

RESULTS OF CONSUMER SURVEY MAUI 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 Maui, there was a total of 98 respondents: 47 parents, 43 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

More than half of consumers (54.3%) 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 about one-fourth (26.1%) of the respondents, and only 22.1% felt that service hours meet their needs. Just over half (51.6%) thought that people are not aware of the availability of services, but some (29.7%) felt that known services are used. While more than one-third (36.7%) of the consumers indicated services are affordable, some (25.6%) believed that costs prevent people from using them. Some consumers (22.3%) rated the quality of family support services in their community as excellent, but almost forty percent (39.4%) disagreed.

Parenting Supports

Over one-half of consumers (53.1%) indicated that there are not enough parenting services to meet the needs of their community. Just over one-third (36.2%) felt services are easy to get to (36.1%), with another 37.2% disagreeing. And while 28.1% felt that services have hours that meet their needs, more than one-third (35.4%) disagreed. Almost half of the respondents (47.3%) thought that people are not aware of the availability of services. While one-fourth (25.0%) felt that known services are used, more (30.4%) did not. Many consumers (37.0%) indicated services are affordable, but some (19.6%) believed that costs prevent people from using them. One-fourth of consumers (24.7%) rated the quality of parenting support services in their community as excellent, while more (29.0%) disagreed.

Health Supports

One-fourth of consumers (24.7%) indicated that there are enough health support services to meet the needs of their community, yet almost one-half (49.4%) disagreed. Services were described as easy to get to by one third of the respondents (34.1%), yet a sizeable portion (31.8%) disagreed. And while 28.9% felt that service hours meet their needs, one-third (32.2%) disagreed. Some (34.1%) felt that people are aware of the availability of services, but more (42.9%) disagreed. Almost one-half (48.9%) felt that known services are used. Some consumers (28.9%) indicated services are affordable, but one-third believed that costs prevent people from using them. Less than one-fourth (20.7%) rated the quality of health support services in their community as excellent.

Early Care and Education

Just over half of consumers (51.6%) did not feel there are enough early care and education services to meet the needs of their community. Some (30.1%) felt that services are easy to get to, but almost forty percent (38.7%) disagreed. Respondents were rather evenly split on whether service hours meet needs, with 31.5% agreeing and 34.8% disagreeing. Respondents were also split on whether people are aware of the availability of services, with 34.1% agreeing and 34.1% disagreeing. Many (45.6%) thought services are used. Many respondents (44.6%) felt that costs prevent people from using these services. Consumers were split on quality of early care and education services: 30.8% rated the quality of services as excellent, while 30.8% disagreed. Some consumers (32.3%) believed there is a parent-involvement component in most services, but more (40.9%) disagreed.

