

RESULTS OF CONSUMER SURVEY CITY AND COUNTY OF HONOLULU: KO‘OLAU POKO 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 Poko moku, there was a total of 67 respondents: 36 parents, 19 kumu/kupuna, and 12 ‘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 (43.3%) indicated that there are not enough family services to meet the needs of their community. Almost thirty percent (29.9%) felt that services are easy to get to, with another 28.4% disagreeing. And while 28.4% responded that service hours meet their needs, 25.4% felt they do not. The majority (58.2%) believed that people are not aware of the availability of services, while one-fourth (25.4%) felt known services are used. While some (31.8%) indicated that services are affordable, one-half (50.0%) felt that costs of services prevent people from using them. Only one-fourth (25.8%) rated family support services in their community as excellent, while 30.3% disagreed.

Parenting Supports

Less than one-fourth of consumers (22.4%) indicated that there are enough parenting services to meet the needs of their community, while one-third (34.3%) disagreed. Consumers were evenly split on whether services are easy to get to, with 29.9% agreeing and another 29.9% disagreeing. Likewise, while 22.7% felt that service hours meet their needs, 25.8% disagreed. Many (46.3%) thought that people are not aware of the availability of services, and only 13.6% agreed that known services are used, with one-third disagreeing. While one-third of consumers (34.8%) indicated services are affordable, slightly more (37.9%) believed that costs prevent people from using them. Only 20.9% rated the quality of parenting services in their community as excellent, while more disagreed (25.4%).

Health Supports

Some consumers (31.8%) indicated that there are enough health support services to meet the needs of their community, but almost one-half (48.5%) disagreed. Services were described as easy to get to by 45.5% of the respondents, with another 40.9% disagreeing. And, while some (30.8%) felt that service hours meet their needs, more than forty percent (44.6%) disagreed. More than forty percent of the respondents (42.4%) felt that people are aware of the availability of services and that services are used (40.9%). Less than one-fourth of consumers (21.5%) indicated services are affordable, while the majority (69.2%) believed that costs prevent people from using them. Only 21.2% of consumers rated the quality of health support services in their community as excellent.

Early Care and Education

Some consumers (31.3%) indicated that there are enough early care and education services to meet the needs of their community, while another 26.9% disagreed. Forty percent (40.3%) felt that services are easy to get to. One third (34.3%) responded that service hours meet their needs, although 29.9% disagreed. More than half (52.2%) felt that people are aware of the availability of services and one-third believed that known services are used. The majority (76.1%) indicated that costs of services prevent people from using them. Some consumers (38.8%) rated the quality of early care and education services as excellent, but only 18.5% agreed there is a parent-involvement component in most services, with 23.1% disagreeing.

