

## **RESULTS OF CONSUMER SURVEY CITY AND COUNTY OF HONOLULU: KO'OLAU LOA 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 Ko'olau Loa moku, there was a total of 162 respondents: 106 parents, 21 kumu/kupuna, and 35 '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**

More than forty percent of consumers (43.5%) indicated that there are not enough family services to meet the needs of their community. Almost half (49.4%) thought that services are easy to get to, and most (42.2%) felt that service hours meet their needs. Many (39.9%) believed that people are not aware of the availability of services, and the majority (60.3%) felt that known services are used. Almost one-half (48.4%) indicated services are affordable, but some (19.6%) felt costs prevent people from using them. One-half of consumers (51.6%) rated the quality of family support services in their community as excellent.

### **Parenting Supports**

More than half of consumers (55.9%) indicated that there are enough parenting services to meet the needs of their community. The majority (68.3%) felt that services are easy to get to, with service hours that meet their needs (64.0%). One-third (33.1%) thought that people are not aware of the availability of services, but over forty percent (43.8%) felt that people know services are available. The majority (59.7%) indicated that known services are used. While most consumers (58.1%) thought services are affordable, some (18.8%) believed that costs prevent people from using them. Most consumers (64.6%) rated the quality of parenting support services in their community as excellent.

## **Health Supports**

Over half of consumers (53.1%) indicated that there are enough health services to meet the needs of their community. More than half (56.0%) felt services are easy to get to, with almost half (48.1%) feeling services have hours that meet their needs. The majority of respondents (59.3%) believed that people are aware of the availability of services and most (69.6%) felt that known services are used. While most consumers (59.0%) indicated services are affordable, some (20.5%) believed that costs prevent people from using them. More than one-half of the consumers (58.1%) rated the quality of health support services in their community as excellent.

## **Early Care and Education**

Almost forty percent of consumers (38.5%) indicated that there are enough early care and education services to meet the needs of their community. Over forty percent (42.2%) thought services are easy to get to, with half (49.7%) feeling that services have hours that meet their needs. The majority (64.6%) felt that people are aware of the availability of services and that known services are used (68.3%). Respondents were rather evenly split as to whether costs prevent people from using these services (37.3% agree while 39.1% disagree that costs are a barrier to use). The majority of consumers (62.7%) rated the quality of early care and education services as excellent, and over half (54.4%) agreed there is a parent-involvement component in most services.

