

RESULTS OF CONSUMER SURVEY CITY AND COUNTY OF HONOLULU: WAIALUA 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 Waialua moku, there was a total of 41 respondents: 21 parents, 11 kumu/kupuna, and 9 ‘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

The majority of consumers (68.3%) indicated that there are not enough family services to meet the needs of their community. Less than one-fourth (22.5%) described services as easy to get to, with over one-half (55.0%) disagreeing. Many (39.0%) did not feel that service hours meet their needs. The majority (63.4%) believed that people are not aware of the availability of services, while 40.0% felt that known services are used. Almost one-half (48.8%) indicated that services are affordable. Less than one-fourth of consumers (22.0%) rated the quality of family support services in their community as excellent.

Parenting Supports

The majority of consumers (77.5%) indicated there are not enough parenting services to meet the needs of their community. Only one-fourth (26.3%) felt services are easy to get to, with almost half disagreeing (47.4%). Likewise, only one-fourth of consumers (23.7%) felt that service hours meet their needs, and one-half (50.0%) disagreed. The majority (71.1%) believed that people are not aware of the availability of services. While one-fourth (27.0%) thought known services are used, a sizeable portion (43.2%) disagreed. Many consumers (42.1%) indicated services are affordable, but a few (13.2%) believed that costs prevent people from using them. Some consumers (18.4%) rated the quality of family support services in their community as excellent, but the majority (60.5%) disagreed.

Health Supports

Just over forty percent of consumers (41.5%) indicated that there are enough health services to meet the needs of their community, while almost half (48.8%) disagreed. Many (46.3%) felt services are easy to get to, although 36.6% disagreed. Many (43.9%) also felt that services had hours that meet their needs, yet a sizeable portion (36.6%) disagreed. Just over one-third (36.6%) felt that people are aware of the availability of services, while more than forty percent (43.9%) disagreed. Over half (53.7%) thought that known services are used. While most consumers (51.2%) indicated services are affordable, some (12.2%) believed that costs prevent people from using them. Almost half of the consumers (47.5%) rated the quality of health support services in their community as excellent, although 35.0% disagreed.

Early Care and Education

Two-thirds of consumers (66.7%) indicated that there are not enough early care and education services to meet the needs of their community. Only 17.9% felt services are easy to get to, and only 28.2% thought services had hours that meet their needs. Two-thirds of the respondents (66.7%) disagreed that people are aware of the availability of services. Some (36.8%) felt that known services are used, while others disagreed (28.9%). One-third of respondents indicated services are affordable, but one-fourth (23.1%) believed that costs prevent people from using them. Some consumers (36.8%) rated the quality of early care and education services as excellent, although 28.9% disagreed. And while 44.7% agreed there is a parent-involvement component in most services, another 31.6% disagreed.

