

## **RESULTS OF CONSUMER SURVEY KAUA‘I COUNTY**

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 Kaua‘i, there was a total of 12 respondents: 6 parents, 4 kumu/kupuna, and 2 ‘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**

Just over forty percent of consumers (41.7%) indicated that there are not enough family services to meet the needs of their community. Services were described as easy to get to by only 16.7% of the respondents, but one-third (33.3%) felt service hours meet their needs. The majority (75.0%) felt that people are not aware of the availability of services, and only 25.0% believed that known services are used. While most consumers (66.7%) indicated services are affordable, some (16.7%) believed that costs prevent people from using them. One-fourth (24.7%) of the consumers rated the quality of family support services in their community as excellent, with one-third (33.3%) disagreeing.

### **Parenting Supports**

The majority of consumers (58.3%) 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 one-fourth (25.0%) of the respondents, and only 16.7% felt services have hours that meet their needs. Most (75.0%) believed that people are not aware of the availability of services, and only 8.3% felt that known services are used. While one third of the consumers indicated services are affordable, some (16.7%) believed that costs prevent people from using them. One-third of the consumers rated the quality of parenting support services in their community as excellent.

### **Health Supports**

Half of the consumers 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 16.7% of the respondents, with one-third indicating that service hours meet their needs. One-half felt that people are aware of the availability of services, but one-third felt that known services are used. While one half of the consumers indicated services are affordable, some (16.3%) believed that costs prevent people from using them. One third rated the quality of health support services in their community as excellent.

### **Early Care and Education**

More than half the consumers (58.3%) indicated that there are not enough early care and education services to meet the needs of their community. However, services were described as easy to get to by one-third of the respondents, and 50.0% felt that service hours meet their needs. One-half believed that people are not aware of the availability of services but thought services are used (41.7%). About one-half (49.7%) felt that costs prevent people from using these services. Many consumers (41.7%) rated the quality of early care and education services as excellent, and more than half (58.3%) agreed there is a parent-involvement component in most services.

