

RESULTS OF CONSUMER SURVEY CITY AND COUNTY OF HONOLULU: WAI‘ANAE 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 Wai‘anae moku, there was a total of 23 respondents: 17 parents, 3 kumu/kupuna, and 3 ‘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 (82.6%) indicated that there are not enough family services to meet the needs of their community. Less than one-fourth (17.4%) felt services are easy to get to. One-third (34.8%) believed that services have hours that meet needs, while another 30.4% disagreed. The majority (73.9%) felt that people are not aware of the availability of services. There was an even split among consumers regarding whether known services are used, with 26.1% agreeing and 26.1% disagreeing that people use services. While most (65.2%) felt services are affordable, some (26.1%) believed that costs prevent people from using services. A minority of consumers (13.0%) rated the quality of family support services in their community as excellent, with 34.8% disagreeing.

Parenting Supports

Less than one-fourth of consumers (21.7%) indicated that there are enough parenting services to meet the needs of their community, with the majority (65.2%) indicating that there are not. One-fourth (26.1%) thought that services are easy to get to, with almost half (47.8%) disagreeing. Some (30.4%) felt that programs offered service hours that meet their needs. The majority (73.9%) indicated that people are not aware of the availability of services, and 40.9% believed known services are used, but more than one-half (54.5%) disagreed. Consumers were evenly split on whether services are affordable, with 30.4% who believed that costs prevent people from using services and another 30.4% disagreeing. Some consumers (30.4%) rated the quality of parenting support services in their community as excellent, but more than one-half disagreed.

Health Supports

More than sixty percent of consumers (65.2%) indicated that there are enough health support services to meet the needs of their community. More than half (60.9%) felt that services are easy to get to, with one-third (39.1%) responding that services have hours that meet their needs. A majority (65.2%) believed that people are aware of the availability of services. Respondents were evenly split on whether services are used (43.5% agreeing and 43.5% disagreeing). While many consumers (39.1%) indicated services are affordable, more than one-third (34.8%) believed that costs prevent people from using them. Over one-third of consumers (39.1%) rated the quality of health support services in their community as excellent.

Early Care and Education

Some consumers (31.8%) indicated that there are enough early care and education services to meet the needs of their community, yet more than sixty percent (63.6%) did not. One third (34.8%) felt that services are easy to get to, while almost forty percent (39.1%) disagreed. One-fourth (26.1%) felt that service hours meet their needs, but more than forty percent (43.5%) disagreed. More than half (56.5%) believed that people are aware of the availability of services and that services are used (56.5%). More than half (52.2%) also felt that costs of services prevent people from using them. Many consumers (47.8%) rated the quality of early care and education services as excellent, and most (39.1%) agreed there is a parent-involvement component in most services.

