

RESULTS OF CONSUMER SURVEY STATE OF HAWAI'I

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 the State of Hawai'i, there was a total of 120 respondents: 60 parents, 30 kumu/kupuna, and 30 '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 half of consumers (52.1%) indicated that there are not enough family services to meet the needs of their community. More than one-third (37.0%) believed that services are easy to get to, and many (44.2%) felt service hours meet their needs. However, one-third (33.6%) felt services are not easy to get to. More than half (53.7%) indicated that people are not aware of the availability of services, yet many believed that known services are used (45.3%). More than half (55.2%) of consumers indicated services are affordable, while less than one-fourth (19.0%) believed that costs prevent people from using them. One-third of consumers (32.8 %) rated the quality of family support services in their community as excellent, with 29.4% disagreeing.

Parenting Supports

More than forty percent of consumers (45.8%) indicated that there are not enough parenting services to meet the needs of their community, with 25.4% saying there are enough. Services are described as easy to get to by some (38.1%), with service hours that meet their needs (39.0%). Almost one-half (48.8%) felt that people are not aware of the availability of services, and one-third (34.8%) agree that known services are used, while another one-third (33.0%) disagree. While 42.4% of consumers indicated services are affordable, some (22.0%) believed that costs prevent people from using them. Many consumers (37.8%) rated the quality of services in their community as excellent.

Health Supports

Many consumers (37.8%) indicated that there are enough health services to meet the needs of their community, while a sizeable portion (40.4%) disagreed. Almost one-half (45.7%) felt services are easy to get to, with service hours that meet their needs (42.3%). Many (44.6%) felt that people are aware of the availability of services and more than half (56.9%) felt that known services are used. While most consumers (48.7%) indicated services are affordable, some (29.4%) believed that costs prevent people from using them. Many consumers (40.7%) rated the quality of health support services in their community as excellent.

Early Care and Education

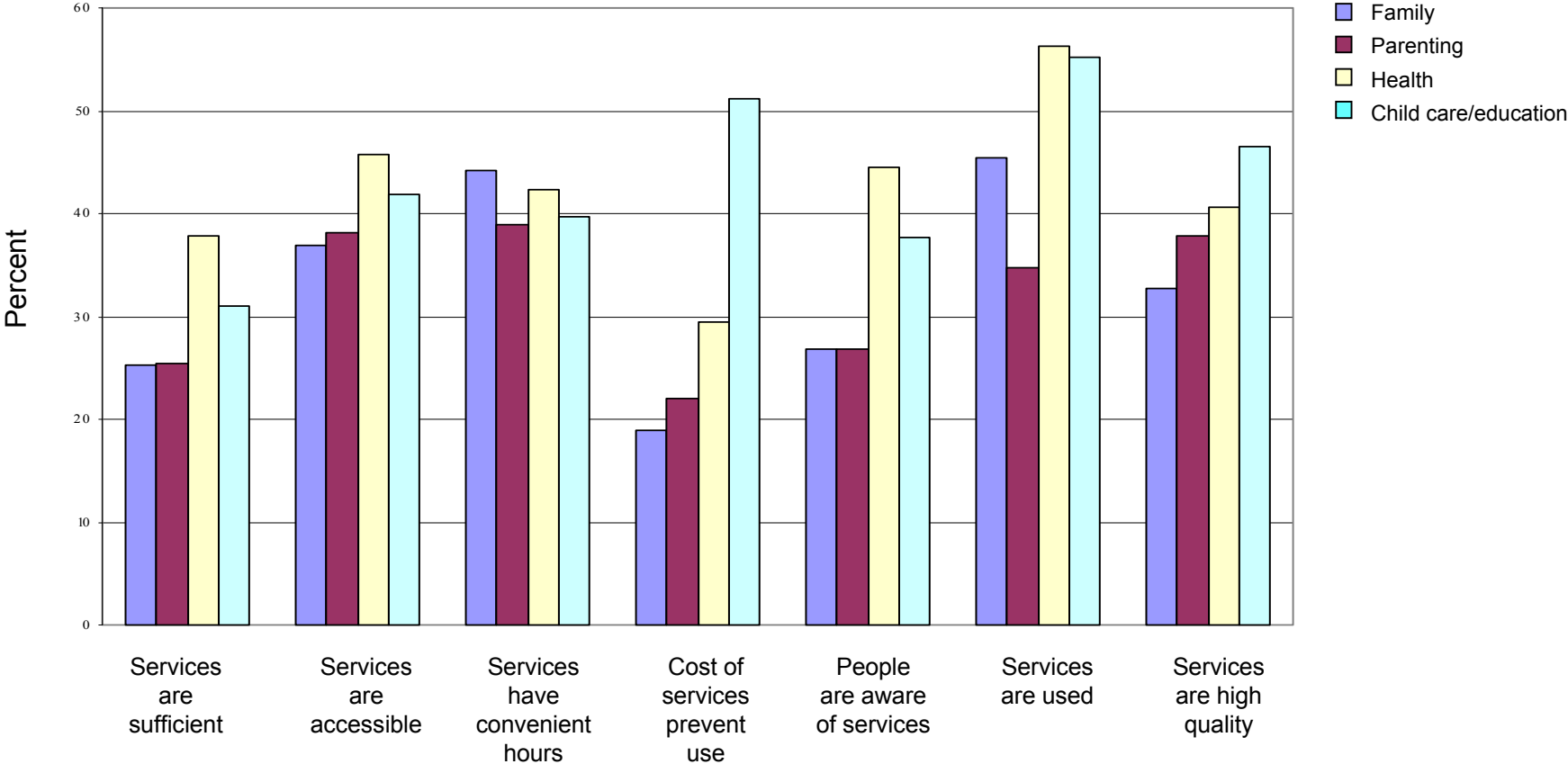
Some consumers (31.0%) indicated that there are enough early care and education services to meet the needs of their community, yet almost one-half (49.1%) disagreed. Many (41.9%) felt services are easy to get to, but a sizeable proportion disagreed (31.6%). And while 39.6% felt service hours meet their needs, almost one-third (32.8%) disagreed. Consumers were split on whether people are aware of the availability of services, with 37.6% agreeing and 36.8% disagreeing. Over half (55.1%) felt that services are used and over half (51.2%) felt that costs prevent people from using these services. Many consumers (46.5%) rated the quality of early care and education services as excellent and agreed there is a parent-involvement component in most services (42.2%).

