

RESULTS OF CONSUMER SURVEY CITY AND COUNTY OF HONOLULU: HONOLULU (KONA) 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 Honolulu (Kona) moku, there was a total of 138 respondents: 100 parents, 23 kumu/kupuna, and 15 ‘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 (41.6%) indicated that there are enough family services to meet the needs of their community, yet a sizeable portion (35.8%) disagreed. Many (42.6%) described services as easy to get to, with service hours that meet their needs (47.1%). Many (45.7%) felt that people are not aware of the availability of services, and yet known services are used (39.4%). While many consumers (41.2%) indicated services are affordable, some (21.3%) believed that costs prevent people from using them. Many consumers (43.1%) rated the quality of family support services in their community as excellent.

Parenting Supports

Some consumers (36.5%) indicated that there are enough parenting services to meet the needs of their community, while more (48.2%) disagreed. About one-third (35.3%) described services as easy to get to, while slightly more disagreed (38.2%). Many (42.3%) felt that service hours meet their needs, yet a sizeable portion (36.5%) disagreed. Many (44.2%) also felt that people are not aware of the availability of services, but that known services are used (45.9%). While about one-third of consumers (32.4%) indicated services are affordable, some (27.9%) believed that costs prevent people from using them. A sizeable proportion of consumers (39.4%) rated the quality of parenting support services in their community as excellent.

Health Supports

Almost half of consumers (48.9%) indicated that there are enough health services to meet the needs of their community. Over half (54.0%) thought services are easy to get to, with service hours that meet their needs (46.7%). Over half (53.3%) felt that people are aware of the availability of services and the majority (70.8%) felt that known services are used. While many consumers (44.5%) indicated services are affordable, some (19.0%) believed that costs prevent people from using them. Over half of the consumers (56.9%) 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 (38.0% agreeing and 39.4% disagreeing). More than one-third (37.2%) thought services were easy to get to, while a sizeable portion (31.4%) disagreed. One half (50.4%) felt that services had hours that meet their needs. Almost half (48.6%) felt that people are aware of the availability of services and the majority (68.6%) felt that known services are used. Respondents were rather split on whether cost prevents people from using these services (35.0% agreed while 39.4% disagreed). Many consumers (43.8%) rated the quality of early care and education services as excellent, and many (46.0%) agreed there is a parent-involvement component in most services.