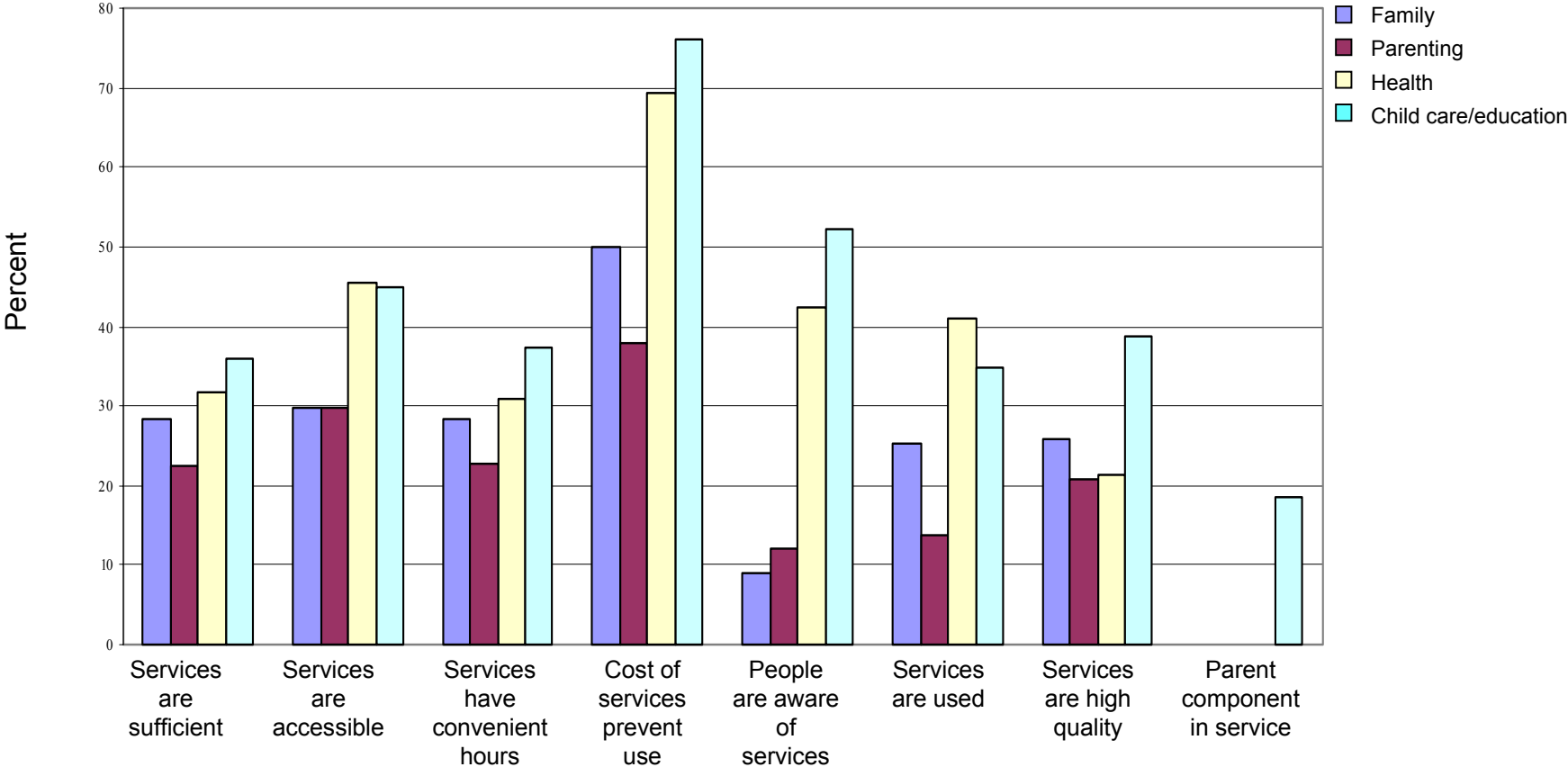
Cultural Sites and Expertise

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. Some of the cultural sites mentioned include: beaches, Kualoa, Makapu‘u Head, fish pond, Kawainui Marsh, and “everything in their ahupua‘a”. Cultural activities mentioned include “languages, genealogy, history and values” and “being Hawaiian and what it means- plants, food, 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 58