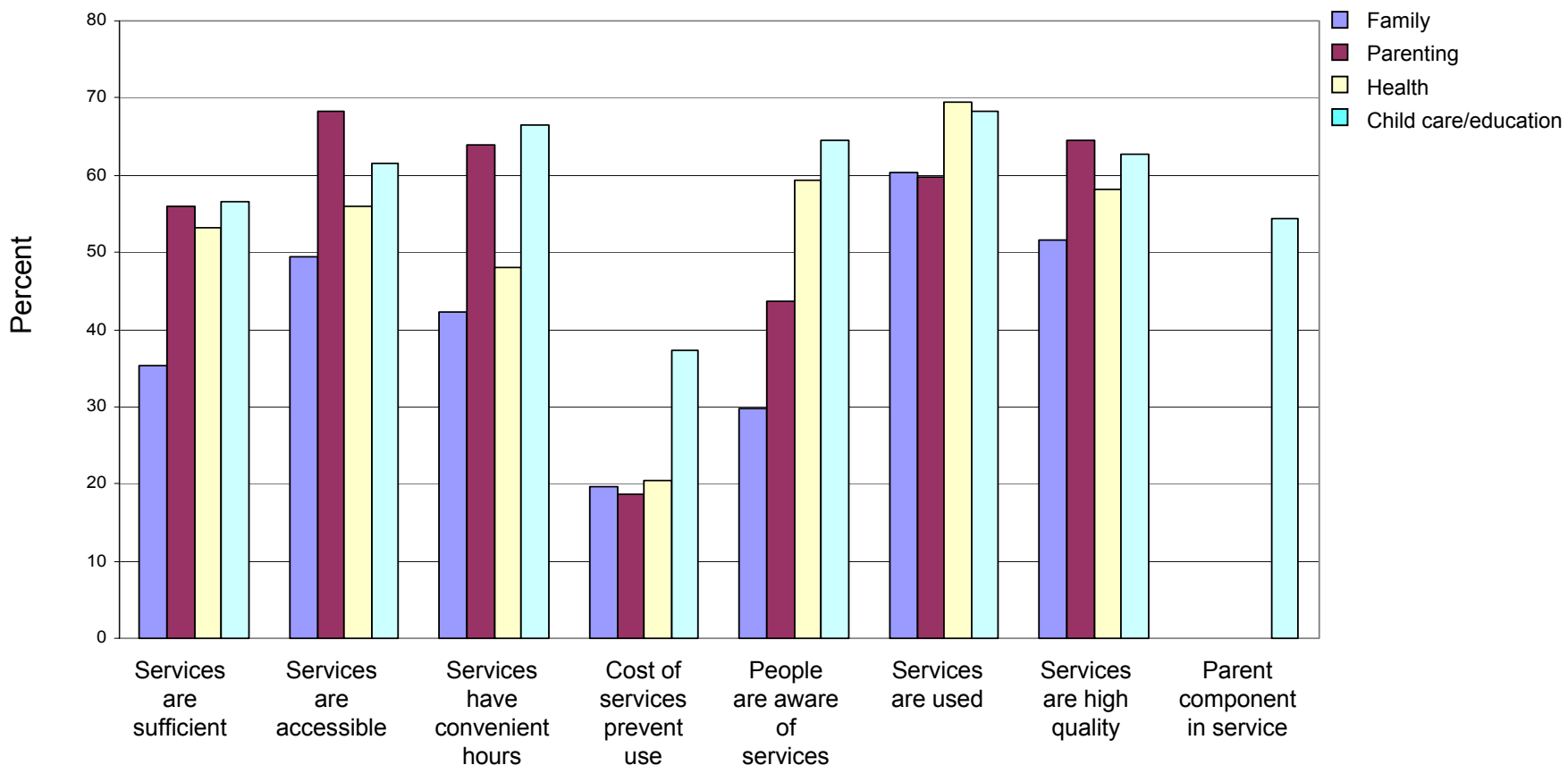
## **Cultural Sites and Expertise**

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 include: BYU, Lo‘i Kalo, the Wa'a Kaulua, heiau, beaches and camping, as well as cultural activities such as “learning and preservation of Hawaiian herbs, plants, and trades”.