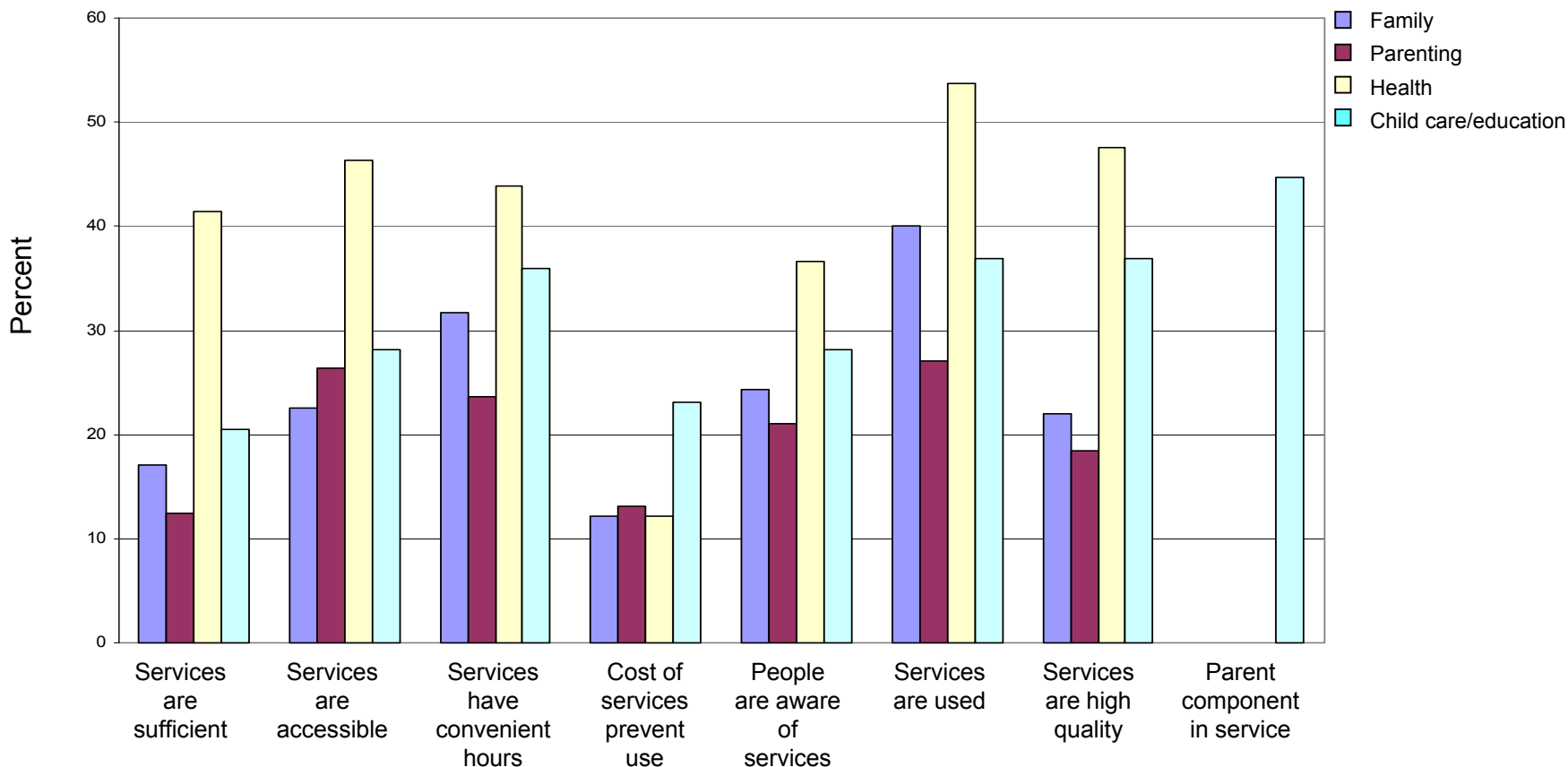
Cultural Sites and Expertise

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. In Waialua moku, Waimea Valley and Falls were mentioned. For cultural activities, it was recommended that "...at this age, I would work on Hawaiian language, games and Hawaiian legends. Children brains are like sponges and are willing to obtain as much knowledge as possible."