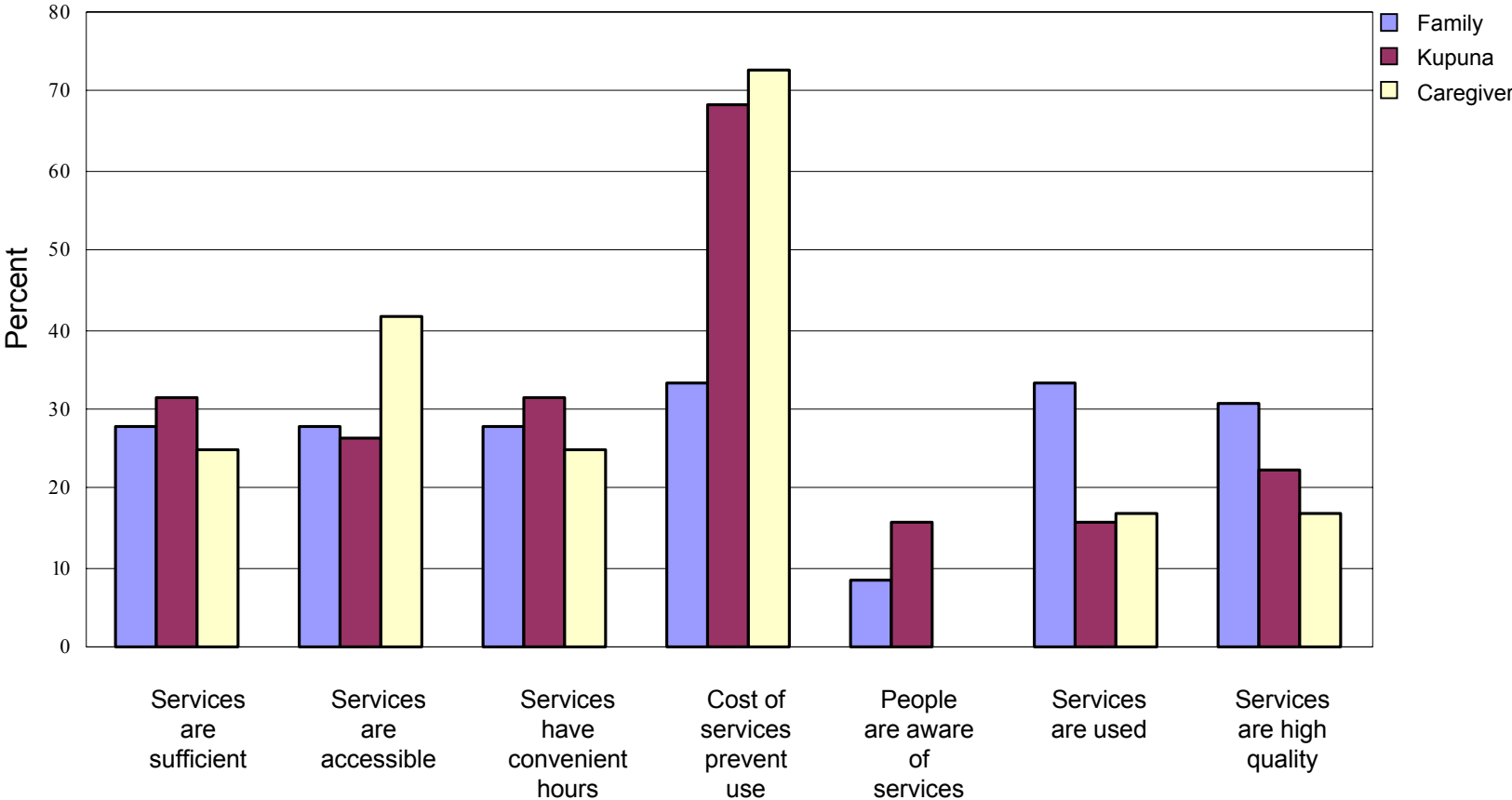
**SERVICE QUALITY AS EVALUATED BY CONSUMERS*
CITY AND COUNTY OF HONOLULU: KO‘OLAU POKO MOKU**



