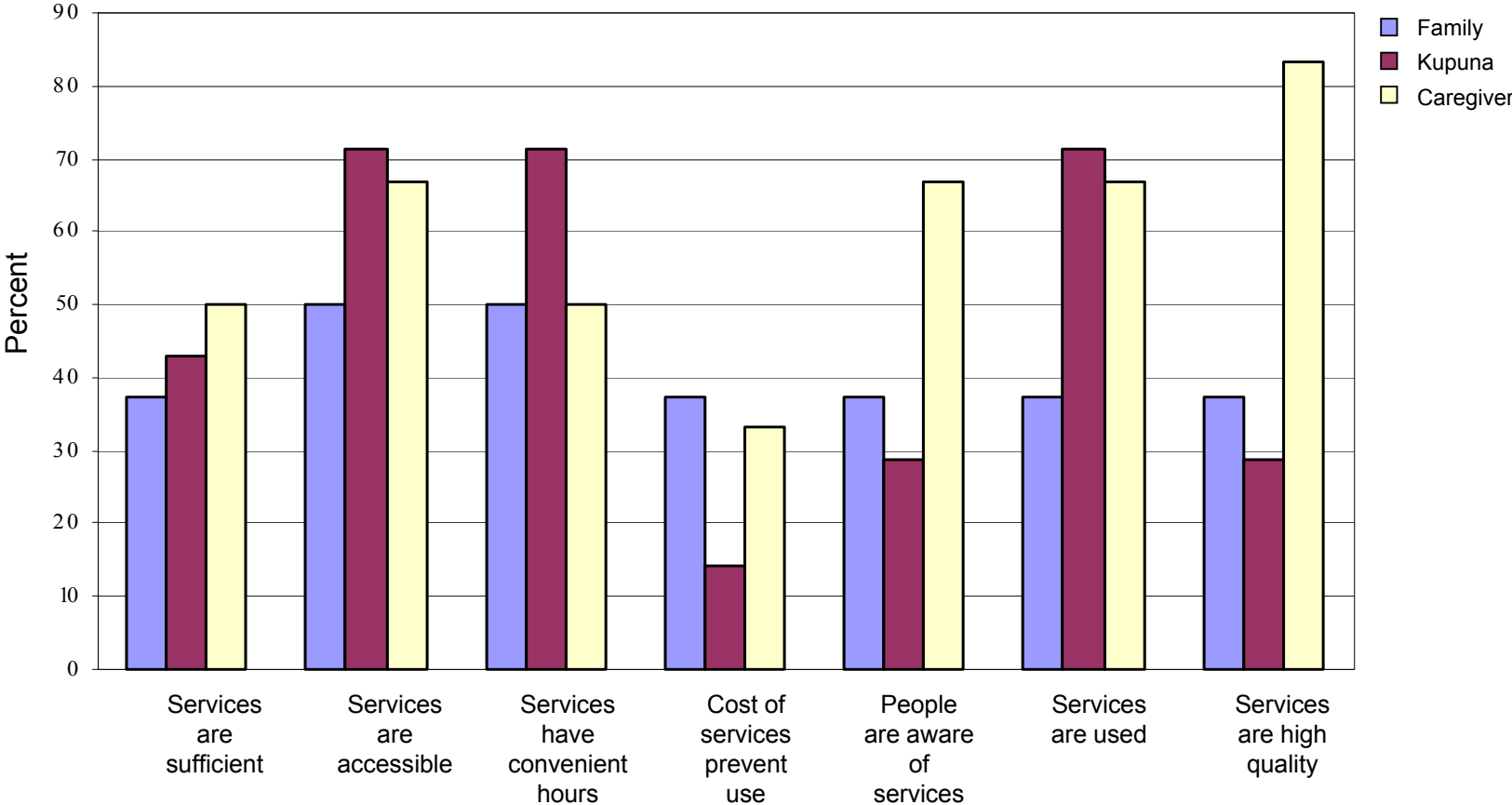
**SERVICE QUALITY AS EVALUATED BY CONSUMERS*
CITY AND COUNTY OF HONOLULU: 'EWA/ WAHIAWA MOKU**