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 63

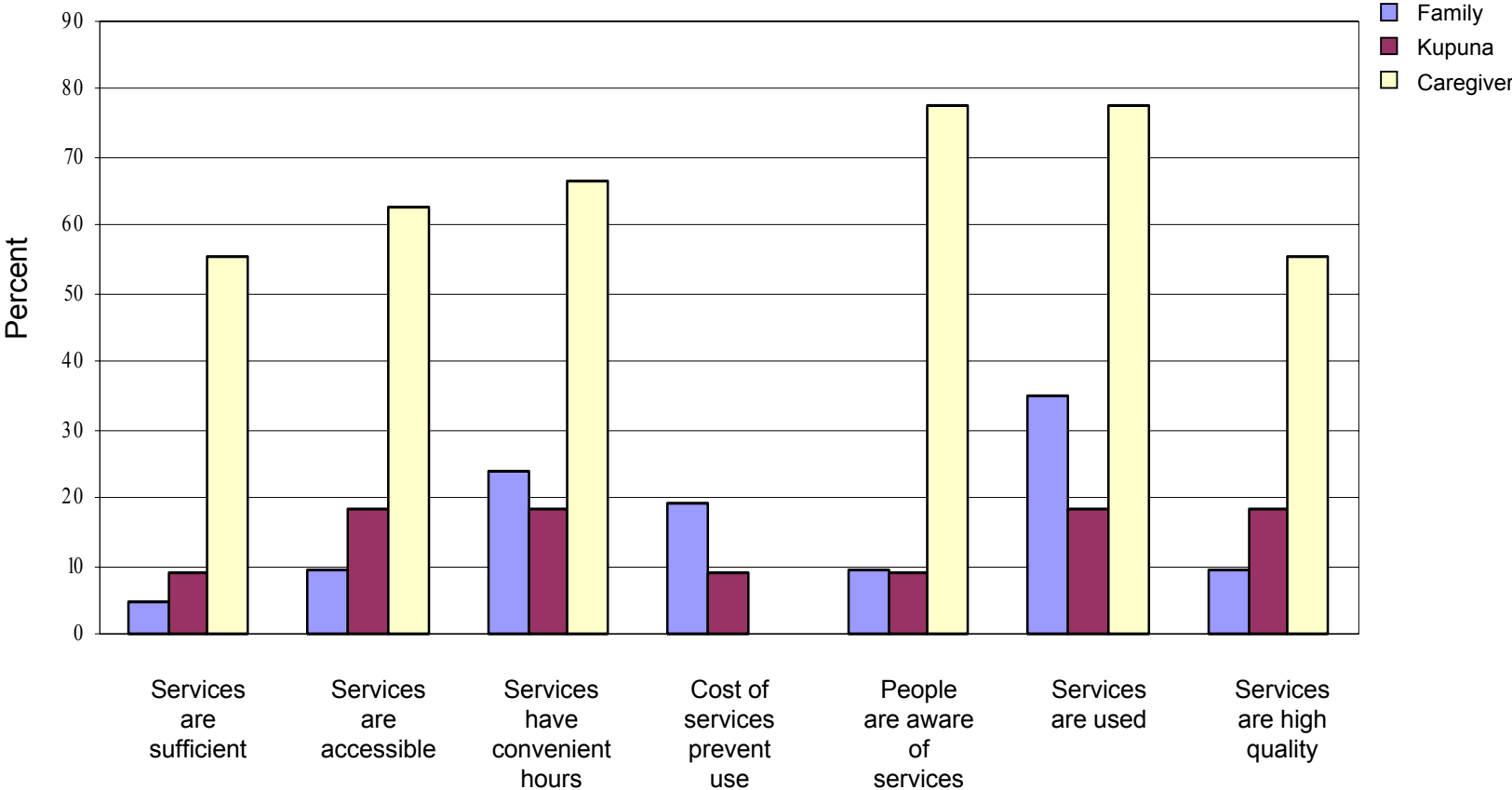
**SERVICE QUALITY AS EVALUATED BY CONSUMERS*
CITY AND COUNTY OF HONOLULU: WAIALUA MOKU**