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 53

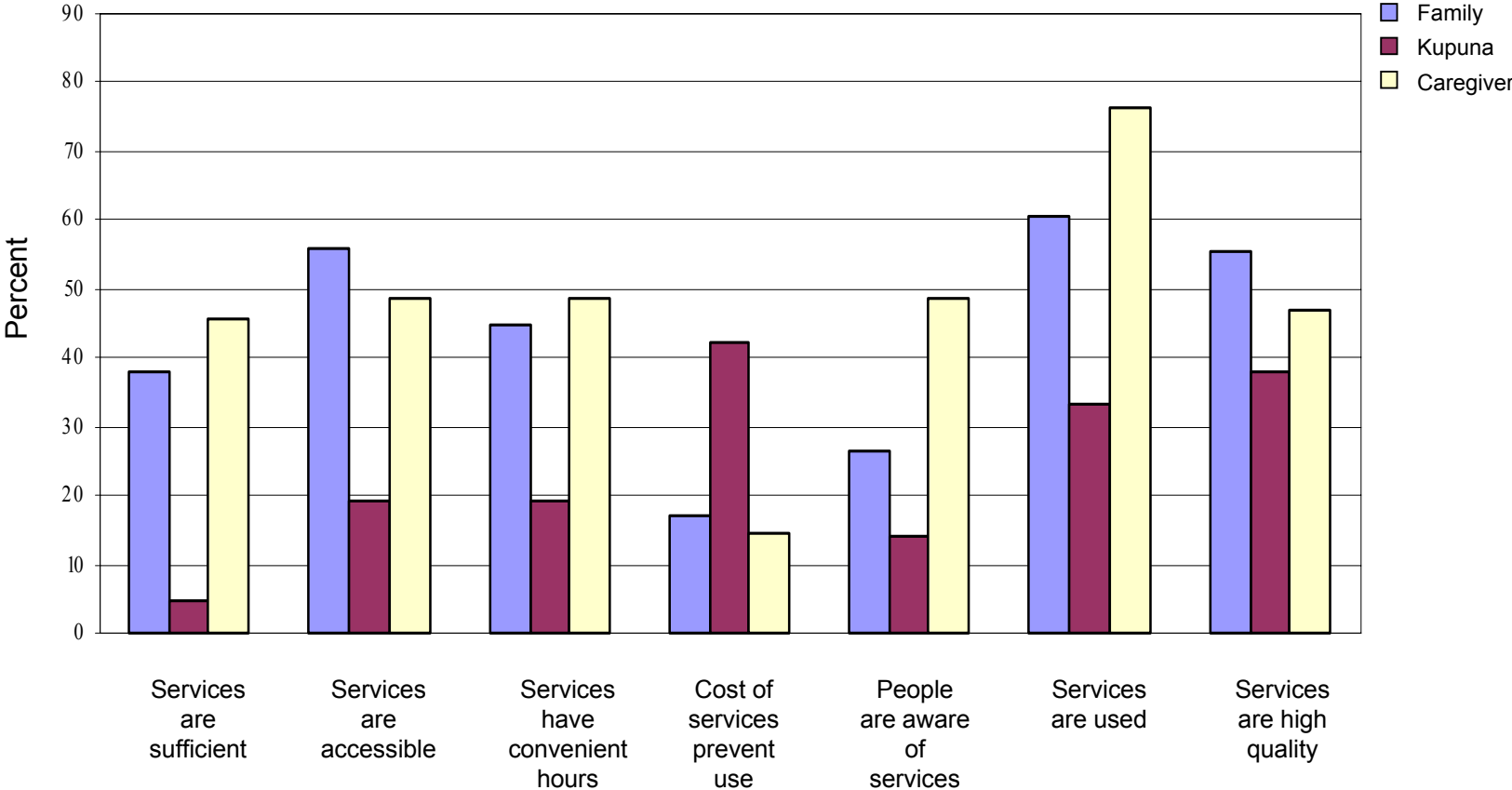
**SERVICE QUALITY AS EVALUATED BY CONSUMERS\*  
CITY AND COUNTY OF HONOLULU: KO'OLAU LOA MOKU**