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

Figure 59

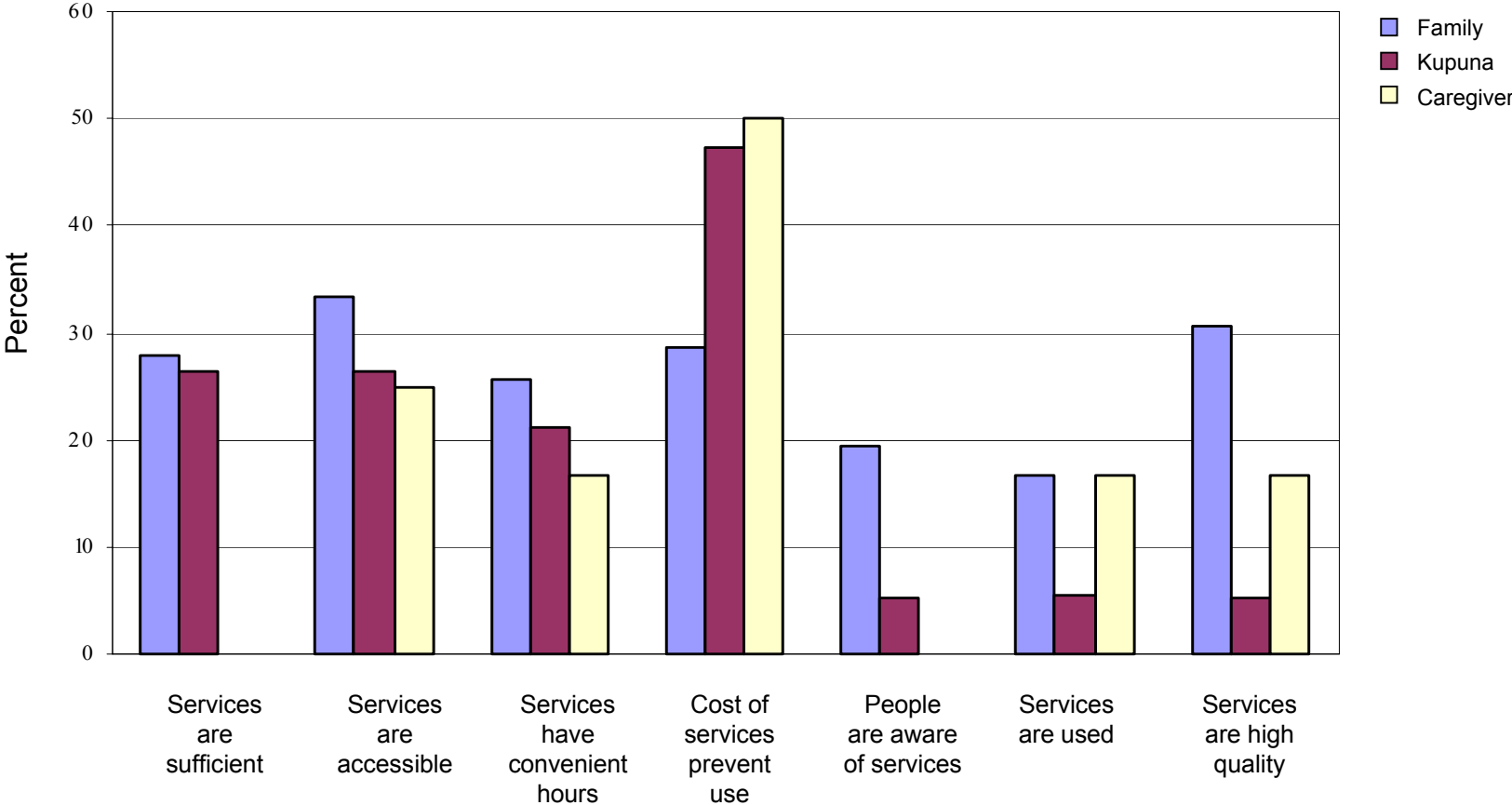
**POSITIVE RESPONSES ON CONSUMER SURVEY: FAMILY SUPPORT *
CITY AND COUNTY OF HONOLULU: KO'OLAU POKO MOKU**