Cultural Sites and Expertise

Respondents provided recommendations of cultural sites that children ages 0-5 should know about on the Consumer Survey. All of the recommendations are presented in Appendix K. Respondents also provided names of cultural experts or practitioners who work with young children or families with young children in their communities. These experts are typically family members and people known in the various communities and are listed in Appendix L.

Figure 34

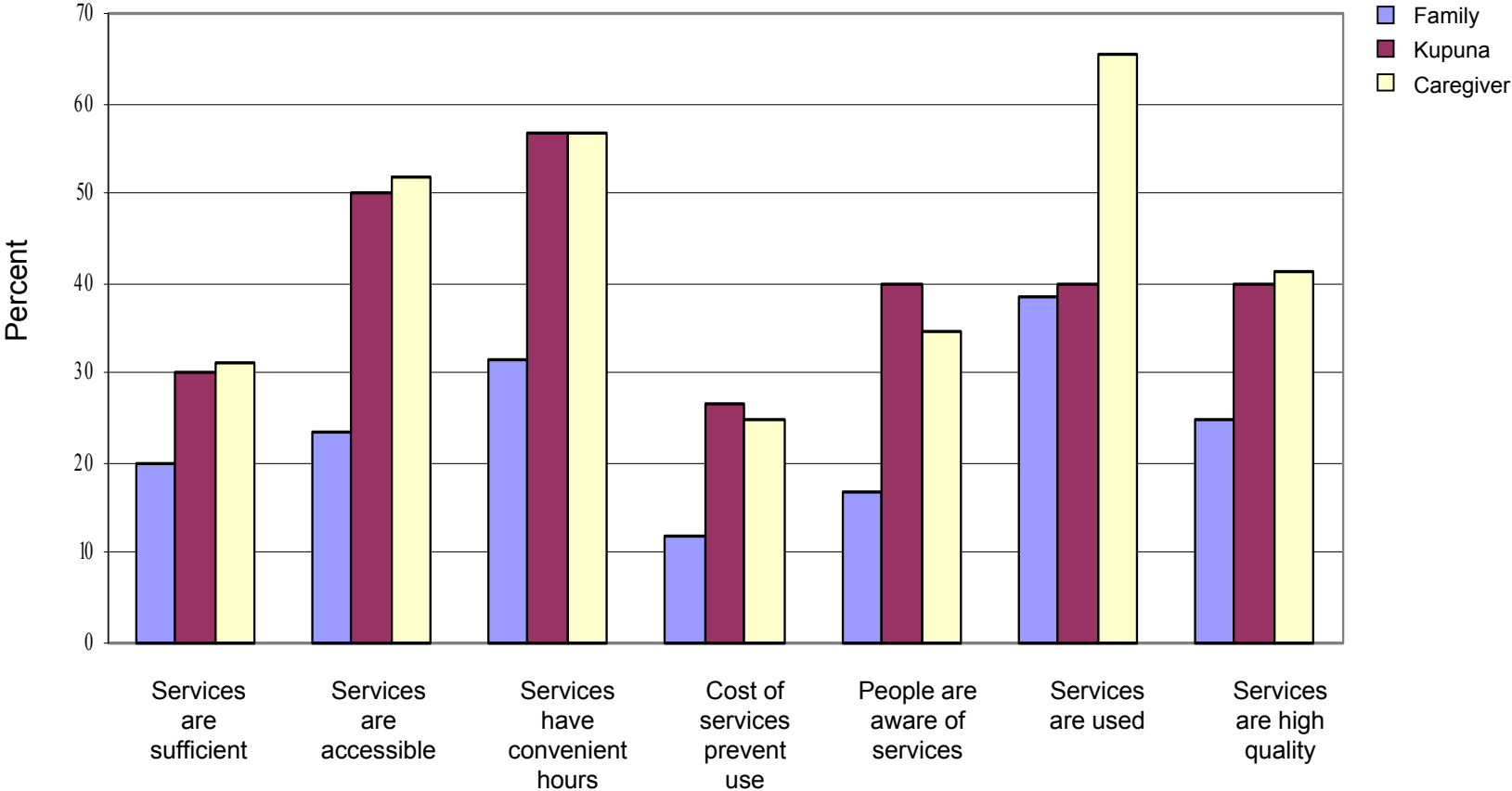
SERVICE QUALITY AS EVALUATED BY CONSUMERS* STATE



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

Figure 35

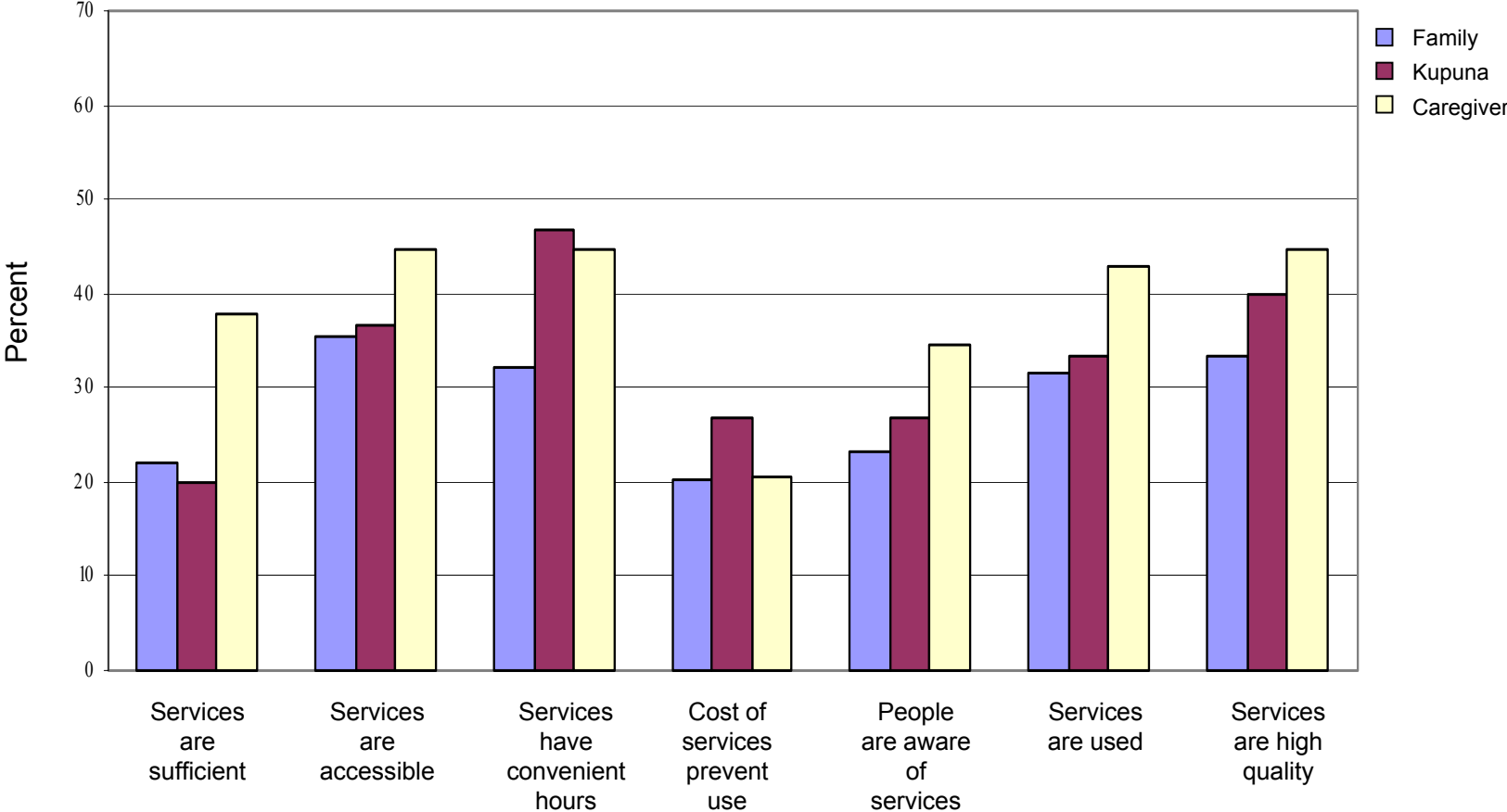
**POSITIVE RESPONSES ON CONSUMER SURVEY: FAMILY SUPPORT *
STATE**