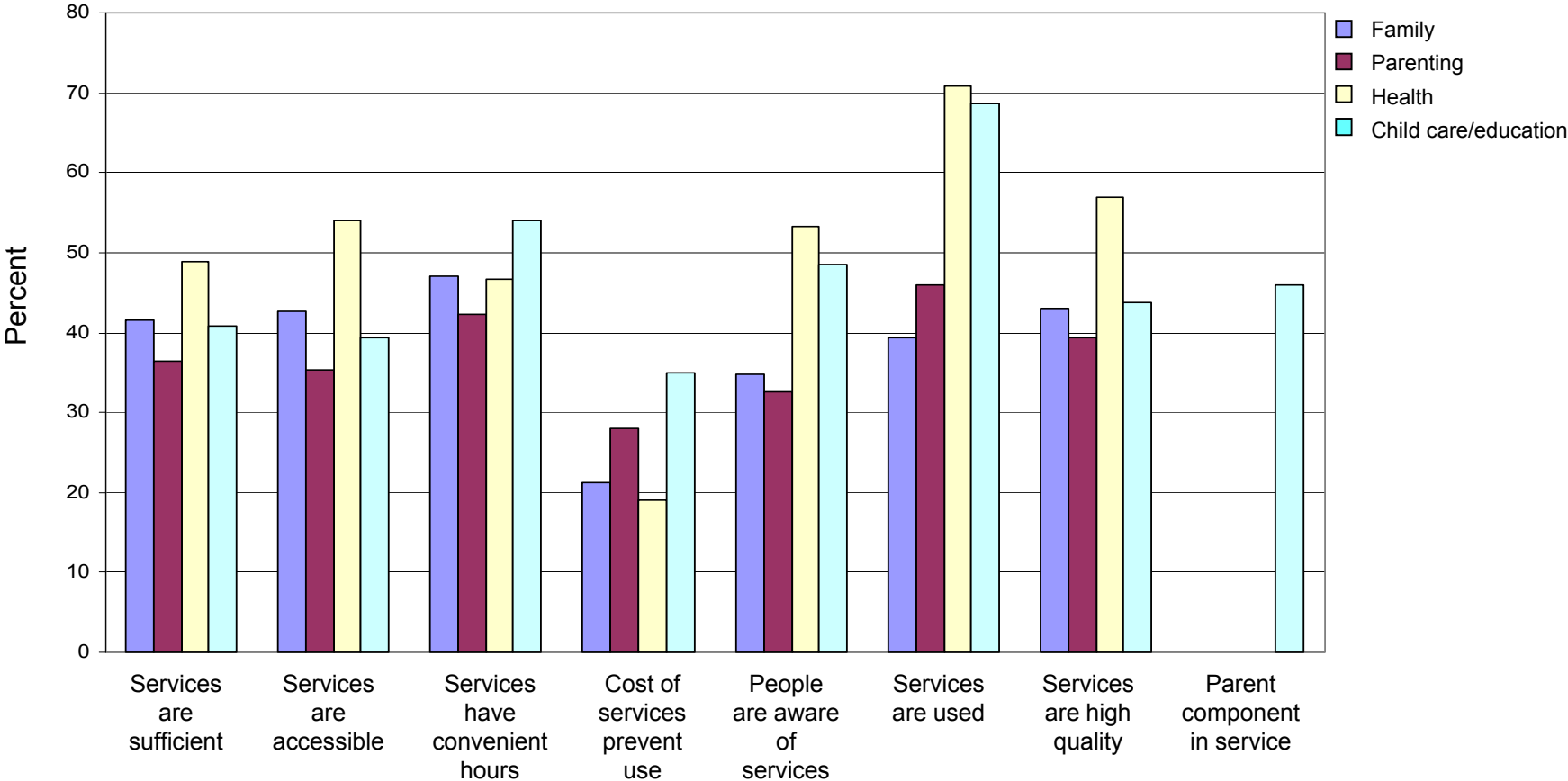
Cultural Sites and Expertise

Respondents provided recommendations of cultural sites that children ages 0-5 should know about on the Consumer Survey. The recommendations are summarized in Appendix K. For Honolulu (Kona) moku, sites mentioned include: Bishop Museum, Aquarium, Sea Life Park, Honolulu Zoo, Polynesian Culture Center, Kamehameha Schools, taro loi, Hawaiian medicinal plants and the Lyon Arboretum. Cultural activities were also mentioned, such as “music-chanting, hula, re-tell history” and learning “their ‘Ohana roots”.