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

Figure 44

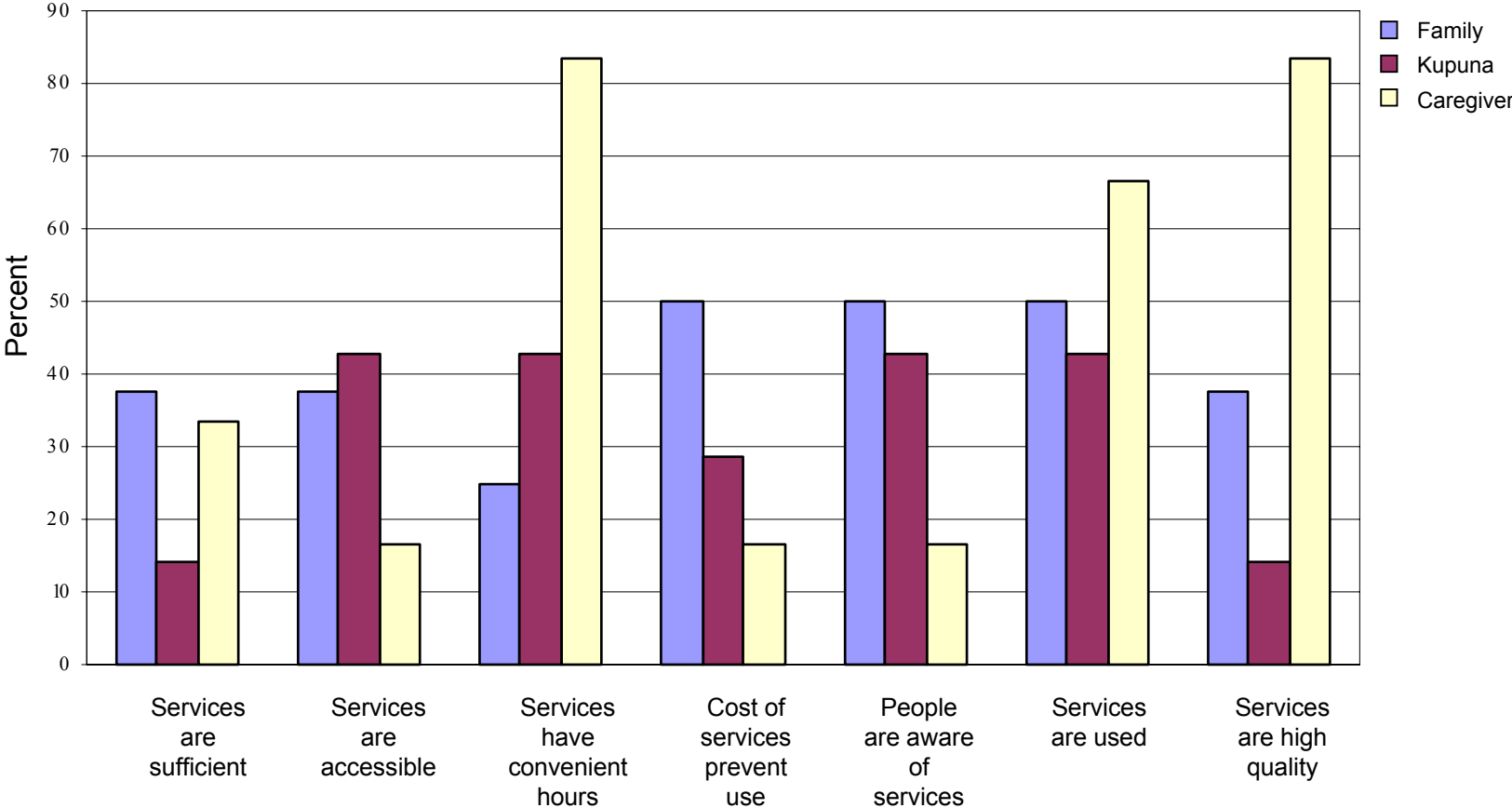
**POSITIVE RESPONSES ON CONSUMER SURVEY: FAMILY SUPPORT *
CITY AND COUNTY OF HONOLULU: 'EWA/WAHIWA MOKU**