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

Figure 64

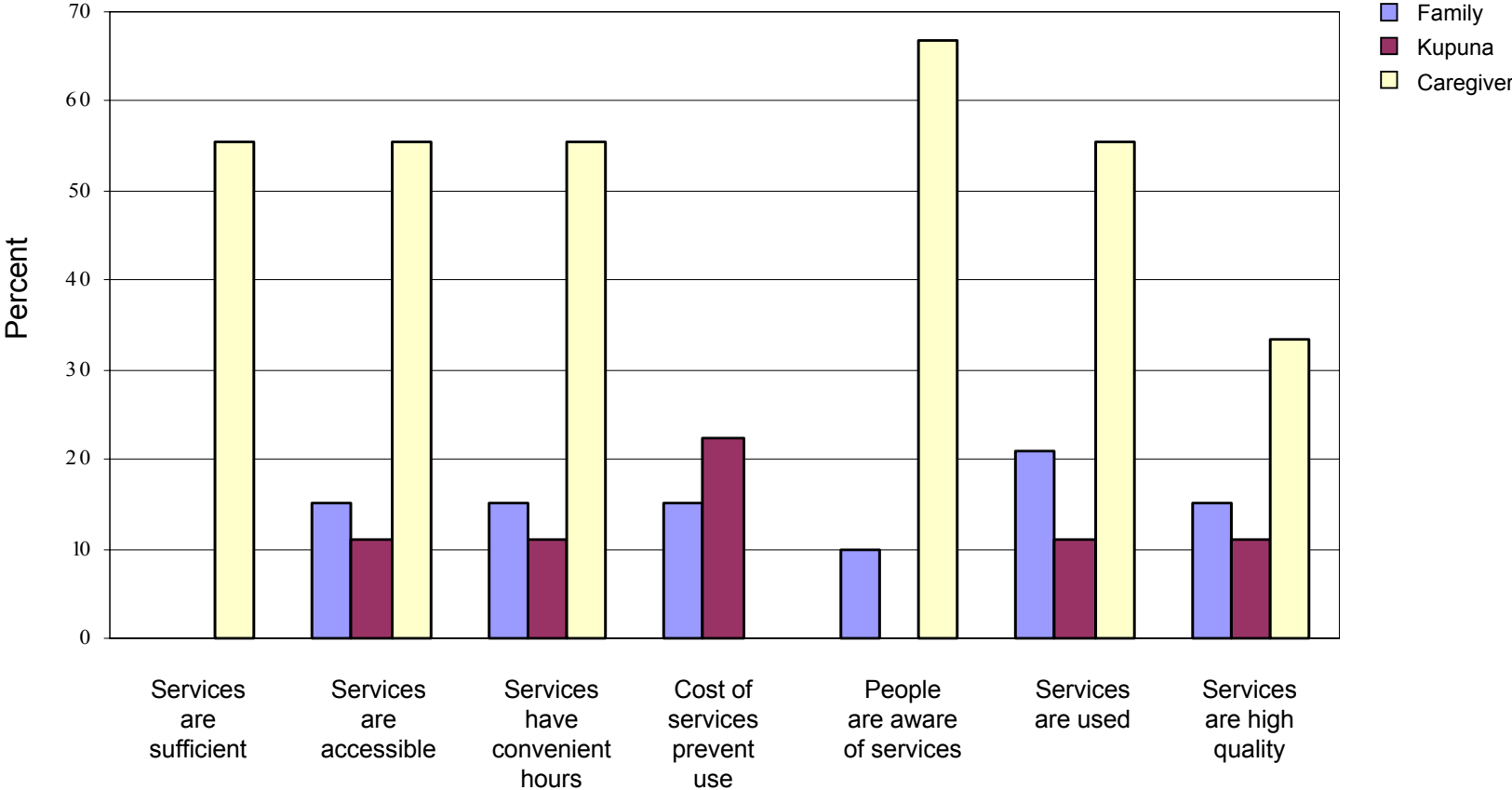
**POSITIVE RESPONSES ON CONSUMER SURVEY: FAMILY SUPPORT *
CITY AND COUNTY OF HONOLULU: WAIALUA MOKU**