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 48

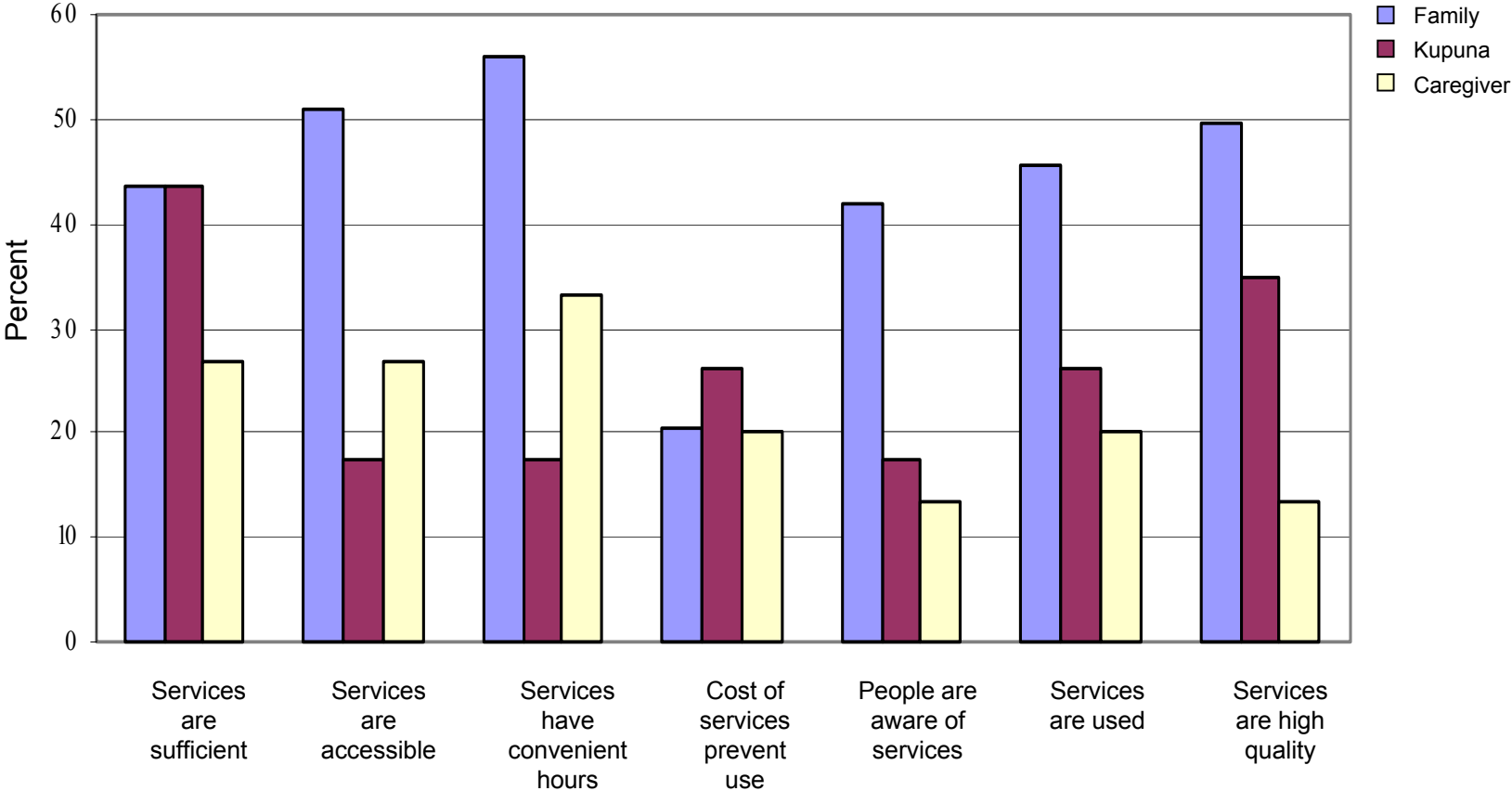
**SERVICE QUALITY AS EVALUATED BY CONSUMERS*
CITY AND COUNTY OF HONOLULU: HONOLULU (KONA) MOKU**