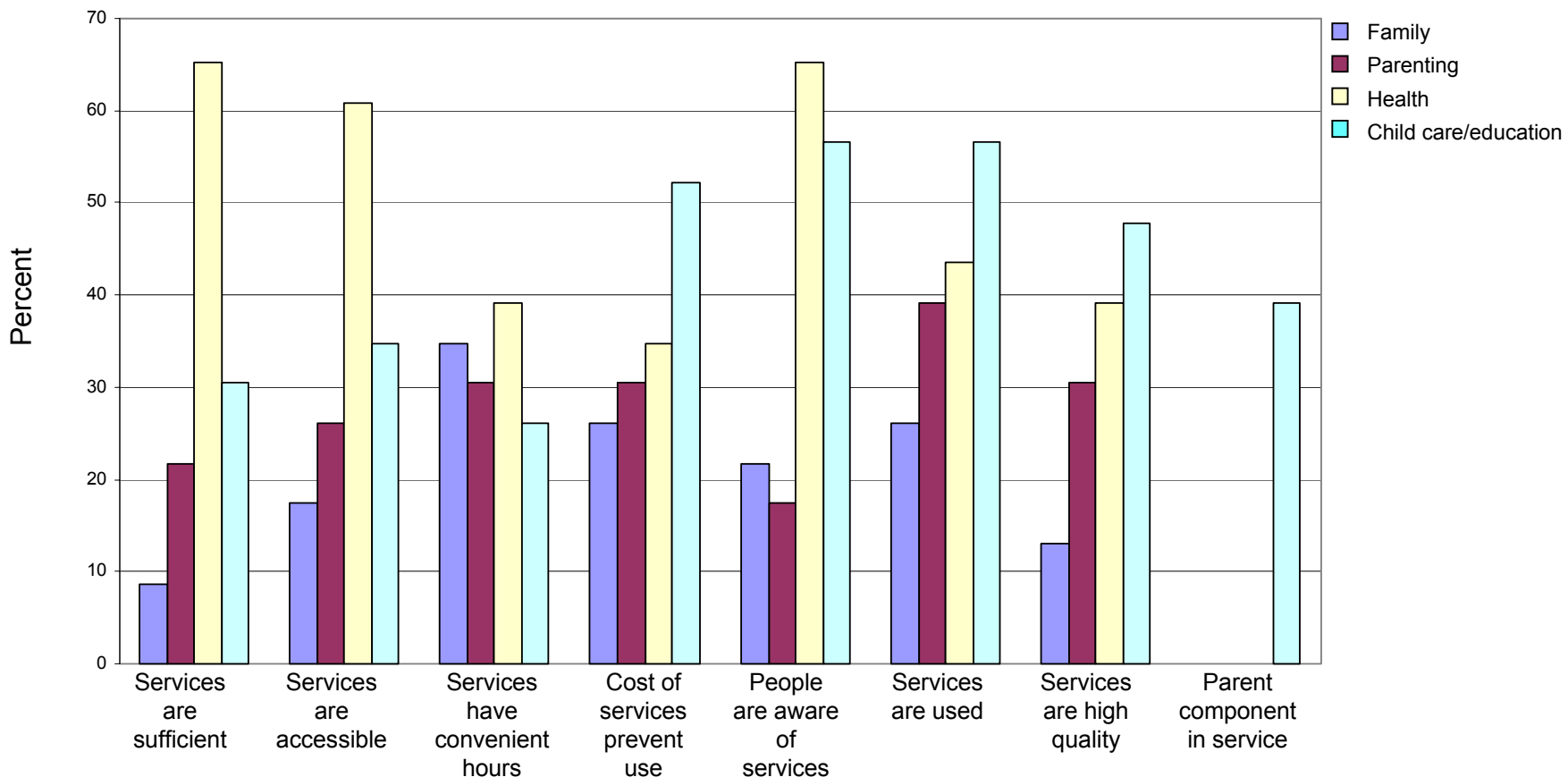
Cultural Sites and Expertise

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. For Wai‘anae moku, cultural sites and activities mentioned include: lo'i, zoo, P.C.C, Aquaculture, aquarium, language, Hawaiian studies, ‘Aiea heiau, Ka‘ala Farm, food, and plants.