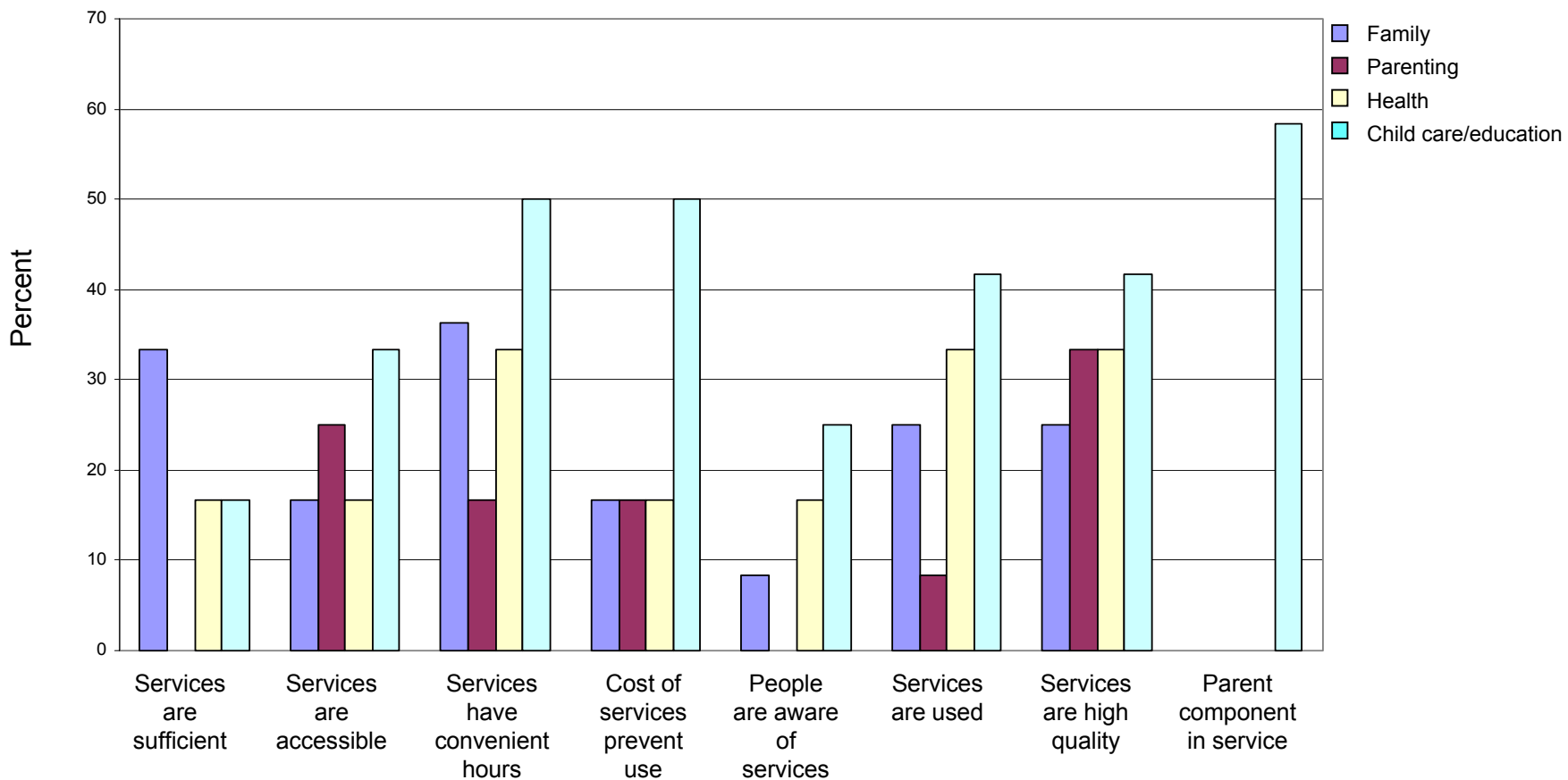
### **Cultural Sites and Expertise**

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. Cultural sites mentioned include: Kamalani Playground, Anahola taro patch, Salt Pond, Glass Beach, Hongwanji, Kilohana, Menehune Fish Pond, Huleia River, Menehune Ditch, Hanapepe Swinging Bridge, Kamokila village, Fern Grotto, and Limahuli Gardens. Some cultural activities mentioned were “Hawaiian games” and “learning simple medicinal plants”.