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

Figure 45

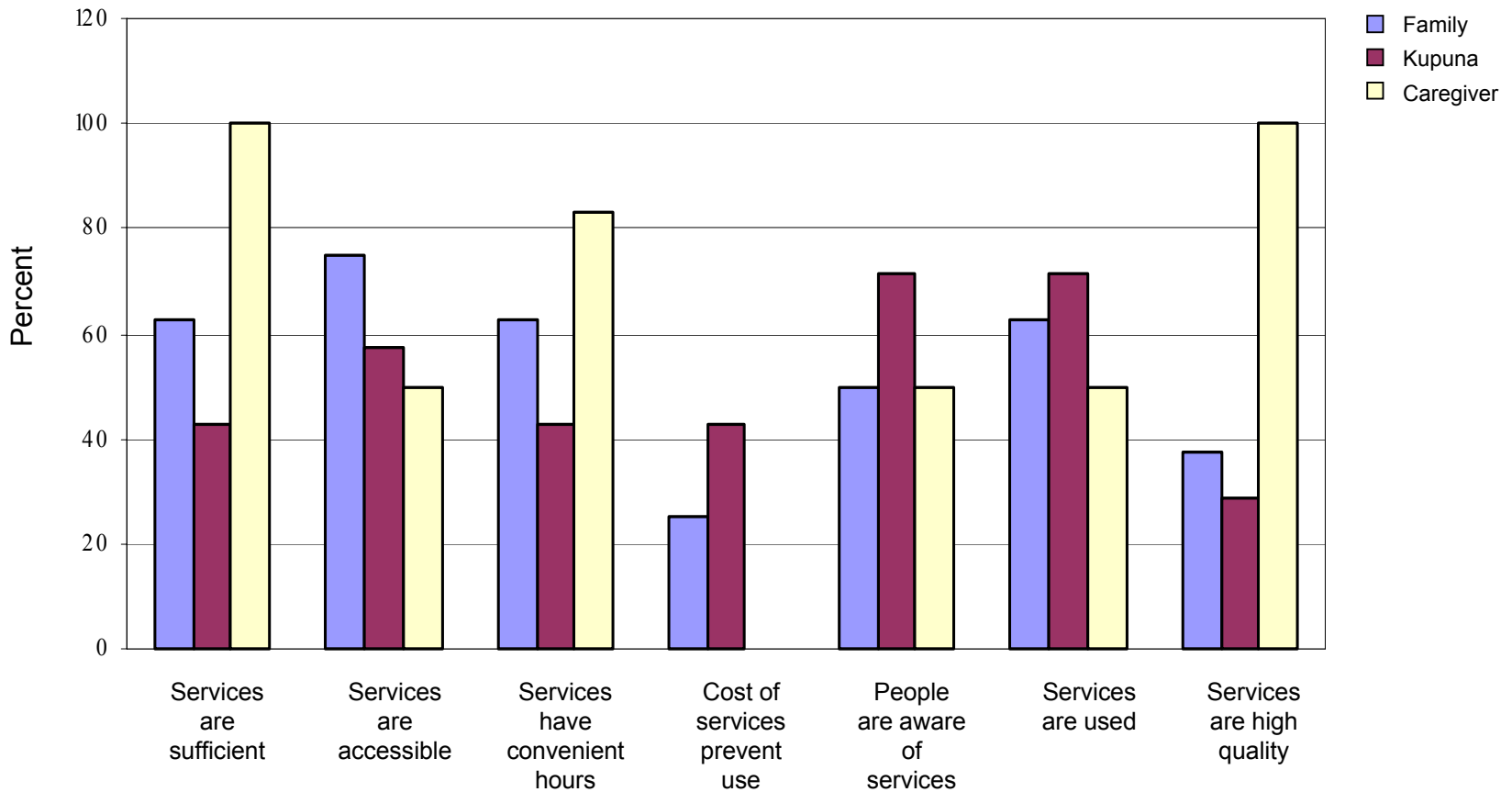
**POSITIVE RESPONSES ON CONSUMER SURVEY: PARENTING SUPPORT *
CITY AND COUNTY OF HONOLULU: 'EWA/WAHIWA MOKU**