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 68

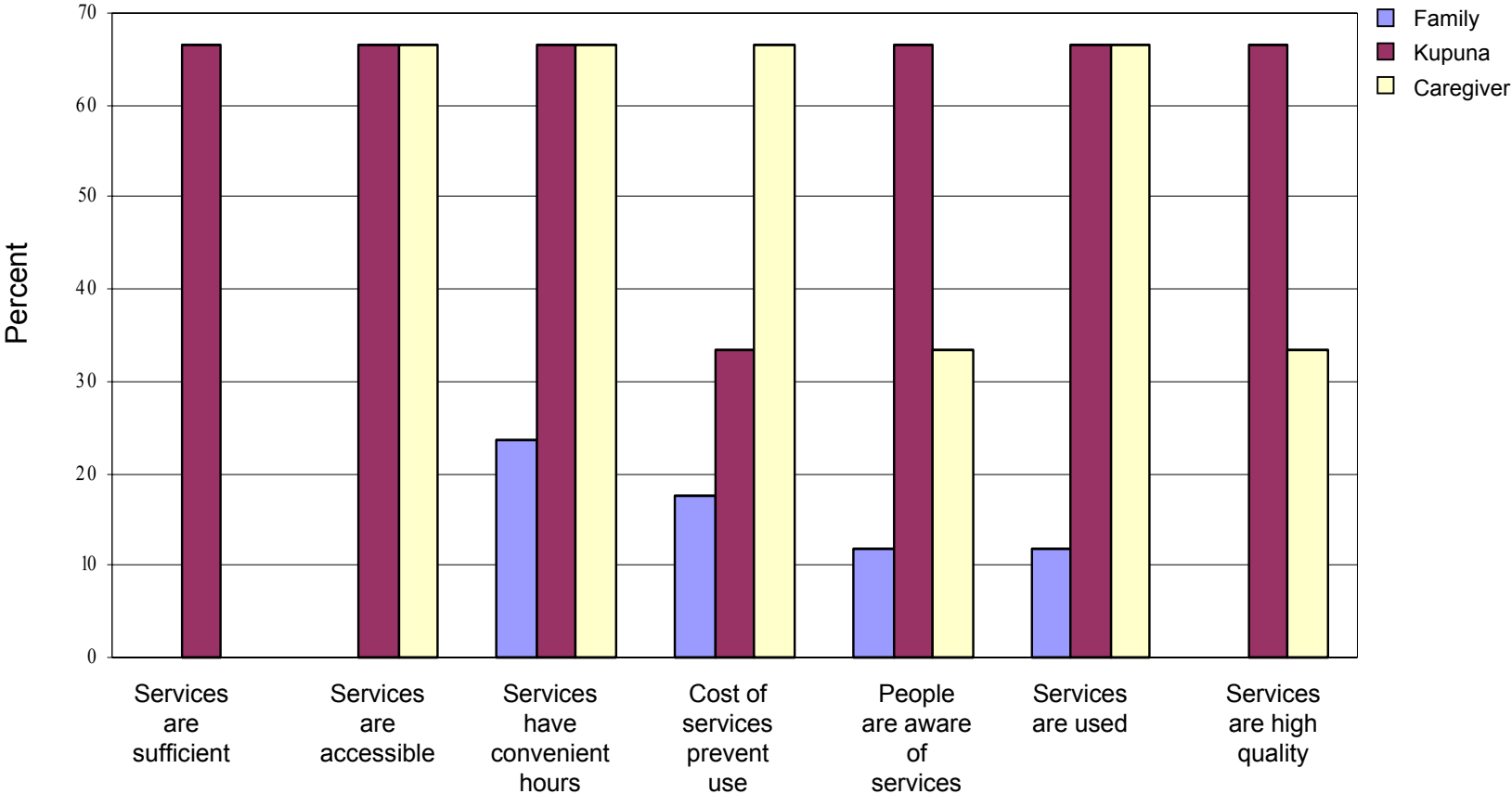
**SERVICE QUALITY AS EVALUATED BY CONSUMERS*
CITY AND COUNTY OF HONOLULU: WAI'ANAE MOKU**