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

Figure 54

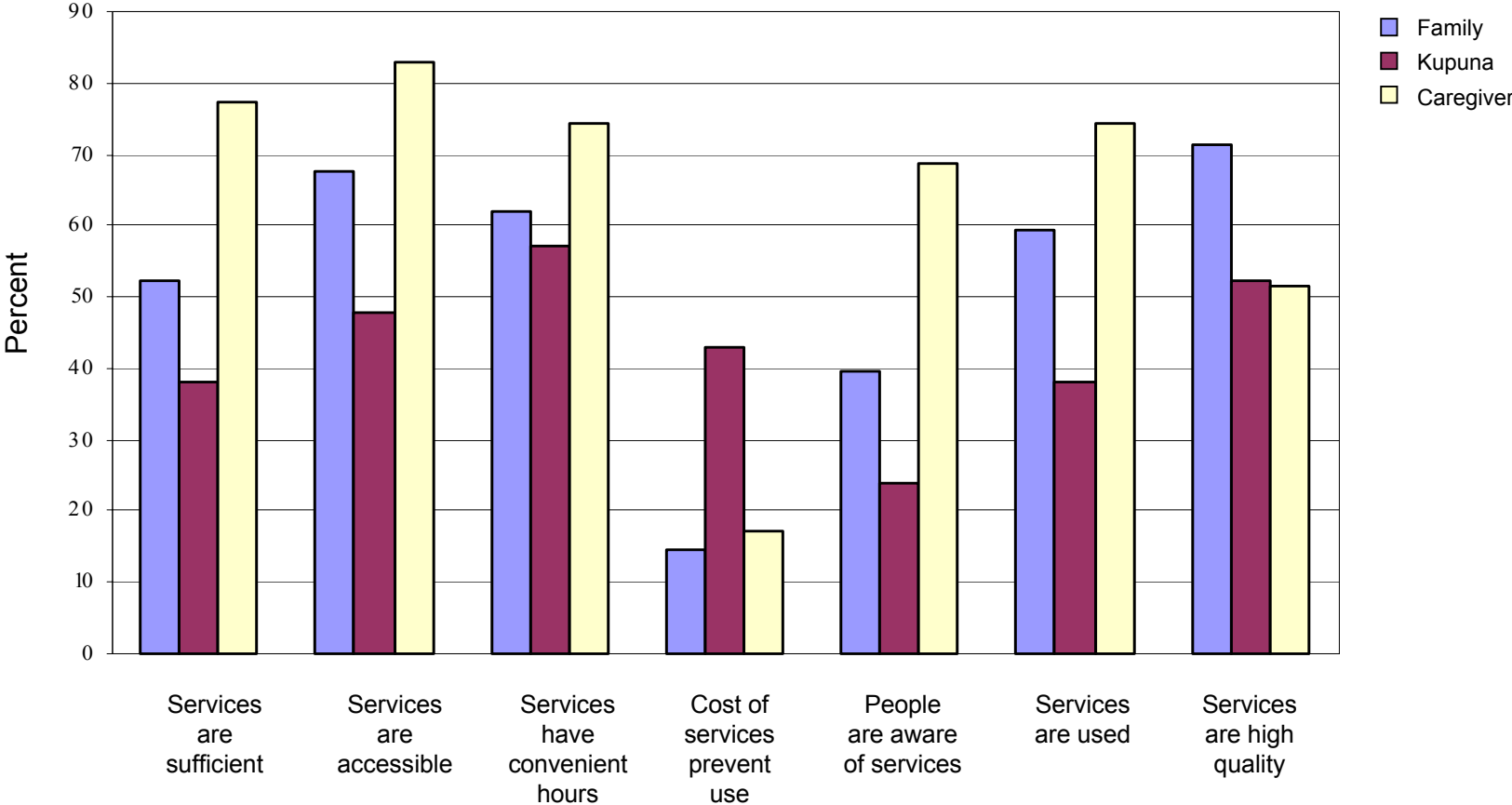
**POSITIVE RESPONSES ON CONSUMER SURVEY: FAMILY SUPPORT \*  
CITY AND COUNTY OF HONOLULU: KO'OLAU LOA MOKU**