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

Figure 60

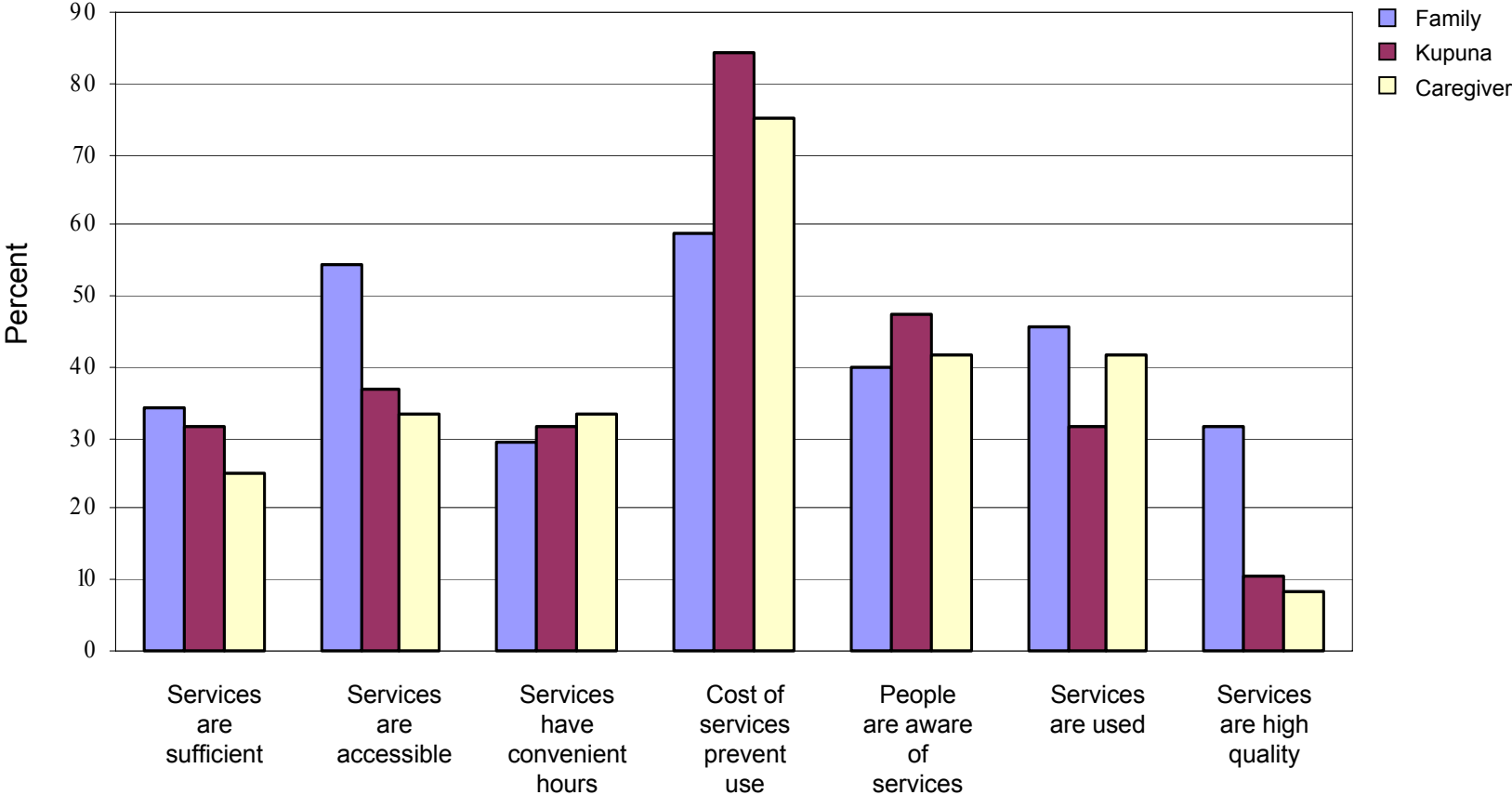
**POSITIVE RESPONSES ON CONSUMER SURVEY: PARENTING SUPPORT *
CITY AND COUNTY OF HONOLULU: KO‘OLAU POKO MOKU**