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

Figure 36

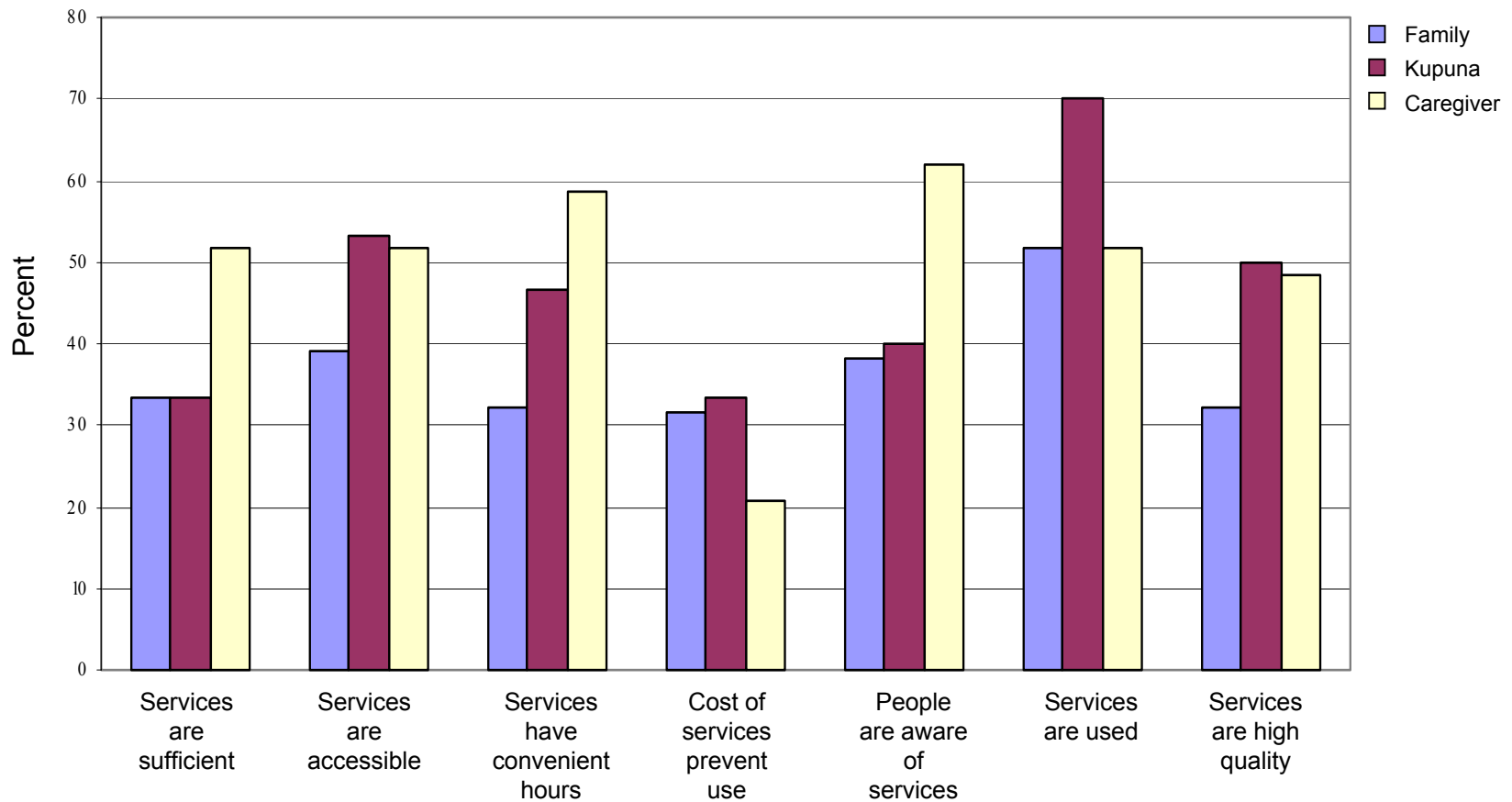
**POSITIVE RESPONSES ON CONSUMER SURVEY: PARENTING SUPPORT *
STATE**



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

Figure 37

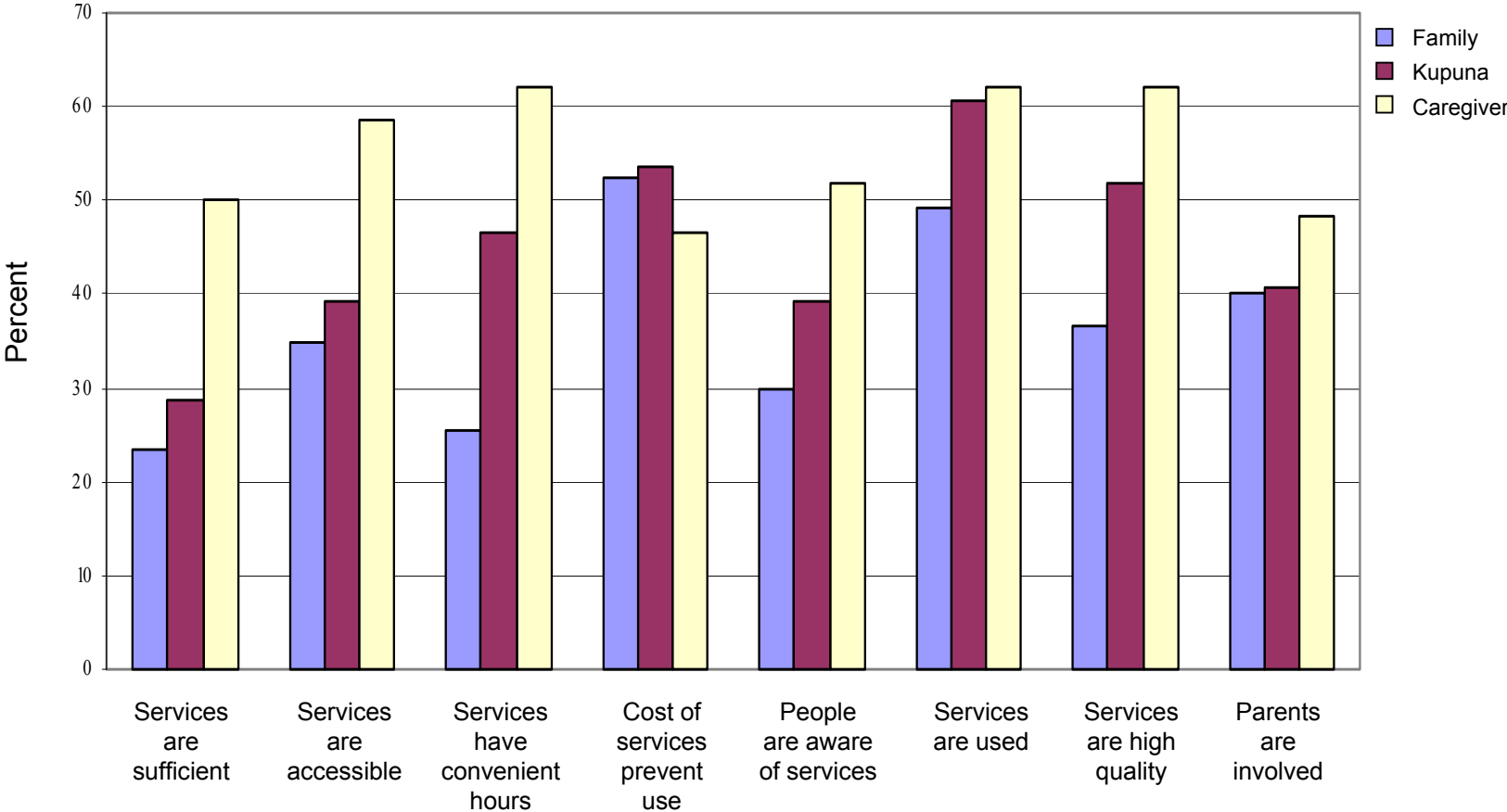
POSITIVE RESPONSES ON CONSUMER SURVEY: HEALTH SUPPORT * STATE