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

Figure 49

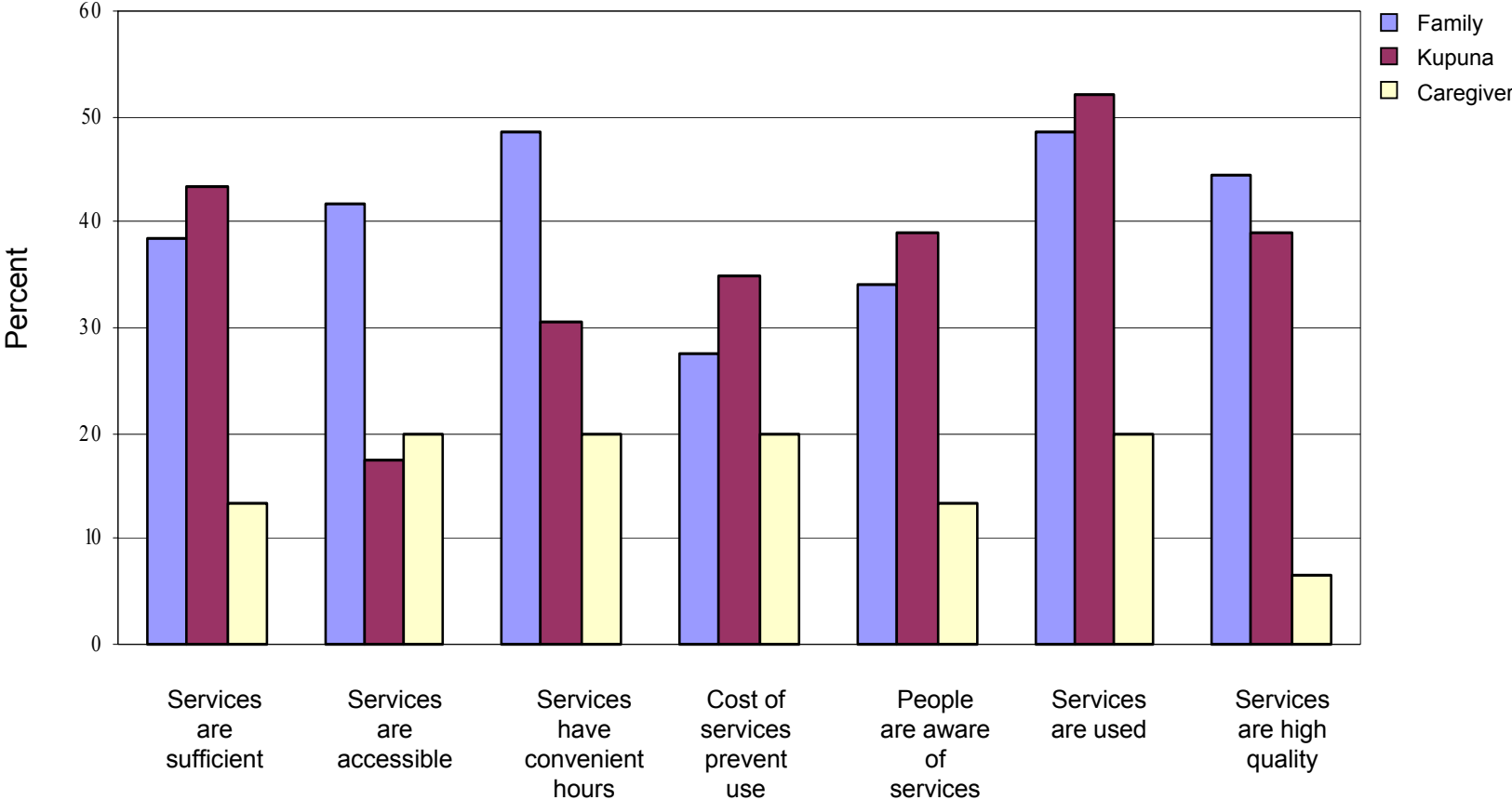
**POSITIVE RESPONSES ON CONSUMER SURVEY: FAMILY SUPPORT *
CITY AND COUNTY OF HONOLULU: HONOLULU (KONA) MOKU**