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

Figure 61

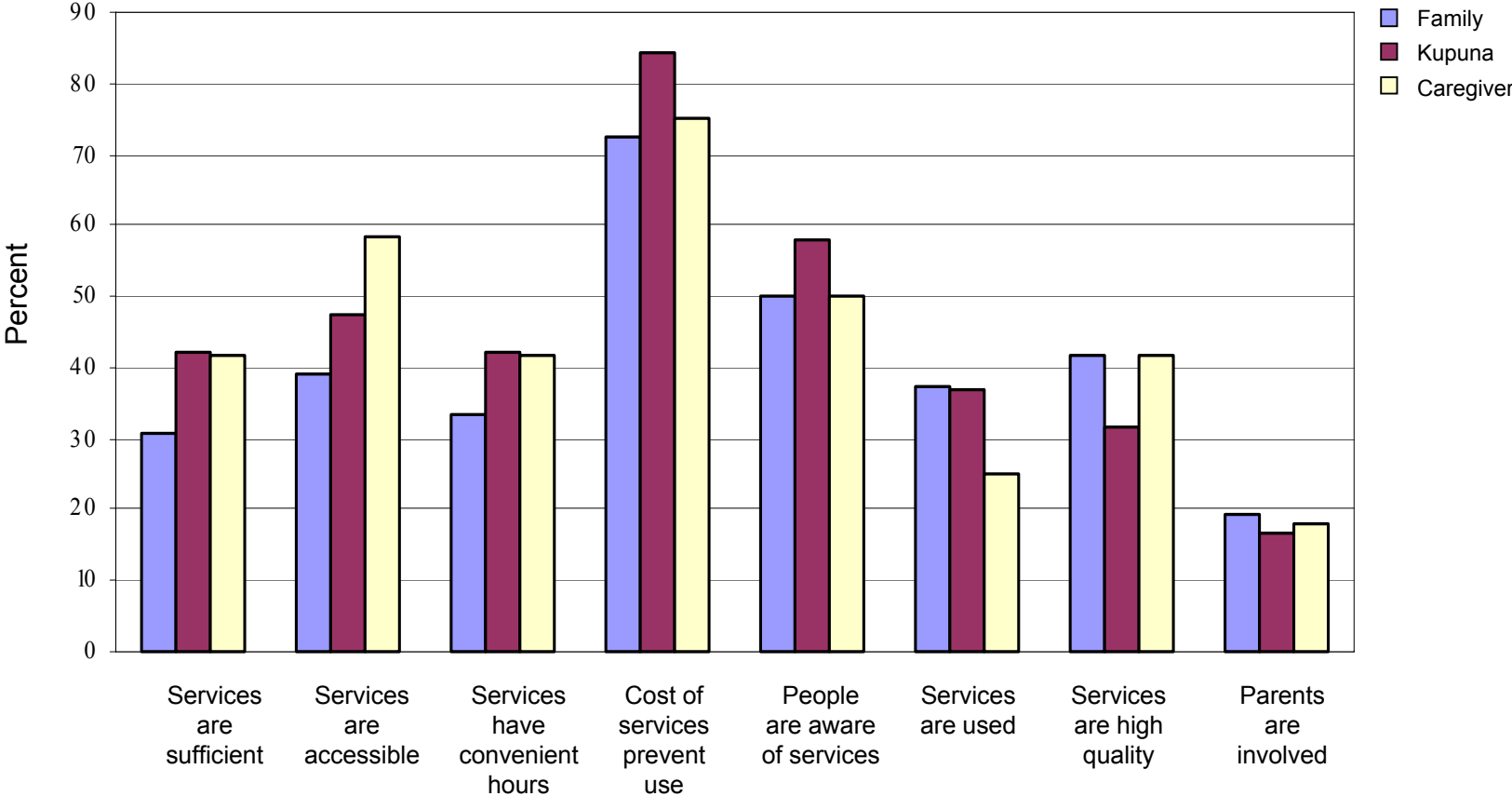
**POSITIVE RESPONSES ON CONSUMER SURVEY: HEALTH SUPPORT *
CITY AND COUNTY OF HONOLULU: KO'OLAU POKO MOKU**