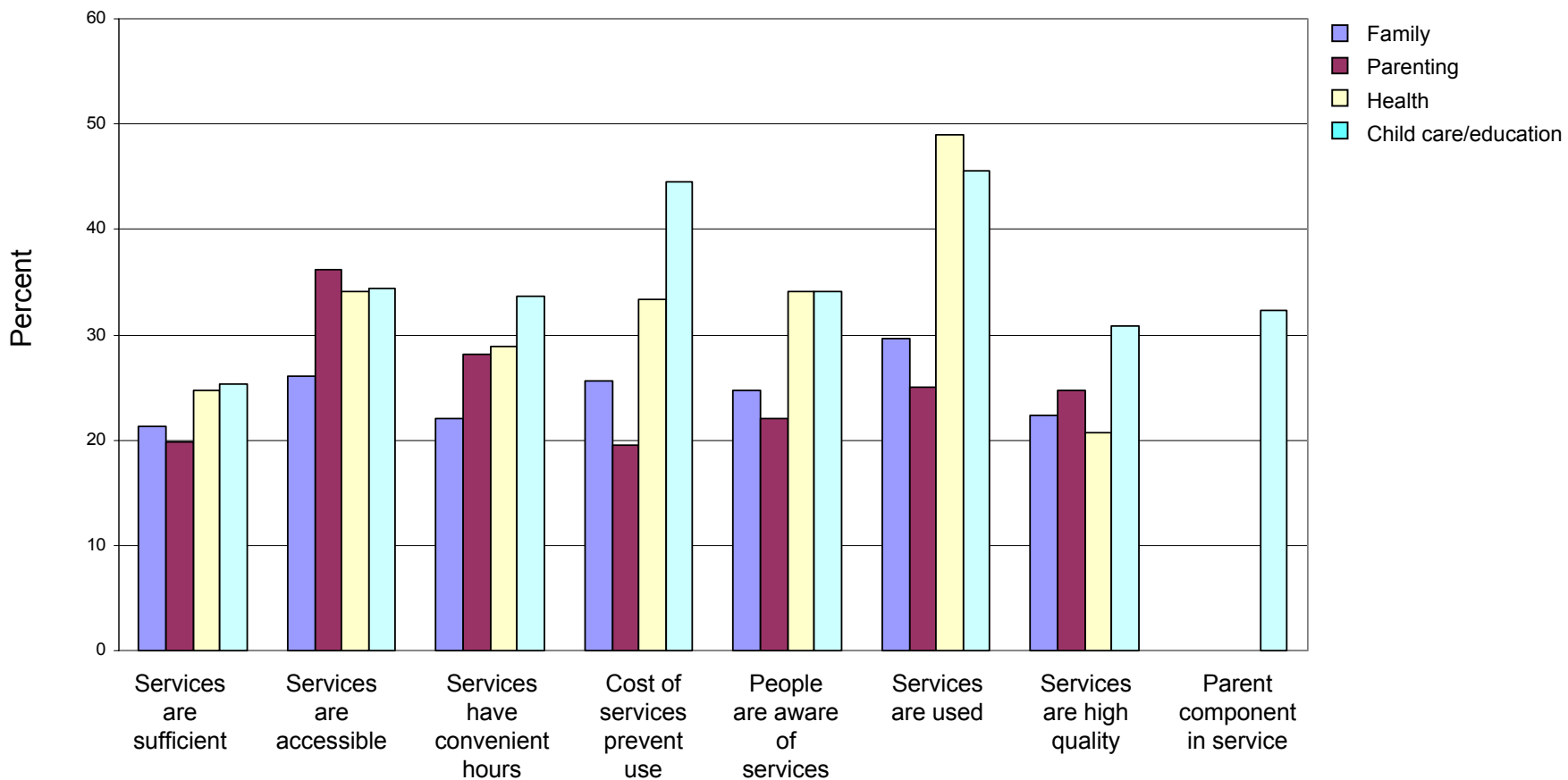
Cultural Sites and Expertise

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: Alaalaula, Lehoula, Ka‘ahumanu birth cave, Kauiki, Waianapanapa, Pi‘ilani Highway, heiau, and location of La‘au lapaau. Some activities mentioned were “mountain and ocean sustenance, fishing, limu, medicine”.