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 83

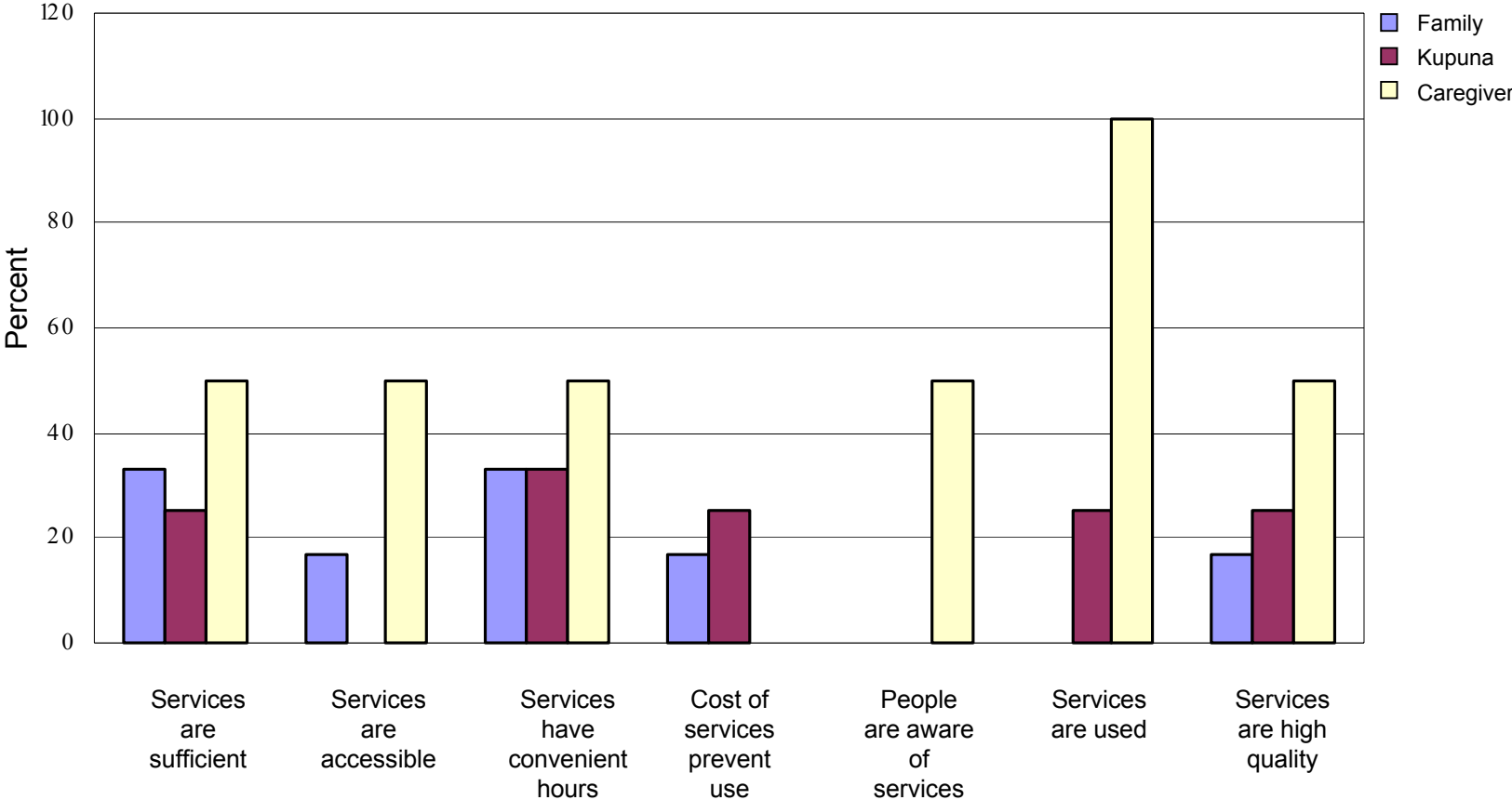
## SERVICE QUALITY AS EVALUATED BY CONSUMERS\* KAUA'I COUNTY



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

Figure 84

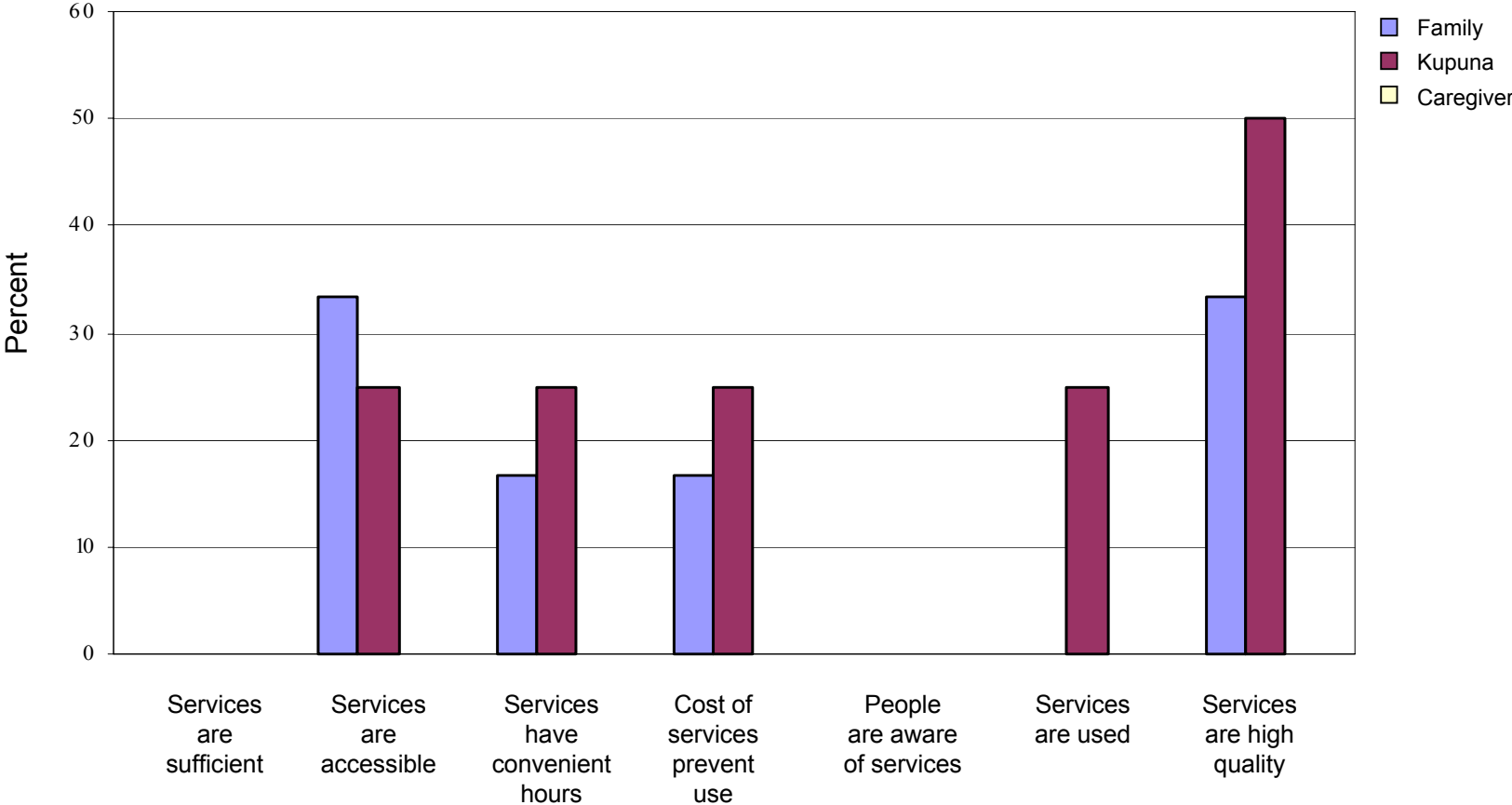
**POSITIVE RESPONSES ON CONSUMER SURVEY: FAMILY SUPPORT \*  
KAUA'I COUNTY**