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

Figure 69

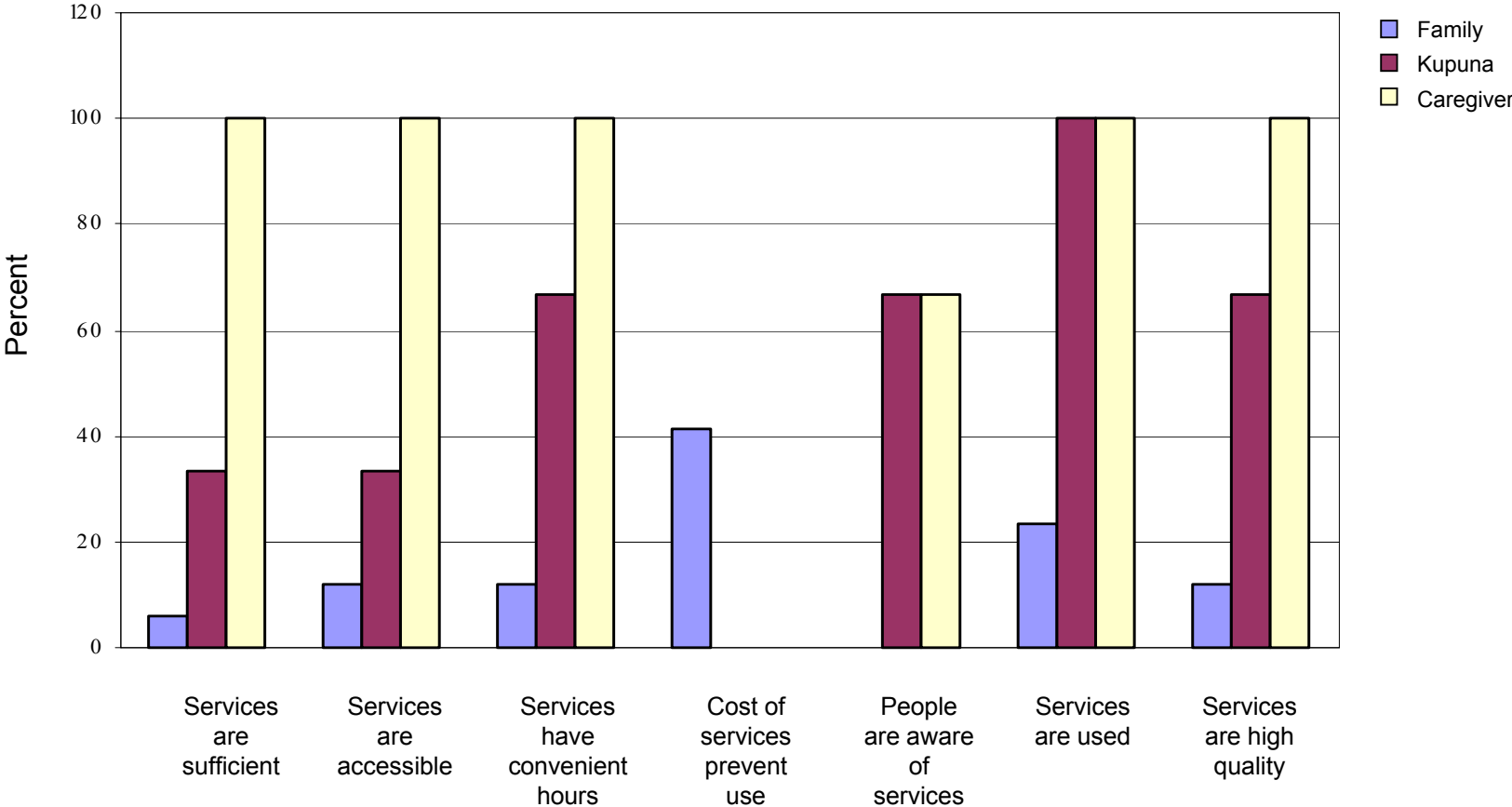
**POSITIVE RESPONSES ON CONSUMER SURVEY: FAMILY SUPPORT *
CITY AND COUNTY OF HONOLULU: WAI'ANAE MOKU**