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

Figure 38

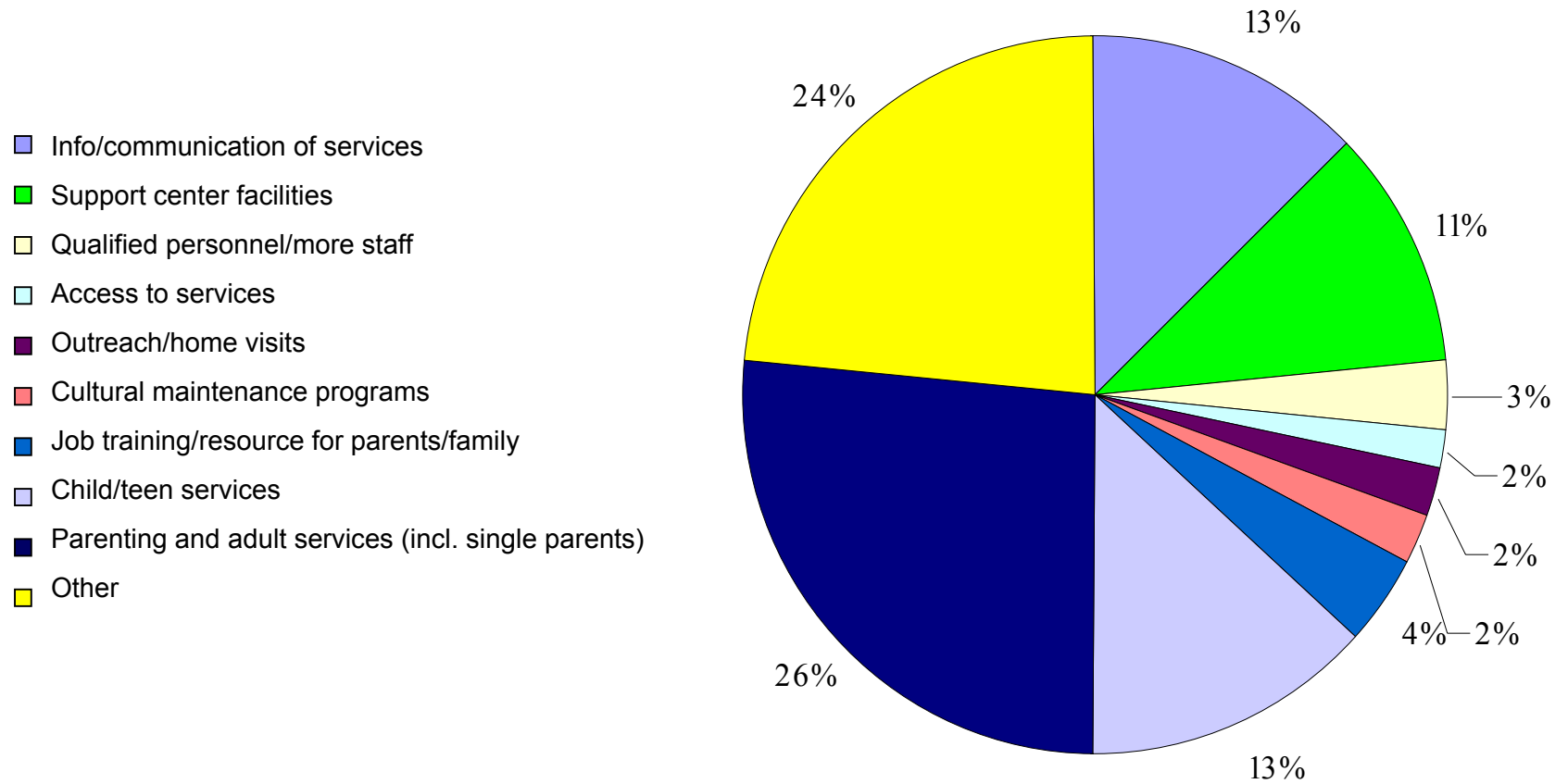
**POSITIVE RESPONSES ON CONSUMER SURVEY: EARLY CARE AND EDUCATION *
STATE**



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

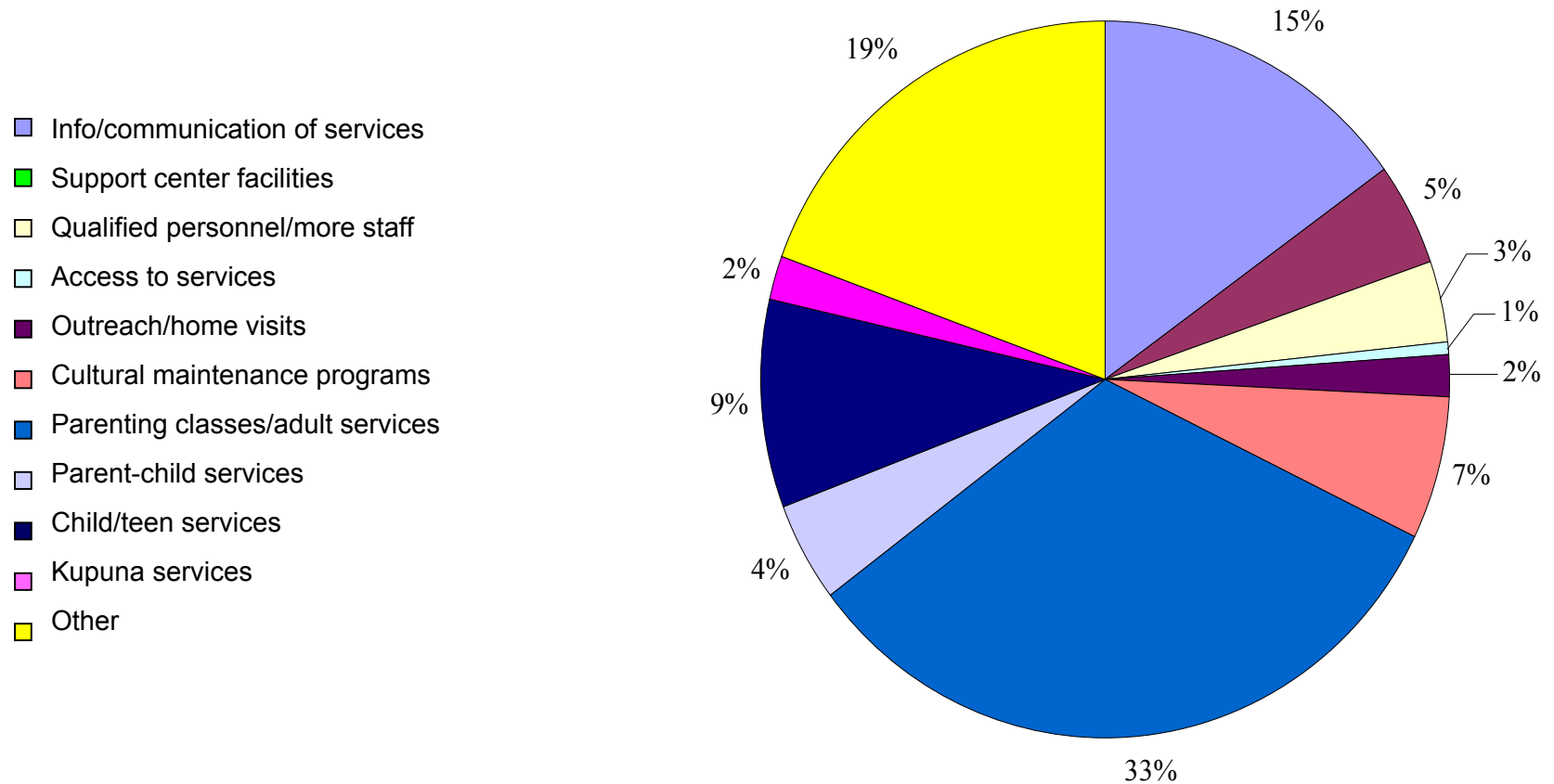
Figure 39

**SERVICE NEEDS IDENTIFIED BY CONSUMERS*
STATE: FAMILY**



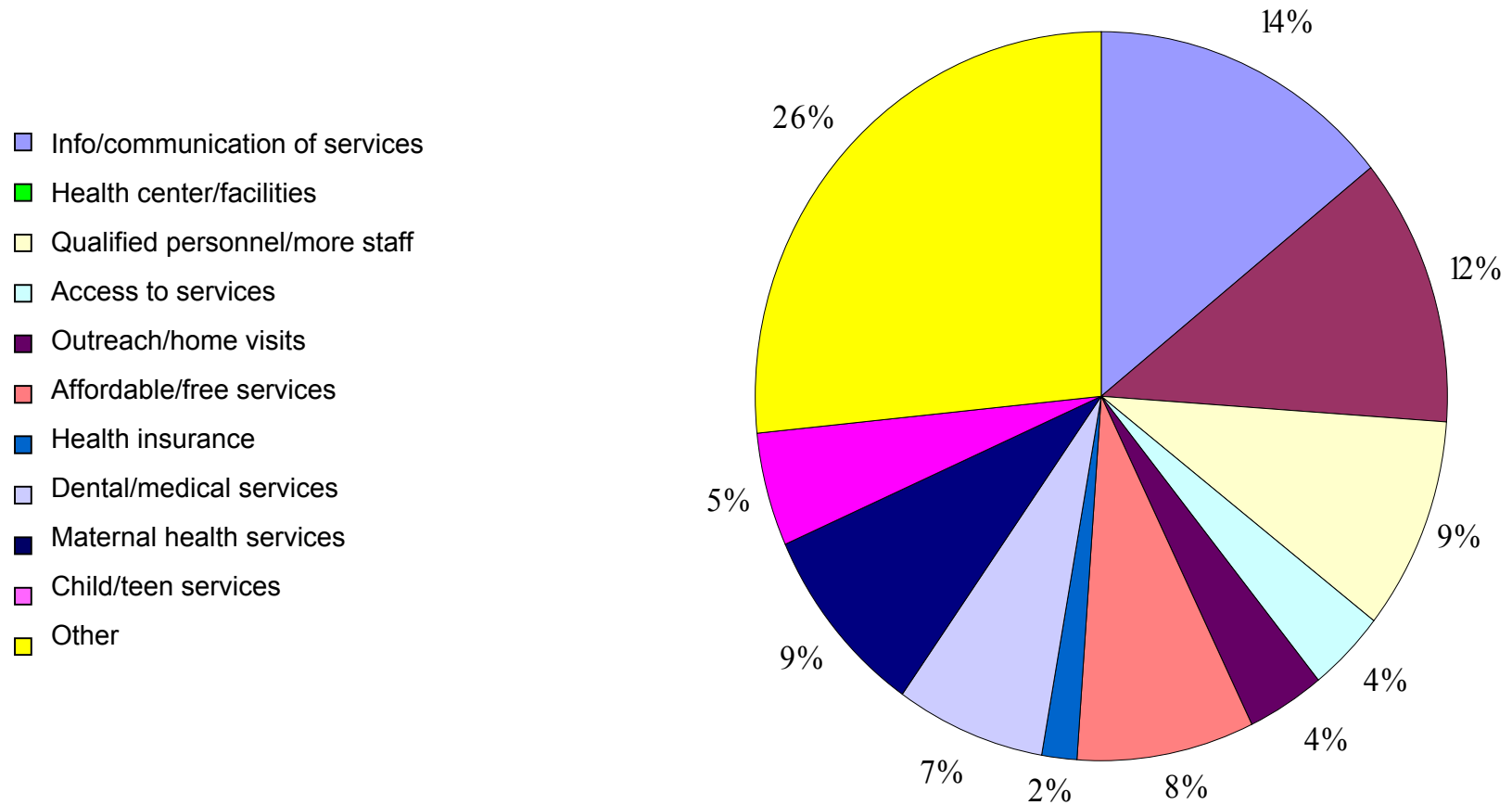