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

Figure 85

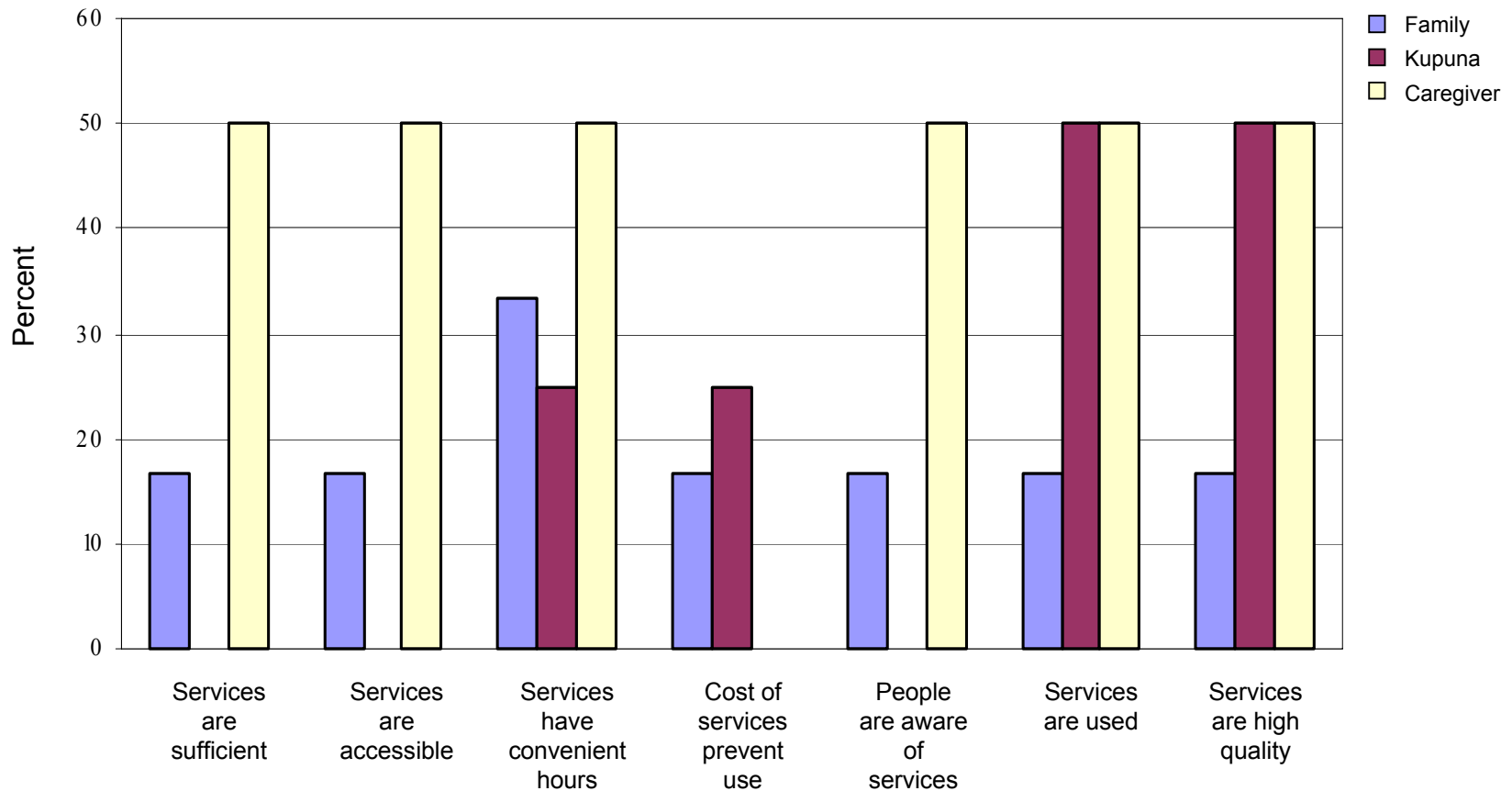
**POSITIVE RESPONSES ON CONSUMER SURVEY: PARENTING SUPPORT \*  
KAUA'I COUNTY**



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

Figure 86

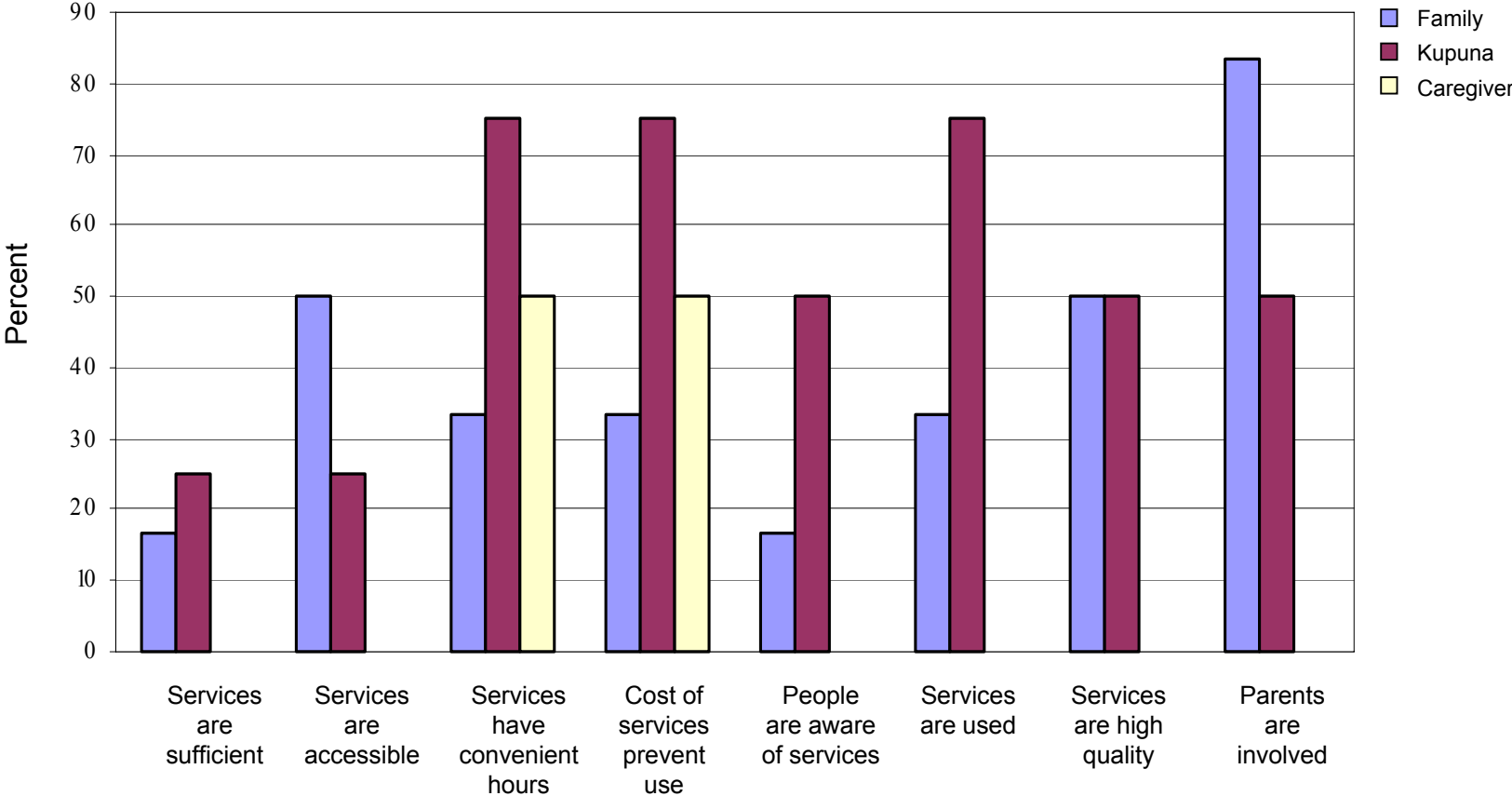
# POSITIVE RESPONSES ON CONSUMER SURVEY: HEALTH SUPPORT \* KAUA'I COUNTY



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

Figure 87

**POSITIVE RESPONSES ON CONSUMER SURVEY: EARLY CARE AND EDUCATION \*  
KAUA'I COUNTY**



\* 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 51  
CONSUMER SURVEY: FAMILY  
KAUA‘I COUNTY**