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

Figure 70

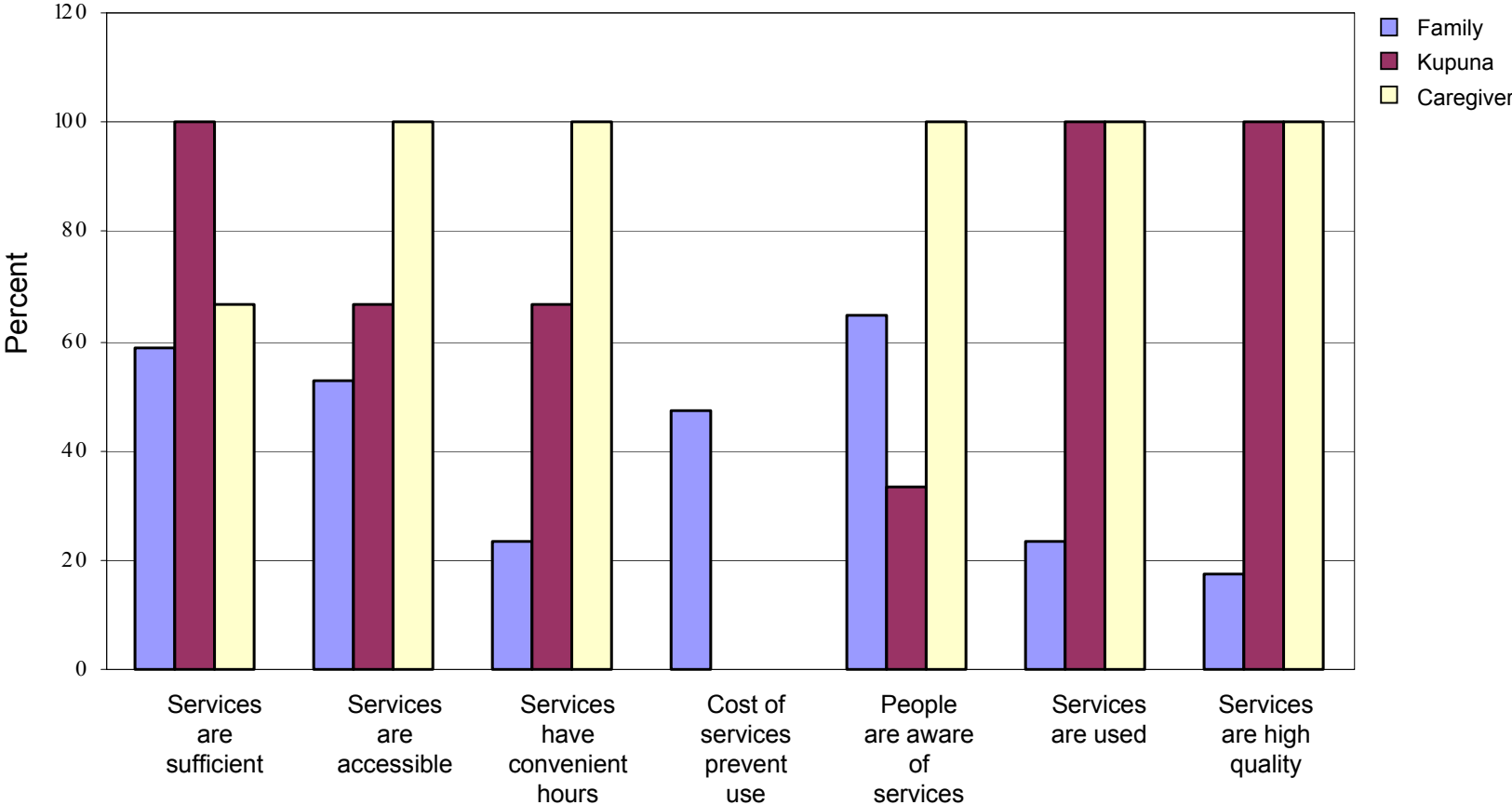
**POSITIVE RESPONSES ON CONSUMER SURVEY: PARENTING SUPPORT *
CITY AND COUNTY OF HONOLULU: WAI'ANAE MOKU**