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

Figure 46

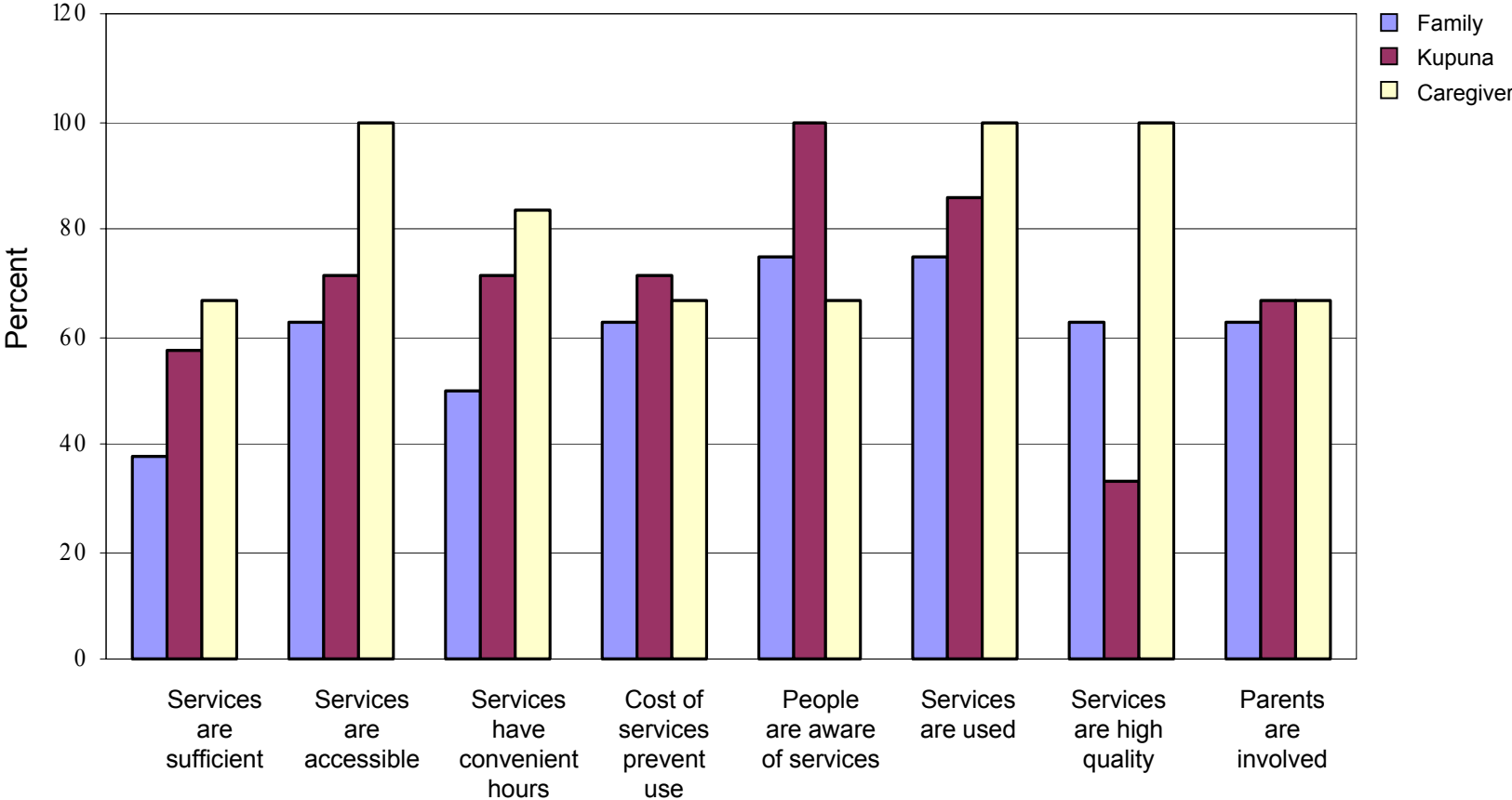
**POSITIVE RESPONSES ON CONSUMER SURVEY: HEALTH SUPPORT *
CITY AND COUNTY OF HONOLULU: 'EWA/WAHIWA MOKU**