		STRONGLY DISAGREE		DISAGREE		NEUTRAL		AGREE		STRONGLY AGREE	
<b>QUESTIONS</b>		<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>
1.	Enough of these services to meet the needs in my moku	-	-	5	41.7	3	25.0	4	33.3	-	-
2.	Services easy to get to (location, transportation)	-	-	3	25.0	7	58.3	2	16.7	-	-
3.	Services have business hours that meet my needs	-	-	2	16.7	5	41.7	4	33.3	-	-
4.	Costs of these services prevent people from using them	2	16.7	6	50.0	2	16.7	2	16.7	-	-
5.	People know services are available	3	25.0	6	50.0	2	16.7	1	8.3	-	-
6.	People use services	-	-	5	41.7	4	33.3	3	25.0	-	-
7.	Quality of services in my moku/community is excellent	1	8.3	3	25.0	5	41.7	2	16.7	1	8.0

**TABLE 52**  
**CONSUMER SURVEY: PARENTING**  
**KAUA'I COUNTY**

		STRONGLY DISAGREE		DISAGREE		NEUTRAL		AGREE		STRONGLY AGREE	
<b>QUESTIONS</b>		<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>
1.	Enough of these services to meet the needs in my moku	1	8.3	6	50.0	5	41.7	-	-	-	-
2.	Services easy to get to (location, transportation)	-	-	4	33.3	5	41.7	3	25.0	-	-
3.	Services have business hours that meet my needs	-	-	4	33.3	6	50.0	2	16.7	-	-
4.	Costs of these services prevent people from using them	1	8.3	3	25.0	6	50.0	2	16.7	-	-
5.	People know services are available	4	33.3	5	41.7	3	25.0	-	-	-	-
6.	People use services	-	-	5	41.7	6	50.0	1	8.3	-	-
7.	Quality of services in my moku/community is excellent	1	8.3	1	8.3	6	50.0	4	33.3	-	-

**TABLE 53  
CONSUMER SURVEY: HEALTH  
KAUA'I COUNTY**

		STRONGLY DISAGREE		DISAGREE		NEUTRAL		AGREE		STRONGLY AGREE	
<b>QUESTIONS</b>		<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>
1.	Enough of these services to meet the needs in my moku	1	8.3	5	41.7	4	33.3	2	16.7	-	-
2.	Services easy to get to (location, transportation)	-	-	4	33.3	6	50.0	2	16.7	-	-
3.	Services have business hours that meet my needs	-	-	5	41.7	3	25.0	4	33.3	-	-
4.	Costs of these services prevent people from using them	-	-	6	50.0	4	33.3	1	8.3	1	8.0
5.	People know services are available	1	8.3	6	50.0	3	25.0	2	16.7	-	-
6.	People use services	1	8.3	1	8.3	6	50.0	4	33.3	-	-
7.	Quality of services in my moku/community is excellent	1	8.3	1	8.3	6	50.0	4	33.3	-	-

**TABLE 54**  
**CONSUMER SURVEY: EARLY CARE AND EDUCATION**  
**KAUA‘I COUNTY**

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	2	16.7	5	41.7	3	25.0	2	16.7	-
2. Services easy to get to (location, transportation)	1	8.3	3	25.0	4	33.3	4	33.3	-	-
3. Services have business hours that meet my needs	1	8.3	3	25.0	2	16.7	6	50.0	-	-
4. Costs of these services prevent people from using them	-	-	1	8.3	5	41.7	5	41.7	1	8.0
5. People know services are available	-	-	6	50.0	3	25.0	3	25.0	-	-
6. People use services	-	-	2	16.7	5	41.7	5	41.7	-	-
7. Quality of services in my moku/community is excellent	-	-	3	25.0	4	33.3	5	41.7	-	-
8. Parent-involvement component in most early care and education services	-	-	1	8.3	4	33.3	7	58.3	-	-