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 88

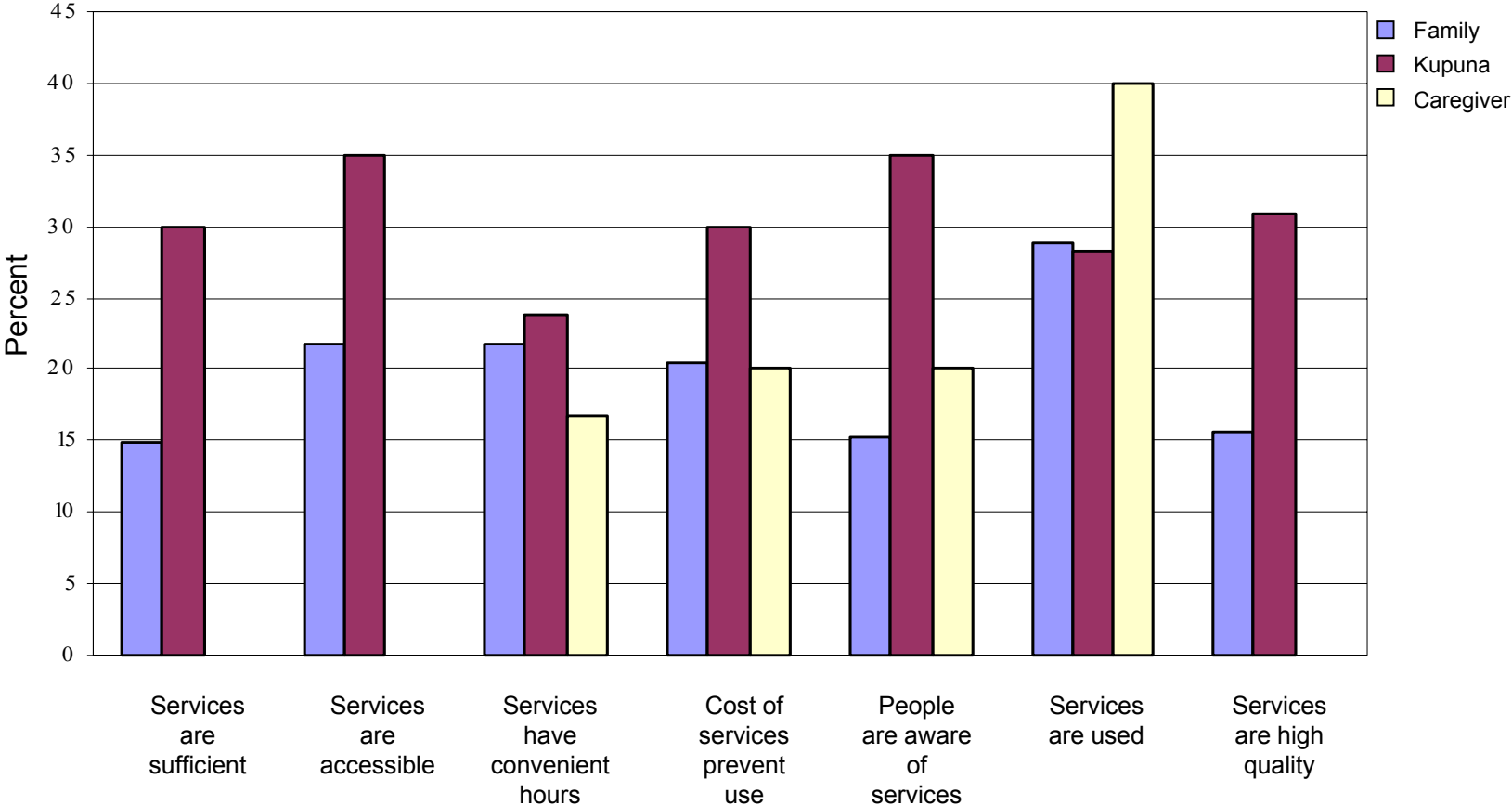
SERVICE QUALITY AS EVALUATED BY CONSUMERS* MAUI COUNTY



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

Figure 89

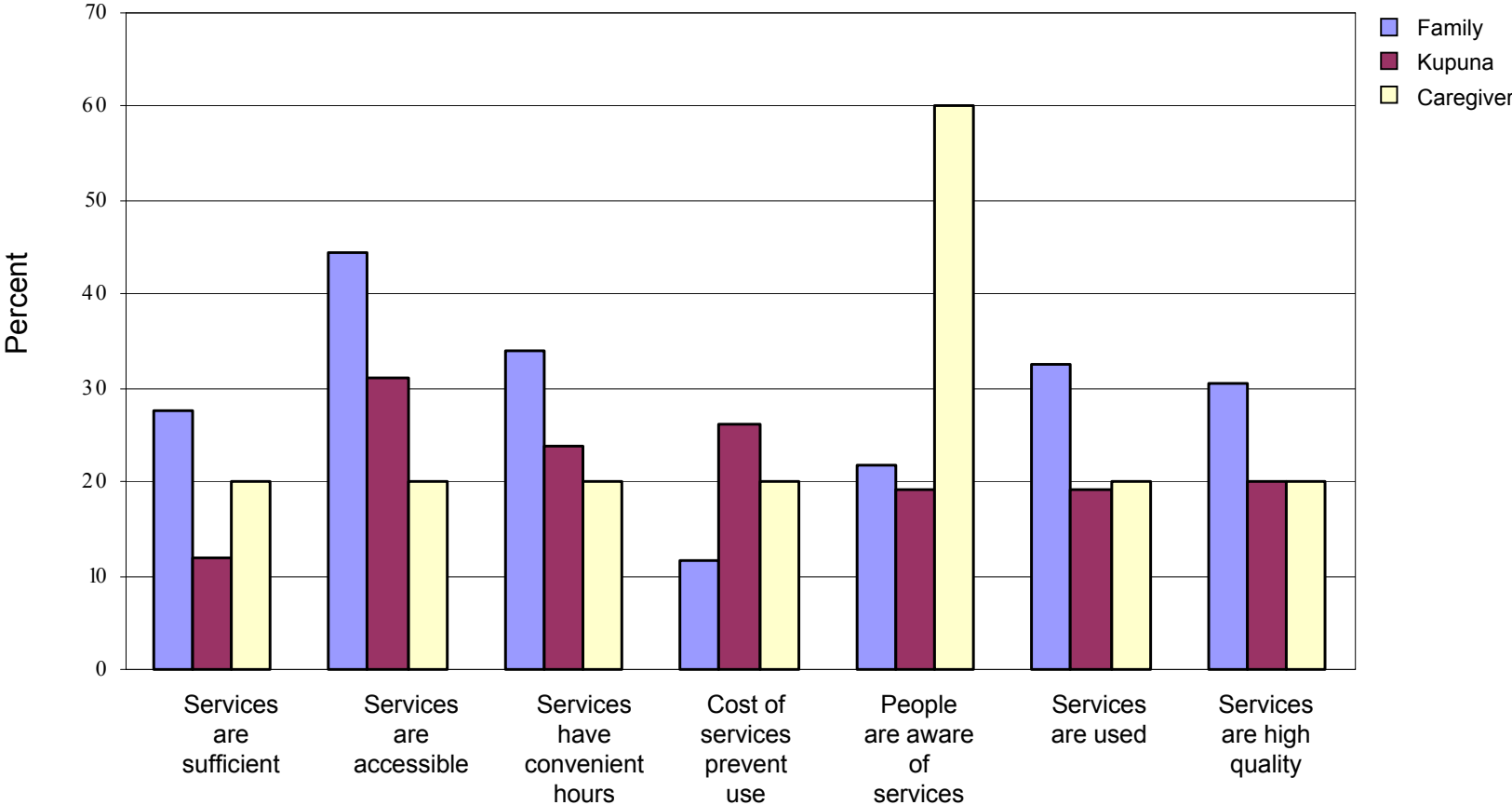
**POSITIVE RESPONSES ON CONSUMER SURVEY: FAMILY SUPPORT *
MAUI COUNTY**



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

Figure 90

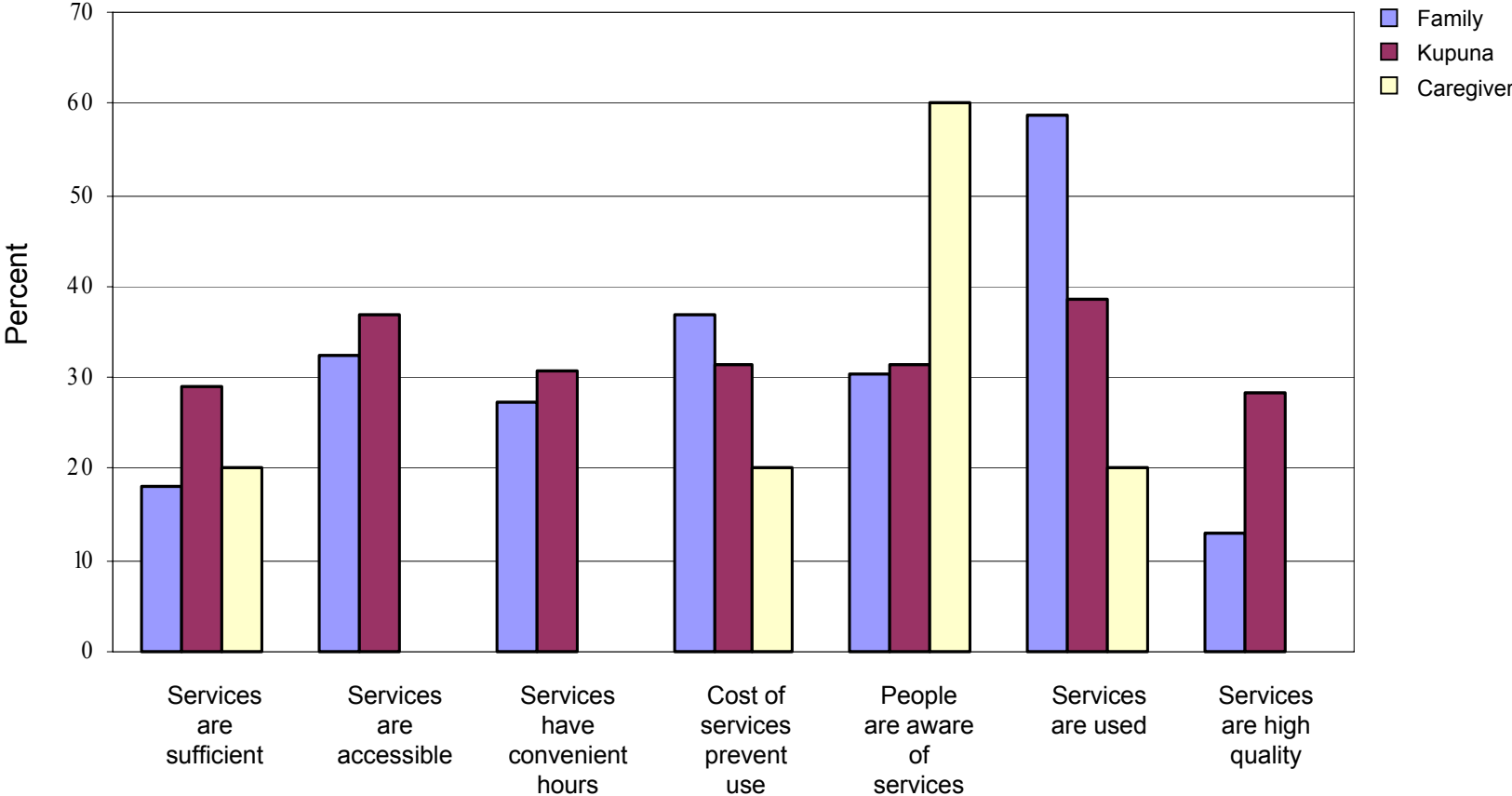
**POSITIVE RESPONSES ON CONSUMER SURVEY: PARENTING SUPPORT *
MAUI COUNTY**



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

Figure 91

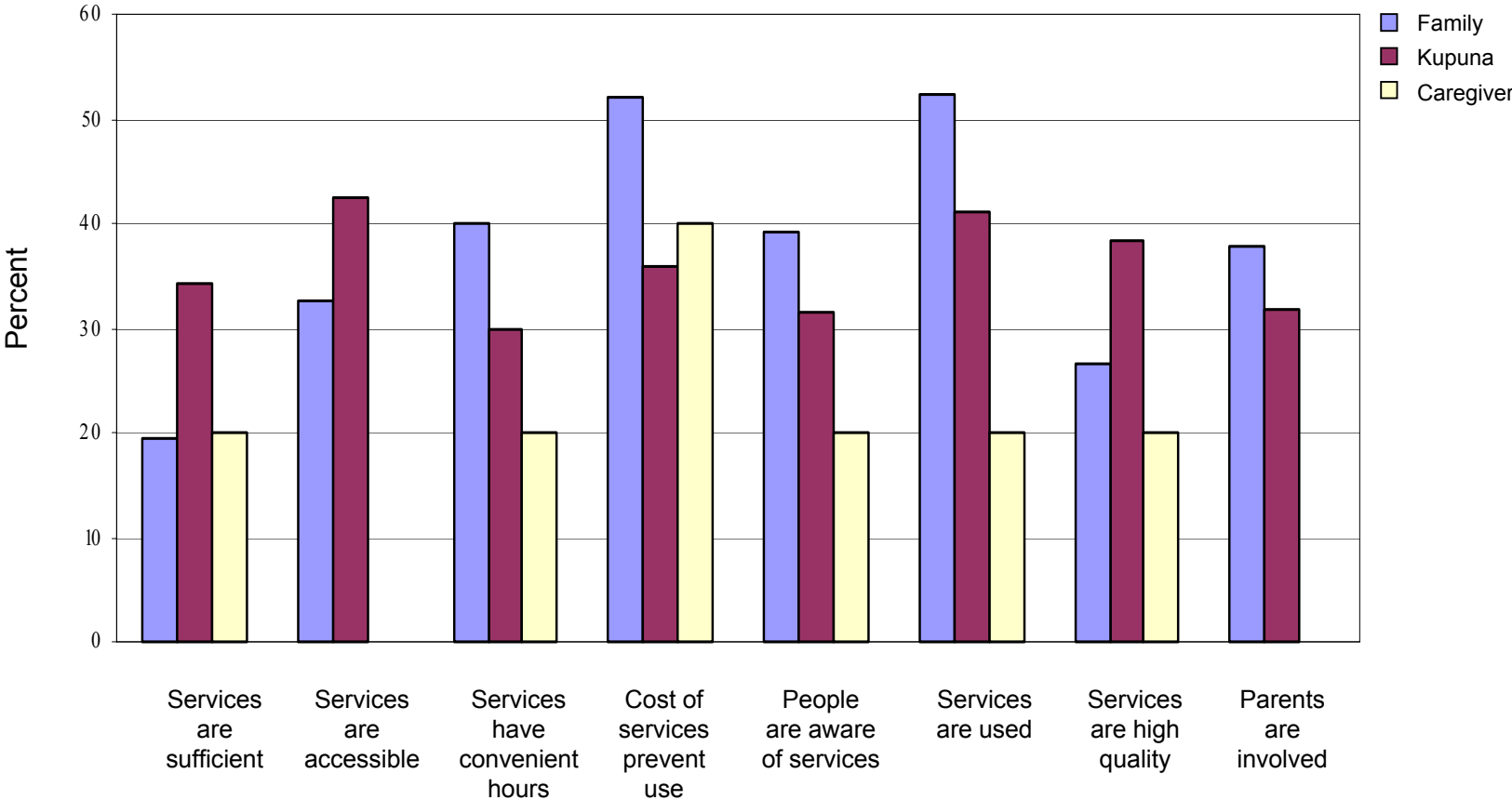
**POSITIVE RESPONSES ON CONSUMER SURVEY: HEALTH SUPPORT *
MAUI COUNTY**



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

Figure 92

**POSITIVE RESPONSES ON CONSUMER SURVEY: EARLY CARE AND EDUCATION *
MAUI 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 55