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

Figure 50

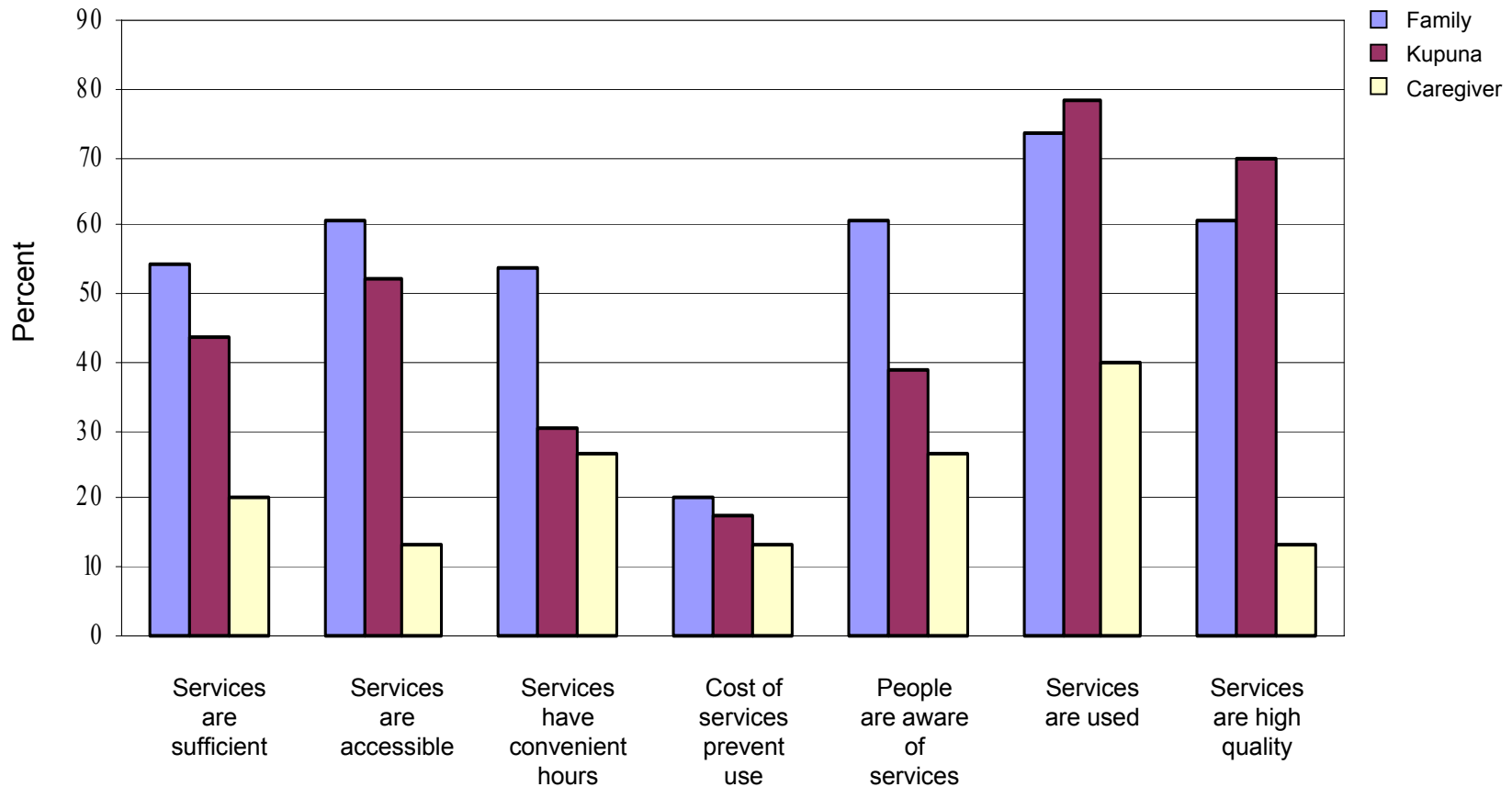
**POSITIVE RESPONSES ON CONSUMER SURVEY: PARENTING SUPPORT *
CITY AND COUNTY OF HONOLULU: HONOLULU (KONA) MOKU**