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

Figure 47

**POSITIVE RESPONSES ON CONSUMER SURVEY: EARLY CARE AND EDUCATION *
CITY AND COUNTY OF HONOLULU: 'EWA/WAHIWA MOKU**



* 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 19
CONSUMER SURVEY: FAMILY
CITY AND COUNTY OF HONOLULU: 'EWA/ WAHIAWA MOKU

		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	2	9.5	4	19.0	6	28.6	9	42.9	-	-
2.	Services easy to get to (location, transportation)	1	4.8	3	14.3	4	19.0	13	61.9	-	-
3.	Services have business hours that meet my needs	2	9.5	2	9.5	5	23.8	12	57.1	-	-
4.	Costs of these services prevent people from using them	3	14.3	7	33.3	5	23.8	6	28.6	-	-
5.	People know services are available	2	9.5	7	33.3	3	14.3	9	42.9	-	-
6.	People use services	2	9.5	3	14.3	4	19.0	11	52.4	1	5.0
7.	Quality of services in my moku/community is excellent	1	4.8	3	14.3	7	33.3	10	47.6	-	-

TABLE 20
CONSUMER SURVEY: PARENTING
CITY AND COUNTY OF HONOLULU: 'EWA/ WAHIAWA MOKU

		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	2	9.5	7	33.3	6	28.6	6	28.6	-	-
2.	Services easy to get to (location, transportation)	2	9.5	3	14.3	9	42.9	7	33.3	-	-
3.	Services have business hours that meet my needs	1	4.8	5	23.8	5	23.8	10	47.6	-	-
4.	Costs of these services prevent people from using them	1	4.8	5	23.8	8	38.1	7	33.3	-	-
5.	People know services are available	1	4.8	7	33.3	5	23.8	8	38.1	-	-
6.	People use services	2	9.5	2	9.5	6	28.6	11	52.4	-	-
7.	Quality of services in my moku/community is excellent	2	9.5	5	23.8	5	23.8	8	38.1	1	5.0

TABLE 21
CONSUMER SURVEY: HEALTH
CITY AND COUNTY OF HONOLULU: ‘EWA/ WAHIAWA MOKU

		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	2	9.5	4	19.0	1	4.8	14	66.7	-	-
2.	Services easy to get to (location, transportation)	2	9.5	2	9.5	4	19.0	13	61.9	-	-
3.	Services have business hours that meet my needs	2	9.5	3	14.3	3	14.3	13	61.9	-	-
4.	Costs of these services prevent people from using them	1	4.8	9	42.9	6	28.6	5	23.8	-	-
5.	People know services are available	1	4.8	4	19.0	4	19.0	12	57.1	-	-
6.	People use services	1	4.8	2	9.5	5	23.8	13	61.9	-	-
7.	Quality of services in my moku/community is excellent	1	4.8	5	23.8	4	19.0	11	52.4	-	-

TABLE 22
CONSUMER SURVEY: EARLY CARE AND EDUCATION
CITY AND COUNTY OF HONOLULU: 'EWA/ WAHIAWA MOKU

		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	2	9.5	7	33.3	1	4.8	10	47.6	-	-
2.	Services easy to get to (location, transportation)	2	9.5	2	9.5	1	4.8	16	76.2	-	-
3.	Services have business hours that meet my needs	2	9.5	2	9.5	3	14.3	14	66.7	-	-
4.	Costs of these services prevent people from using them	2	9.5	3	14.3	2	9.5	8	38.1	6	28.6
5.	People know services are available	1	4.8	2	9.5	1	4.8	16	76.2	1	4.8
6.	People use services	2	9.5	1	4.8	0	0.0	16	76.2	2	9.5
7.	Quality of services in my moku/community is excellent	2	10.0	-	-	5	25.0	12	60.0	1	5.0
8.	Parent-involvement component in most early care and education services	1	5.0	1	5.0	5	25.0	13	65.0	-	-