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

Figure 55

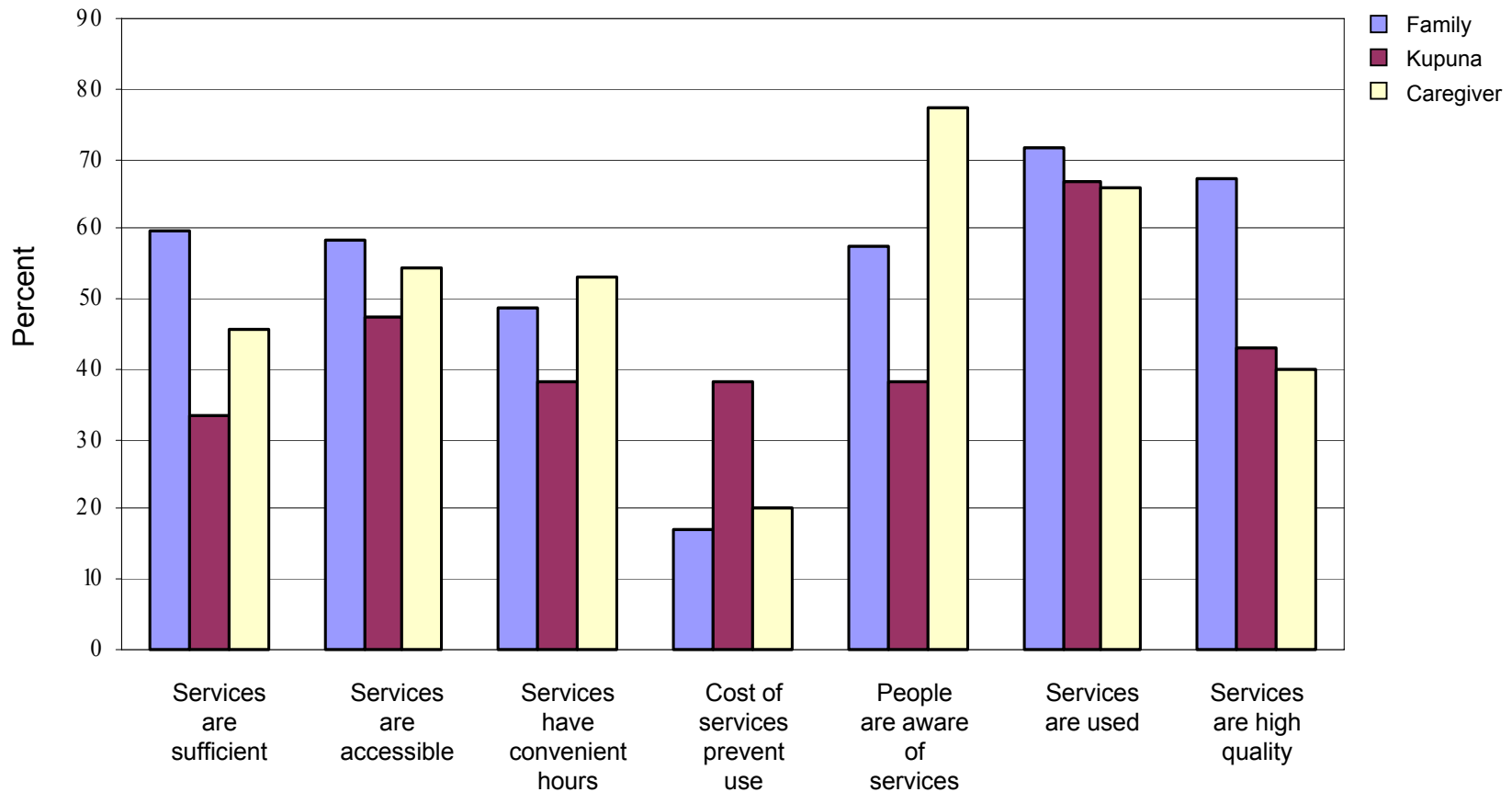
**POSITIVE RESPONSES ON CONSUMER SURVEY: PARENTING SUPPORT \*  
CITY AND COUNTY OF HONOLULU: KO'OLAU LOA MOKU**