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

Figure 65

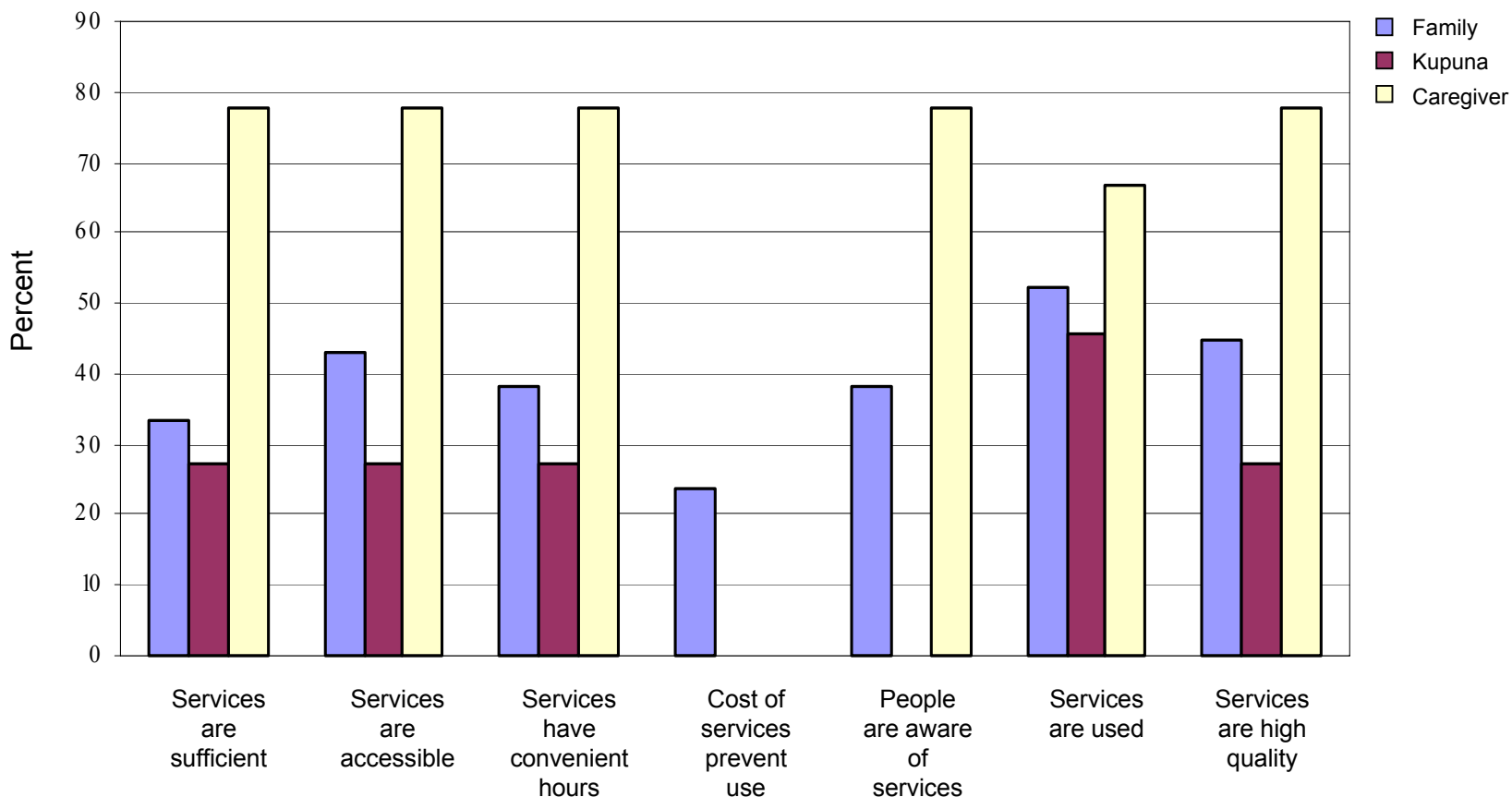
**POSITIVE RESPONSES ON CONSUMER SURVEY: PARENTING SUPPORT *
CITY AND COUNTY OF HONOLULU: WAIALUA MOKU**