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

Figure 71

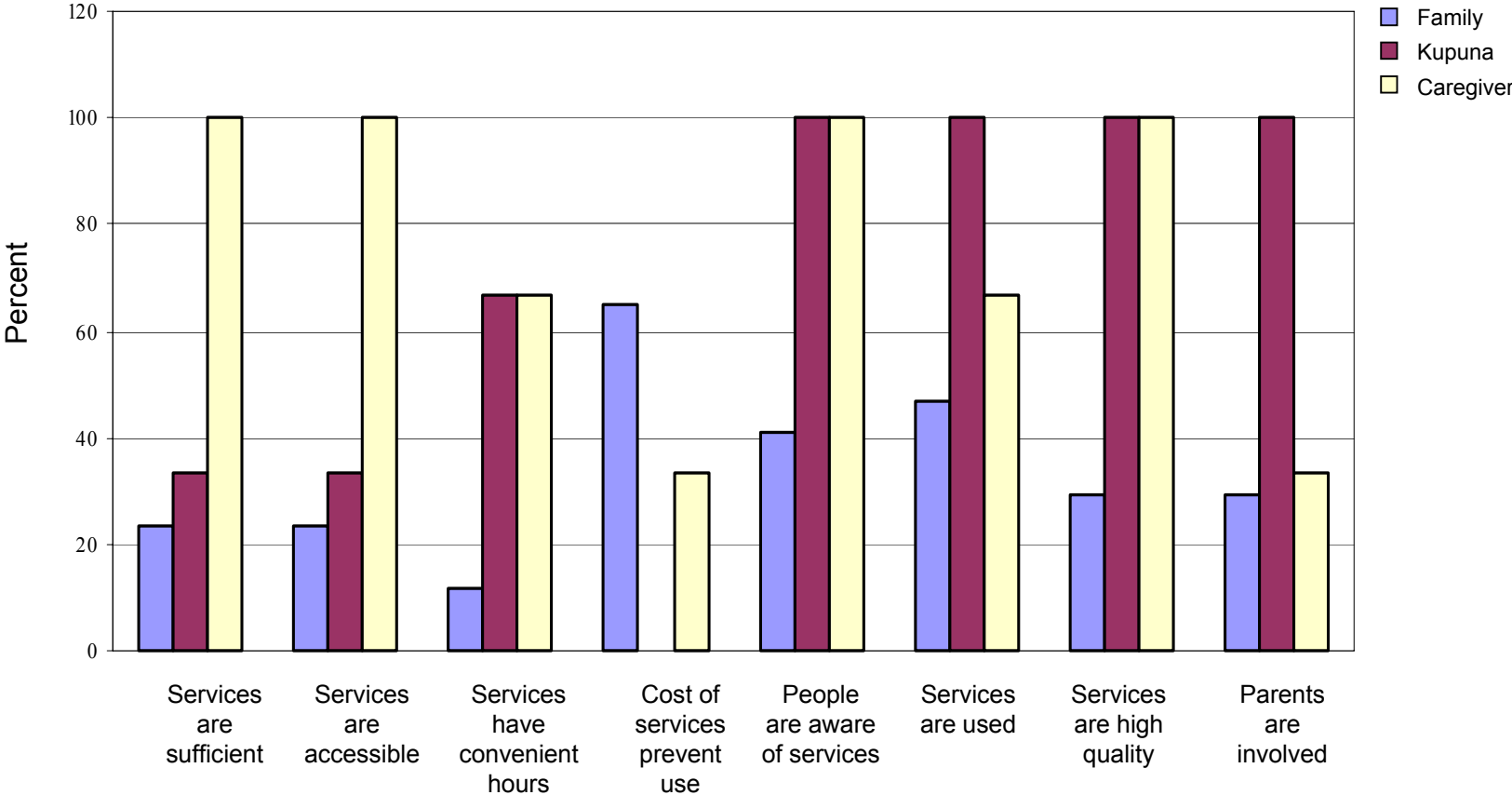
**POSITIVE RESPONSES ON CONSUMER SURVEY: HEALTH SUPPORT *
CITY AND COUNTY OF HONOLULU: WAI'ANAE MOKU**