* The service needs in this figure are from the responses to the Consumer Survey question, “What is one thing not presently available in this moku/community that would improve family relationships and family resource management?”. The responses from 426 individuals are grouped into 10 categories.

Figure 40
SERVICE NEEDS IDENTIFIED BY CONSUMERS*
STATE: PARENTING



* The service needs in this figure are from the responses to the Consumer Survey question, “What is one thing not presently available in this moku/community that would improve parenting skills?”. The responses from 403 individuals are grouped into 11 categories.

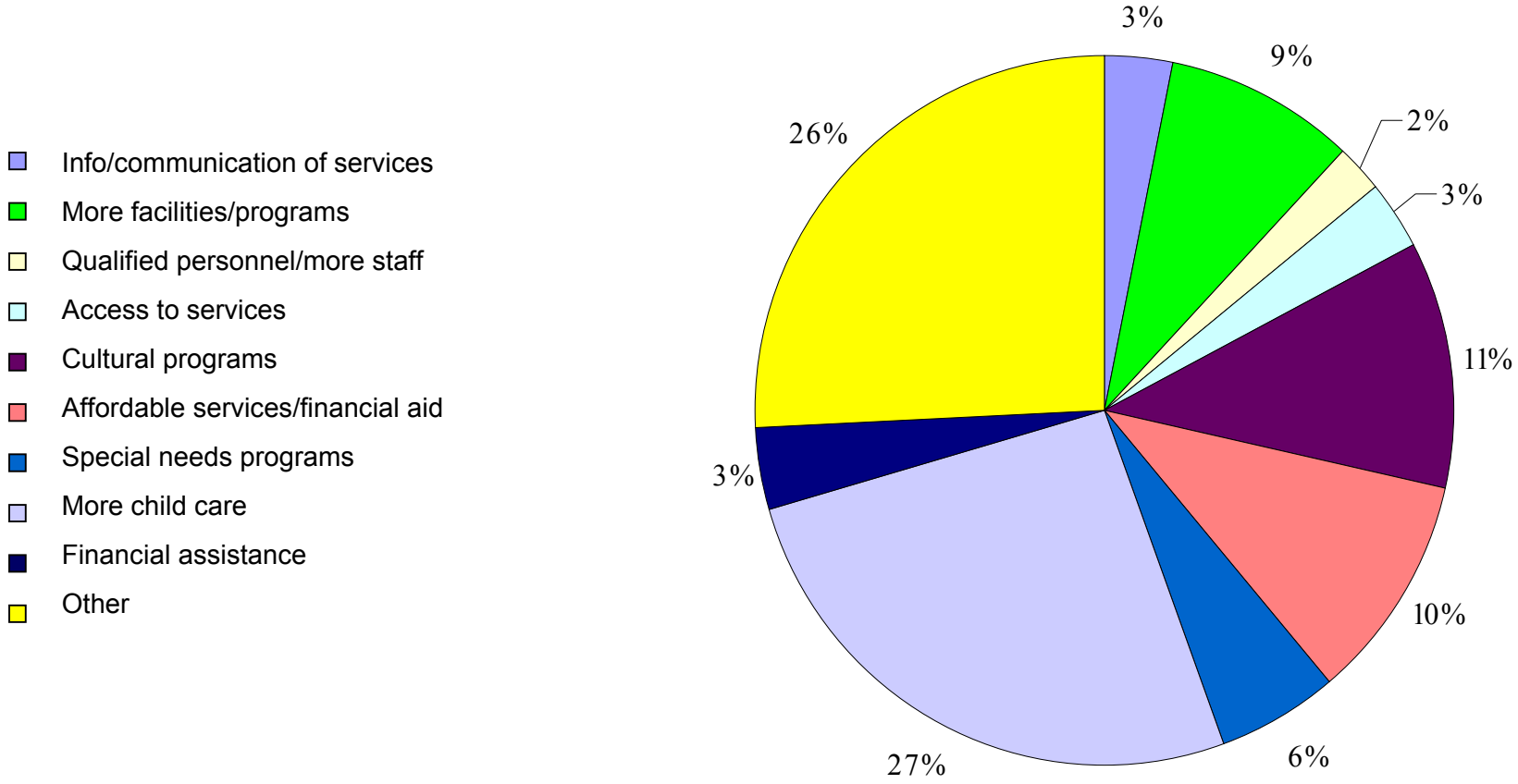
Figure 41
SERVICE NEEDS IDENTIFIED BY CONSUMERS*
STATE: HEALTH