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

Figure 66

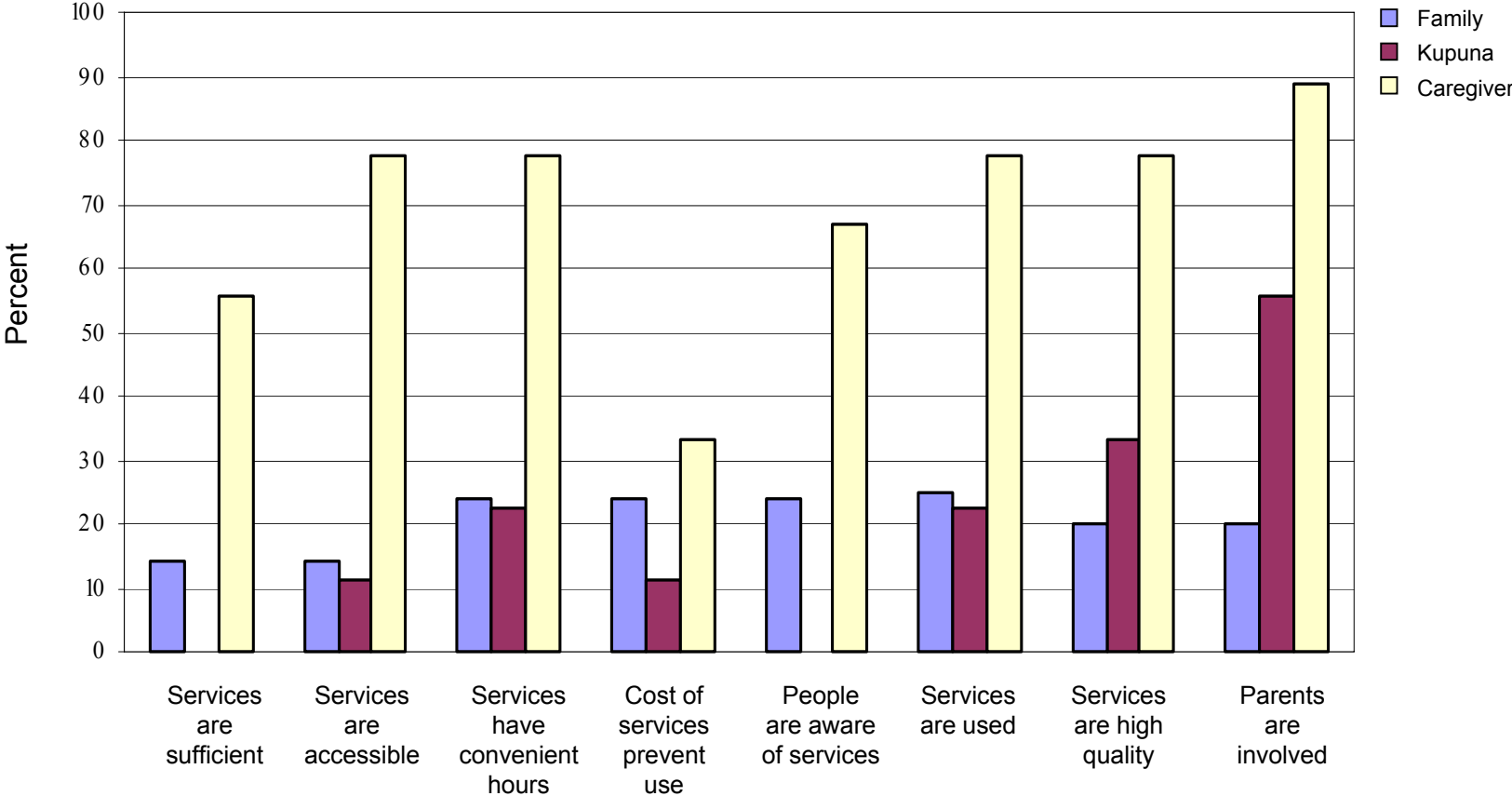
**POSITIVE RESPONSES ON CONSUMER SURVEY: HEALTH SUPPORT *
CITY AND COUNTY OF HONOLULU: WAIALUA MOKU**