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

Figure 62

**POSITIVE RESPONSES ON CONSUMER SURVEY: EARLY CARE AND EDUCATION *
CITY AND COUNTY OF HONOLULU: KO‘OLAU POKO 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 31
CONSUMER SURVEY: FAMILY
CITY AND COUNTY OF HONOLULU: KO'OLAU POKO 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	6	9.0	23	34.3	19	28.4	17	25.4	2	3.0
2.	Services easy to get to (location, transportation)	3	4.5	16	23.9	28	41.8	17	25.4	3	4.5
3.	Services have business hours that meet my needs	2	3.0	15	22.4	31	46.3	18	26.9	1	1.5
4.	Costs of these services prevent people from using them	2	3.0	19	28.8	12	18.2	32	48.5	1	1.5
5.	People know services are available	5	7.5	34	50.7	22	32.8	5	7.5	1	1.5
6.	People use services	-	-	22	32.8	28	41.8	16	23.9	1	1.5
7.	Quality of services in my moku/community is excellent	2	3.0	18	27.3	29	43.9	16	24.2	1	1.5

TABLE 32
CONSUMER SURVEY: PARENTING
CITY AND COUNTY OF HONOLULU: KO‘OLAU POKO 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	3	4.5	20	29.9	29	43.3	13	19.4	2	3.0
2. Services easy to get to (location, transportation)	2	3.0	18	26.9	27	40.3	17	25.4	3	4.5
3. Services have business hours that meet my needs	-	-	17	25.8	34	51.5	12	18.2	3	4.5
4. Costs of these services prevent people from using them	4	6.1	19	28.8	18	27.3	23	34.8	2	3.0
5. People know services are available	2	3.0	29	43.3	28	41.8	7	10.4	1	1.5
6. People use services	3	4.5	19	28.8	35	53.0	9	13.6	-	-
7. Quality of services in my moku/community is excellent	3	4.5	14	20.9	36	53.7	13	19.4	1	1.5

TABLE 33
CONSUMER SURVEY: HEALTH
CITY AND COUNTY OF HONOLULU: KO‘OLAU POKO 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	4	6.1	28	42.4	13	19.7	19	28.8	2	3.0
2.	Services easy to get to (location, transportation)	4	6.1	23	34.8	9	13.6	27	40.9	3	4.5
3.	Services have business hours that meet my needs	5	7.7	24	36.9	16	24.6	18	27.7	2	3.1
4.	Costs of these services prevent people from using them	3	4.6	11	16.9	6	9.2	44	67.7	1	1.5
5.	People know services are available	1	1.5	20	30.3	17	25.8	27	40.9	1	1.5
6.	People use services	-	-	16	24.2	23	34.8	24	36.4	3	4.5
7.	Quality of services in my moku/community is excellent	1	1.5	19	28.8	32	48.5	12	18.2	2	3.0

TABLE 34
CONSUMER SURVEY: EARLY CARE AND EDUCATION
CITY AND COUNTY OF HONOLULU: KO‘OLAU POKO 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	3	4.5	15	22.4	25	37.3	21	31.3	-	-
2.	Services easy to get to (location, transportation)	3	4.5	10	14.9	24	35.8	27	40.3	-	-
3.	Services have business hours that meet my needs	3	4.5	17	25.4	22	32.8	23	34.3	-	-
4.	Costs of these services prevent people from using them	2	3.0	4	6.0	10	14.9	45	67.2	6	9.0
5.	People know services are available	-	-	12	17.9	20	29.9	33	49.3	2	3.0
6.	People use services	-	-	12	18.2	31	47.0	21	31.8	2	3.0
7.	Quality of services in my moku/community is excellent	3	4.5	12	17.9	26	38.8	24	35.8	2	3.0
8.	Parent-involvement component in most early care and education services	2	3.1	13	20.0	38	58.5	11	16.9	1	1.5