* The service needs in this figure are from the responses to the Consumer Survey question, “What is one thing not presently available in this moku/community that would improve health care and promotion?”. The responses from 351 individuals are grouped into 11 categories.

Figure 42

**SERVICE NEEDS IDENTIFIED BY CONSUMERS*
STATE: EARLY CARE AND EDUCATION**



* The service needs in this figure are from the responses to the Consumer Survey question, “What is one thing not presently available in this moku/community that would improve children’s early educational development?”. The responses from 383 individuals are grouped into 10 categories.

TABLE 15
CONSUMER SURVEY: FAMILY
STATE OF HAWAI‘I

		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	20.2	38	31.9	27	22.7	24	20.2	6	5.0
2.	Services easy to get to (location, transportation)	13	9.2	29	24.4	35	29.4	36	30.3	8	6.7
3.	Services have business hours that meet my needs	12	10.0	18	15.0	37	30.8	44	36.7	9	7.5
4.	Costs of these services prevent people from using them	19	16.4	45	38.8	30	25.9	17	14.7	5	4.3
5.	People know services are available	26	21.8	38	31.9	23	19.3	31	26.1	1	0.8
6.	People use services	7	5.9	19	16.0	39	32.8	48	40.3	6	5.0
7.	Quality of services in my moku/community is excellent	13	10.9	22	18.5	45	37.8	25	21.0	14	11.8

TABLE 16
CONSUMER SURVEY: PARENTING
STATE OF HAWAI‘I

		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	19	16.1	35	29.7	34	28.8	25	21.2	5	4.2
2.	Services easy to get to (location, transportation)	11	9.3	26	22.0	36	30.5	40	33.9	5	4.2
3.	Services have business hours that meet my needs	9	7.6	20	16.9	43	36.4	39	33.1	7	5.9
4.	Costs of these services prevent people from using them	14	11.9	36	30.5	42	35.6	19	16.1	7	5.9
5.	People know services are available	22	18.5	36	30.3	29	24.4	25	21.0	7	5.9
6.	People use services	13	11.0	26	22.0	38	32.2	33	28.0	8	6.8
7.	Quality of services in my moku/community is excellent	9	7.6	26	21.8	39	32.8	34	28.6	11	9.2

TABLE 17
CONSUMER SURVEY: HEALTH
STATE OF HAWAI'I

		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	19	16.0	29	24.4	26	21.8	37	31.1	8	6.7
2.	Services easy to get to (location, transportation)	12	10.2	22	18.6	30	25.4	49	41.5	5	4.2
3.	Services have business hours that meet my needs	11	9.3	29	24.6	28	23.7	45	38.1	5	4.2
4.	Costs of these services prevent people from using them	10	8.4	48	40.3	26	21.8	29	24.4	6	5.0
5.	People know services are available	11	9.2	28	23.5	27	22.7	46	38.7	7	5.9
6.	People use services	7	5.9	13	10.9	32	26.9	56	47.1	11	9.8
7.	Quality of services in my moku/community is excellent	9	7.6	16	13.6	45	38.1	38	32.2	10	8.5

TABLE 18
CONSUMER SURVEY: EARLY CARE AND EDUCATION
STATE OF HAWAI‘I

		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	26	22.4	31	26.7	23	19.8	33	28.4	3	2.6
2.	Services easy to get to (location, transportation)	19	16.2	18	15.4	31	26.5	45	38.5	4	3.4
3.	Services have business hours that meet my needs	16	13.8	22	19.0	32	27.6	41	35.3	5	4.3
4.	Costs of these services prevent people from using them	11	9.1	19	15.7	29	24.0	43	35.5	19	15.7
5.	People know services are available	9	7.7	34	29.1	30	25.6	40	34.2	4	3.4
6.	People use services	7	6.0	14	12.1	31	26.7	57	49.1	7	6.0
7.	Quality of services in my moku/community is excellent	14	12.1	15	12.9	33	28.4	41	35.3	13	11.2
8.	Parent-involvement component in most early care and education services	16	13.8	21	18.1	30	25.9	42	36.2	7	6.0