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

Figure 51

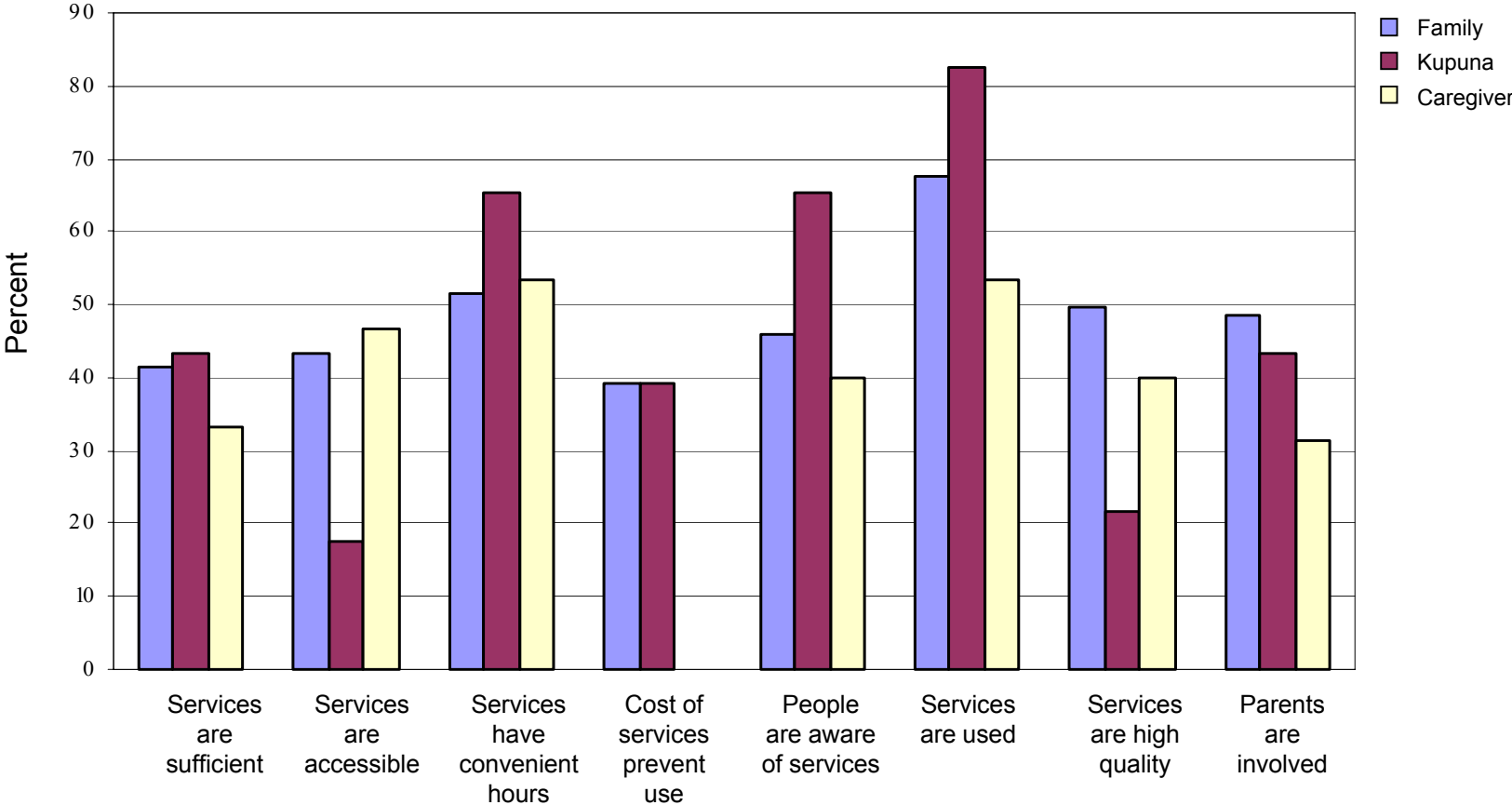
**POSITIVE RESPONSES ON CONSUMER SURVEY: HEALTH SUPPORT *
CITY AND COUNTY OF HONOLULU: HONOLULU (KONA) MOKU**