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

Figure 56

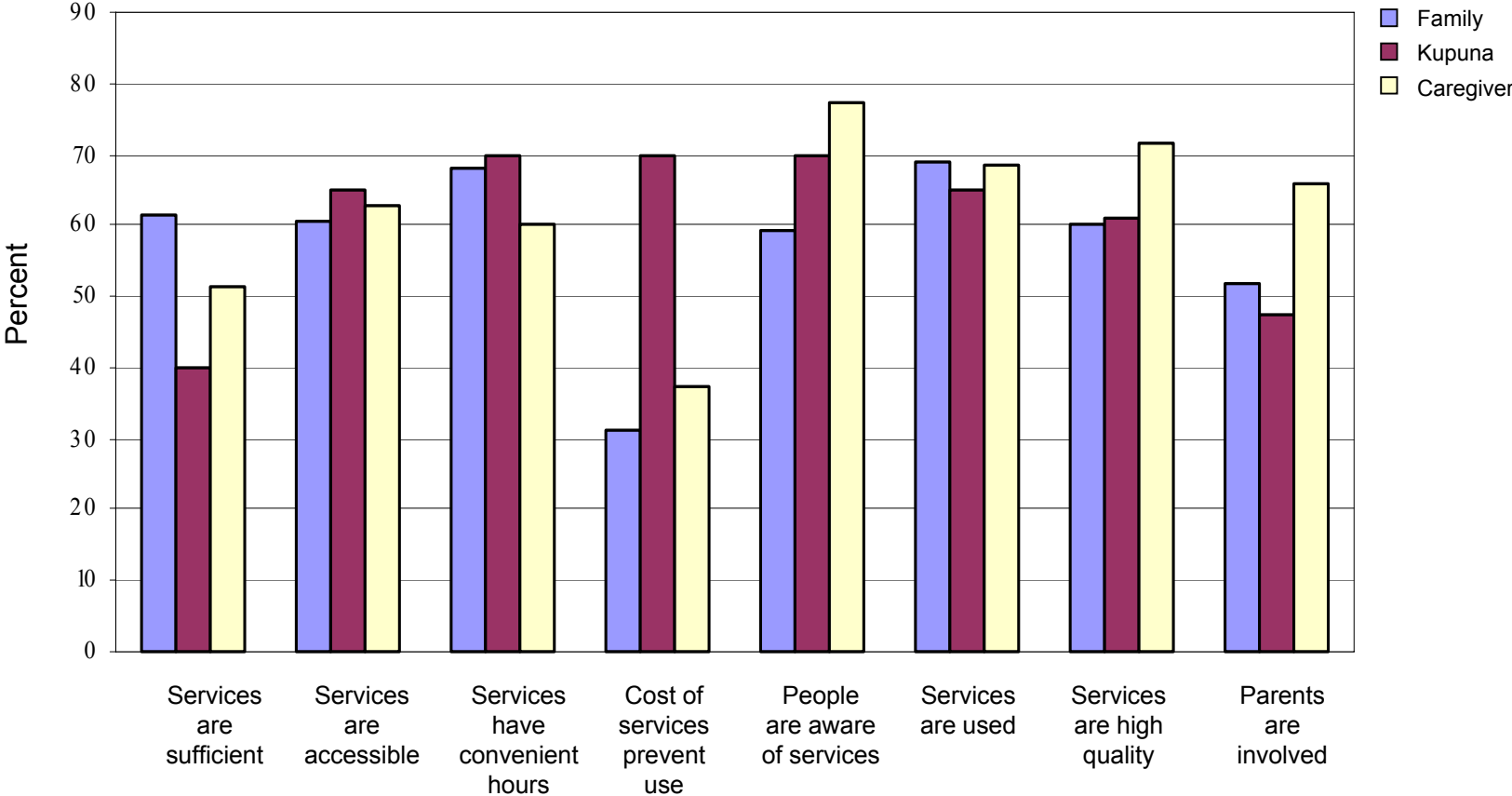
**POSITIVE RESPONSES ON CONSUMER SURVEY: HEALTH SUPPORT \*  
CITY AND COUNTY OF HONOLULU: KO'OLAU LOA MOKU**