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

Figure 67

**POSITIVE RESPONSES ON CONSUMER SURVEY: EARLY CARE AND EDUCATION *
CITY AND COUNTY OF HONOLULU: WAIALUA 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 35
CONSUMER SURVEY: FAMILY
CITY AND COUNTY OF HONOLULU: WAIALUA 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	10	24.4	18	43.9	6	14.6	7	17.1	-	-
2.	Services easy to get to (location, transportation)	9	22.5	13	32.5	9	22.5	7	17.5	2	5.0
3.	Services have business hours that meet my needs	6	14.6	10	24.4	12	29.3	10	24.4	3	7.3
4.	Costs of these services prevent people from using them	4	9.8	16	39.0	16	39.0	5	12.2	-	-
5.	People know services are available	10	24.4	16	39.0	5	12.2	10	24.4	-	-
6.	People use services	5	12.5	5	12.5	14	35.0	13	32.5	3	7.5
7.	Quality of services in my moku/community is excellent	14	34.1	5	12.2	13	31.7	6	14.6	3	7.3

TABLE 36
CONSUMER SURVEY: PARENTING
CITY AND COUNTY OF HONOLULU: WAIALUA 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	17	42.5	14	35.0	4	10.0	5	12.5	-	-
2. Services easy to get to (location, transportation)	10	26.3	8	21.1	10	26.3	9	23.7	1	2.6
3. Services have business hours that meet my needs	10	26.3	9	23.7	10	26.3	7	18.4	2	5.3
4. Costs of these services prevent people from using them	3	7.9	13	34.2	17	44.7	1	2.6	4	10.5
5. People know services are available	12	31.6	15	39.5	3	7.9	8	21.1	-	-
6. People use services	9	24.3	7	18.9	11	29.7	9	24.3	1	2.7
7. Quality of services in my moku/community is excellent	12	31.6	11	28.9	8	21.1	5	13.2	2	5.3

TABLE 37
CONSUMER SURVEY: HEALTH
CITY AND COUNTY OF HONOLULU: WAIALUA 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	12	29.3	8	19.5	4	9.8	12	29.3	5	12.2
2.	Services easy to get to (location, transportation)	6	14.6	9	22.0	7	17.1	15	36.6	4	9.8
3.	Services have business hours that meet my needs	6	14.6	9	22.0	8	19.5	13	31.7	5	12.2
4.	Costs of these services prevent people from using them	5	12.2	16	39.0	15	36.6	3	7.3	2	4.9
5.	People know services are available	8	19.5	10	24.4	8	19.5	10	24.4	5	12.2
6.	People use services	7	17.1	3	7.3	9	22.0	15	36.6	7	17.1
7.	Quality of services in my moku/community is excellent	9	22.5	5	12.5	7	17.5	12	30.0	7	17.5

TABLE 38
CONSUMER SURVEY: EARLY CARE AND EDUCATION
CITY AND COUNTY OF HONOLULU: WAIALUA 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	9	23.1	17	43.6	5	12.8	6	15.4	-	-
2.	Services easy to get to (location, transportation)	4	10.3	7	17.9	17	43.6	7	17.9	-	-
3.	Services have business hours that meet my needs	3	7.7	7	17.9	15	38.5	11	28.2	-	-
4.	Costs of these services prevent people from using them	5	12.8	8	20.5	17	43.6	5	12.8	4	10.3
5.	People know services are available	6	15.4	20	51.3	2	5.1	8	20.5	3	7.7
6.	People use services	3	7.9	8	21.1	13	34.2	9	23.7	5	13.2
7.	Quality of services in my moku/community is excellent	6	15.8	5	13.2	13	34.2	11	28.9	3	7.9
8.	Parent-involvement component in most early care and education services	4	10.5	8	21.1	9	23.7	14	36.8	3	7.9