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

Figure 52

**POSITIVE RESPONSES ON CONSUMER SURVEY: EARLY CARE AND EDUCATION *
CITY AND COUNTY OF HONOLULU: HONOLULU (KONA) 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 23
CONSUMER SURVEY: FAMILY
CITY AND COUNTY OF HONOLULU: HONOLULU (KONA) 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	16	11.7	33	24.1	31	22.6	52	38.0	5	3.6
2.	Services easy to get to (location, transportation)	9	6.6	31	22.8	38	27.9	47	34.6	11	8.1
3.	Services have business hours that meet my needs	13	9.6	28	20.6	31	22.8	52	38.2	12	8.8
4.	Costs of these services prevent people from using them	11	8.1	45	33.1	51	37.5	24	17.6	5	3.7
5.	People know services are available	21	15.2	42	30.4	27	19.6	44	31.9	4	2.9
6.	People use services	4	2.9	18	13.1	61	44.5	36	26.3	18	13.1
7.	Quality of services in my moku/community is excellent	8	5.8	17	12.4	53	38.7	36	26.3	23	16.8

TABLE 24
CONSUMER SURVEY: PARENTING
CITY AND COUNTY OF HONOLULU: HONOLULU (KONA) 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	15	10.9	51	37.2	21	15.3	42	30.7	8	5.8
2.	Services easy to get to (location, transportation)	9	6.6	43	31.6	36	26.5	41	30.1	7	5.1
3.	Services have business hours that meet my needs	5	3.6	45	32.8	29	21.2	50	36.5	8	5.8
4.	Costs of these services prevent people from using them	10	7.4	34	25.0	54	39.7	25	18.4	13	9.6
5.	People know services are available	18	13.0	43	31.2	32	23.2	29	21.0	16	11.6
6.	People use services	5	3.7	22	16.3	46	34.1	43	31.9	19	14.1
7.	Quality of services in my moku/community is excellent	4	2.9	25	18.2	54	39.4	30	21.9	24	17.5

TABLE 25
CONSUMER SURVEY: HEALTH
CITY AND COUNTY OF HONOLULU: HONOLULU (KONA) 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	14	10.2	32	23.4	24	17.5	50	36.5	17	12.4
2.	Services easy to get to (location, transportation)	4	2.9	35	25.5	24	17.5	58	42.3	16	11.7
3.	Services have business hours that meet my needs	8	5.8	37	27.0	28	20.4	50	36.5	14	10.2
4.	Costs of these services prevent people from using them	5	3.6	56	40.9	50	36.5	20	14.6	6	4.4
5.	People know services are available	4	2.9	30	21.9	30	21.9	62	45.3	11	8.0
6.	People use services	0	0.0	14	10.2	26	19.0	78	56.9	19	13.9
7.	Quality of services in my moku/community is excellent	9	6.6	11	8.0	39	28.5	63	46.0	15	10.9

TABLE 26
CONSUMER SURVEY: EARLY CARE AND EDUCATION
CITY AND COUNTY OF HONOLULU: HONOLULU (KONA) 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	23	16.8	31	22.6	27	19.7	52	38.0	-	-
2.	Services easy to get to (location, transportation)	11	8.0	32	23.4	40	29.2	51	37.2	-	-
3.	Services have business hours that meet my needs	8	5.8	19	13.9	36	26.3	69	50.4	-	-
4.	Costs of these services prevent people from using them	10	7.3	44	32.1	35	25.5	34	24.8	14	10.2
5.	People know services are available	4	2.9	27	19.6	40	29.0	64	46.4	3	2.2
6.	People use services	3	2.2	6	4.4	34	24.8	84	61.3	10	7.3
7.	Quality of services in my moku/community is excellent	9	6.6	14	10.2	54	39.4	47	34.3	13	9.5
8.	Parent-involvement component in most early care and education services	8	5.8	24	17.5	42	30.7	51	37.2	12	8.8