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

Figure 57

**POSITIVE RESPONSES ON CONSUMER SURVEY: EARLY CARE AND EDUCATION \*  
CITY AND COUNTY OF HONOLULU: KO'OLAU LOA 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 27**  
**CONSUMER SURVEY: FAMILY**  
**CITY AND COUNTY OF HONOLULU: KO‘OLAU LOA MOKU**

		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	26	16.1	44	27.3	34	21.1	34	21.1	23	14.3
2.	Services easy to get to (location, transportation)	22	13.8	32	20.0	27	16.9	44	27.5	35	21.9
3.	Services have business hours that meet my needs	11	6.8	39	24.2	43	26.7	40	24.8	28	17.4
4.	Costs of these services prevent people from using them	28	18.3	46	30.1	49	32.0	15	9.8	15	9.8
5.	People know services are available	15	9.5	48	30.4	48	30.4	35	22.2	12	7.6
6.	People use services	8	5.1	16	10.3	38	24.4	76	48.7	18	11.5
7.	Quality of services in my moku/community is excellent	12	7.5	23	14.3	43	26.7	42	26.1	41	25.5

**TABLE 28**  
**CONSUMER SURVEY: PARENTING**  
**CITY AND COUNTY OF HONOLULU: KO‘OLAU LOA MOKU**

		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	20	12.4	18	11.2	33	20.5	67	41.6	23	14.3
2.	Services easy to get to (location, transportation)	14	8.7	15	9.3	22	13.7	78	48.4	32	19.9
3.	Services have business hours that meet my needs	7	4.3	23	14.3	28	17.4	62	38.5	41	25.5
4.	Costs of these services prevent people from using them	46	28.8	47	29.4	37	23.1	16	10.0	14	8.8
5.	People know services are available	17	10.6	36	22.5	37	23.1	37	23.1	33	20.6
6.	People use services	8	5.0	16	10.1	40	25.2	59	37.1	36	22.6
7.	Quality of services in my moku/community is excellent	11	6.8	7	4.3	39	24.2	48	29.8	56	34.8

**TABLE 29**  
**CONSUMER SURVEY: HEALTH**  
**CITY AND COUNTY OF HONOLULU: KO‘OLAU LOA MOKU**

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	22	13.8	40	25.0	13	8.1	55	34.4	30
2. Services easy to get to (location, transportation)	15	9.4	22	13.8	33	20.8	65	40.9	24	15.1
3. Services have business hours that meet my needs	8	5.0	24	15.0	51	31.9	55	34.4	22	13.8
4. Costs of these services prevent people from using them	27	16.8	68	42.2	33	20.5	15	9.3	18	11.2
5. People know services are available	10	6.2	23	14.2	33	20.4	72	44.4	24	14.8
6. People use services	10	6.2	7	4.3	32	19.9	77	47.8	35	21.7
7. Quality of services in my moku/community is excellent	11	6.9	24	15.0	32	20.0	61	38.1	32	20.0

**TABLE 30**  
**CONSUMER SURVEY: EARLY CARE AND EDUCATION**  
**CITY AND COUNTY OF HONOLULU: KO‘OLAUA LOA 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	9.3	29	18.0	26	16.1	62	38.5	-	-
2.	Services easy to get to (location, transportation)	13	8.1	5	3.1	44	27.3	68	42.2	-	-
3.	Services have business hours that meet my needs	7	4.3	11	6.8	36	22.4	80	49.7	-	-
4.	Costs of these services prevent people from using them	26	16.1	37	23.0	38	23.6	38	23.6	22	13.7
5.	People know services are available	11	6.8	13	8.1	33	20.5	77	47.8	27	16.8
6.	People use services	7	4.3	6	3.7	38	23.6	77	47.8	33	20.5
7.	Quality of services in my moku/community is excellent	10	6.3	9	5.7	40	25.3	48	30.4	51	32.3
8.	Parent-involvement component in most early care and education services	7	4.4	28	17.7	37	23.4	52	32.9	34	21.5