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

Figure 72

**POSITIVE RESPONSES ON CONSUMER SURVEY: EARLY CARE AND EDUCATION *
CITY AND COUNTY OF HONOLULU: WAI'ANAE 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 39
CONSUMER SURVEY: FAMILY
CITY AND COUNTY OF HONOLULU: WAI'ANAЕ 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	16	69.6	3	13.0	2	8.7	2	8.7	-	-
2.	Services easy to get to (location, transportation)	6	26.1	-	-	13	56.5	4	17.4	-	-
3.	Services have business hours that meet my needs	3	13.0	4	17.4	8	34.8	8	34.8	-	-
4.	Costs of these services prevent people from using them	14	60.9	1	4.3	2	8.7	4	17.4	2	8.7
5.	People know services are available	11	47.8	6	26.1	1	4.3	3	13.0	2	8.7
6.	People use services	5	21.7	1	4.3	11	47.8	5	21.7	1	4.3
7.	Quality of services in my moku/community is excellent	2	8.7	6	26.1	12	52.2	2	8.7	1	4.3

TABLE 40
CONSUMER SURVEY: PARENTING
CITY AND COUNTY OF HONOLULU: WAI'ANAЕ 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	13	56.5	2	8.7	3	13.0	5	21.7	-
2. Services easy to get to (location, transportation)	6	26.1	5	21.7	6	26.1	6	26.1	-	-
3. Services have business hours that meet my needs	4	17.4	1	4.3	11	47.8	7	30.4	-	-
4. Costs of these services prevent people from using them	2	8.7	5	21.7	9	39.1	3	13.0	4	17.4
5. People know services are available	9	39.1	8	34.8	2	8.7	4	17.4	-	-
6. People use services	9	40.9	3	13.6	1	4.5	7	31.8	2	9.1
7. Quality of services in my moku/community is excellent	5	21.7	7	30.4	4	17.4	5	21.7	2	8.7

TABLE 41
CONSUMER SURVEY: HEALTH
CITY AND COUNTY OF HONOLULU: WAI'ANAЕ 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	17.4	4	17.4	13	56.5	2	8.7
2.	Services easy to get to (location, transportation)	-	-	1	4.3	8	34.8	13	56.5	1	4.3
3.	Services have business hours that meet my needs	1	4.3	6	26.1	7	30.4	8	34.8	1	4.3
4.	Costs of these services prevent people from using them	1	4.3	8	34.8	6	26.1	4	17.4	4	17.4
5.	People know services are available	2	8.7	2	8.7	4	17.4	12	52.2	3	13.0
6.	People use services	1	4.3	9	39.1	3	13.0	6	26.1	4	17.4
7.	Quality of services in my moku/community is excellent	4	17.4	2	8.7	8	34.8	6	26.1	3	13.0

TABLE 42
CONSUMER SURVEY: EARLY CARE AND EDUCATION
CITY AND COUNTY OF HONOLULU: WAI‘ANA‘E 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	54.5	2	9.1	1	4.5	7	31.8	-	-
2.	Services easy to get to (location, transportation)	9	39.1	-	-	6	26.1	8	34.8	-	-
3.	Services have business hours that meet my needs	7	30.4	3	13.0	7	30.4	6	26.1	-	-
4.	Costs of these services prevent people from using them	2	8.7	3	13.0	6	26.1	5	21.7	7	30.4
5.	People know services are available	-	-	-	-	10	43.5	12	52.2	1	4.3
6.	People use services	-	-	1	4.3	9	39.1	13	56.5	-	-
7.	Quality of services in my moku/community is excellent	11	47.8	-	-	1	4.3	6	26.1	5	21.7
8.	Parent-involvement component in most early care and education services	5	21.7	-	-	9	39.1	4	17.4	5	21.7