CONSUMER SURVEY: FAMILY
MAUI 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	16	17.0	35	37.2	23	24.5	19	20.2	1
2. Services easy to get to (location, transportation)	18	19.6	27	29.3	23	25.0	22	23.9	2	2.2
3. Services have business hours that meet my needs	14	14.7	22	23.2	38	40.0	17	17.9	4	4.2
4. Costs of these services prevent people from using them	13	14.4	20	22.2	34	37.8	13	14.4	10	11.1
5. People know services are available	23	24.7	25	26.9	22	23.7	23	24.7	-	-
6. People use services	6	6.6	18	19.8	40	44.0	21	23.1	6	6.6
7. Quality of services in my moku/community is excellent	10	10.6	27	28.7	36	38.3	17	18.1	4	4.3

TABLE 56
CONSUMER SURVEY: PARENTING
MAUI 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	17	17.7	34	35.4	26	27.1	16	16.7	3	3.1
2. Services easy to get to (location, transportation)	11	11.7	24	25.5	25	26.6	32	34.0	2	2.1
3. Services have business hours that meet my needs	8	8.3	26	27.1	35	36.5	20	20.8	7	7.3
4. Costs of these services prevent people from using them	17	18.5	17	18.5	40	43.5	14	15.2	4	4.3
5. People know services are available	12	12.6	33	34.7	29	30.5	19	20.0	2	2.1
6. People use services	6	6.5	22	23.9	41	44.6	22	23.9	1	1.1
7. Quality of services in my moku/community is excellent	10	10.8	17	18.3	43	46.2	19	20.4	4	4.3

**TABLE 57
CONSUMER SURVEY: HEALTH
MAUI 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	18	20.2	26	29.2	23	25.8	18	20.2	4
2. Services easy to get to (location, transportation)	13	14.8	15	17.0	30	34.1	25	28.4	5	5.7
3. Services have business hours that meet my needs	13	14.4	16	17.8	35	38.9	23	25.6	3	3.3
4. Costs of these services prevent people from using them	8	8.9	18	20.0	34	37.8	17	18.9	13	14.4
5. People know services are available	4	4.4	35	38.5	21	23.1	27	29.7	4	4.4
6. People use services	4	4.3	19	20.7	24	26.1	40	43.5	5	5.4
7. Quality of services in my moku/community is excellent	10	10.9	19	20.7	44	47.8	14	15.2	5	5.4

TABLE 58
CONSUMER SURVEY: EARLY CARE AND EDUCATION
MAUI COUNTY

		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	24	26.4	23	25.3	21	23.1	20	22.0	-	-
2.	Services easy to get to (location, transportation)	16	17.2	20	21.5	25	26.9	28	30.1	-	-
3.	Services have business hours that meet my needs	15	16.3	17	18.5	29	31.5	29	31.5	-	-
4.	Costs of these services prevent people from using them	5	5.4	18	19.6	28	30.4	24	26.1	17	18.5
5.	People know services are available	6	6.6	25	27.5	29	31.9	27	29.7	4	4.4
6.	People use services	5	5.6	13	14.4	31	34.4	35	38.9	6	6.7
7.	Quality of services in my moku/community is excellent	14	15.4	14	15.4	35	38.5	20	22.0	8	8.8
8.	Parent-involvement component in most early care and education services	18	19.4	20	21.5	25	26.9	22	23.7	8	8.6