

## **RESULTS OF CONSUMER SURVEY HAWAII COUNTY - WEST**

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 West Hawaii, there was a total of 16 respondents: 9 parents, 4 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 (75.0%) indicated that there are not enough family services to meet the needs of their community. Services were described as easy to get to by a minority (6.3%) of the respondents, with only 25.0% indicating the service hours meet their needs. The majority (75.0%) felt that people are not aware of the availability of services, even though one-third thought that known services are used. Most consumers (75.0%) indicated services are affordable. Only 20% of consumers rated the quality of family support services in their community as excellent, with 46.7% disagreeing.

### **Parenting Supports**

The majority of consumers (75.0%) indicated that there are not enough parenting services to meet the needs of their community. Services were described as easy to get to by only 18.8% of the respondents, as was having service hours that meet needs (18.8%). The majority (62.5%) felt that people are not aware of the availability of services, although about one-third (31.3%) indicated known services are used. Most consumers (68.8%) believed services are affordable. Some consumers (31.0%) rated the quality of parenting support services in their community as excellent, however, the majority (62.5%) disagreed.

### **Health Supports**

Approximately three-fourths of consumers (73.3%) indicated that there are not enough health services to meet the needs of their community. Services were described as easy to get to by only 12.5% of the respondents, with 6.3% indicating that services have hours

that meet needs. One half of the respondents (50.0%) felt that people are not aware of the availability of services yet more than half (56.0%) thought that known services are used. While more than half of consumers (56.3%) indicated services are affordable, some (18.8%) believed that costs prevent people from using them. Less than one-fourth (18.8%) rated the quality of services in their community as excellent.

### **Early Care and Education**

The vast majority of consumers (93.8%) indicated that there are not enough early care and education services to meet the needs of their community. Services were described as easy to get to by only 12.5% of the respondents, and only 18.8% felt that services have hours that meet needs. More than half (56.3%) thought that people are not aware of the availability of services. Respondents were rather split on whether services are used (43.8% agreeing and 37.5% disagreeing). More than half (56.3%) believed that costs prevent people from using these services (56.3%). Less than one-fourth of consumers (18.8%) rated the quality of early care and education services as excellent, while most (62.5%) disagreed. Likewise, only 6.3% agreed there is a parent-involvement component in most services, with more than half (56.3%) disagreeing.

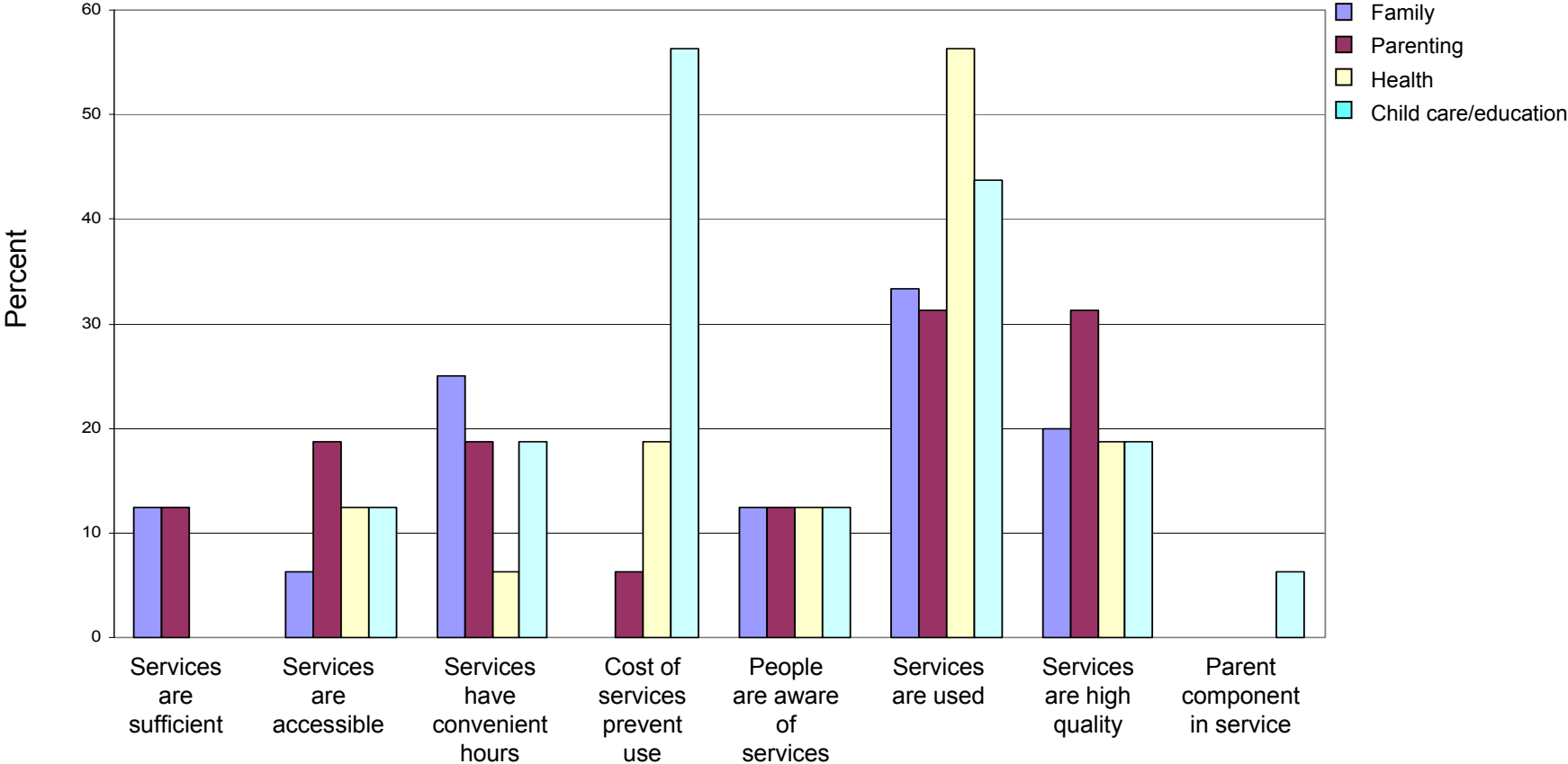
### **Cultural Sites and Expertise**

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 cultural sites mentioned include: heiau, the use and the types thereof, petroglyphs, old pathways, villages, medicinal plants, Huli he'e Palace, heiau liloa, Captain Cook - Kealakekua Bay. For cultural activities, it was suggested that "keiki should embrace and be exposed to environment".

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 78

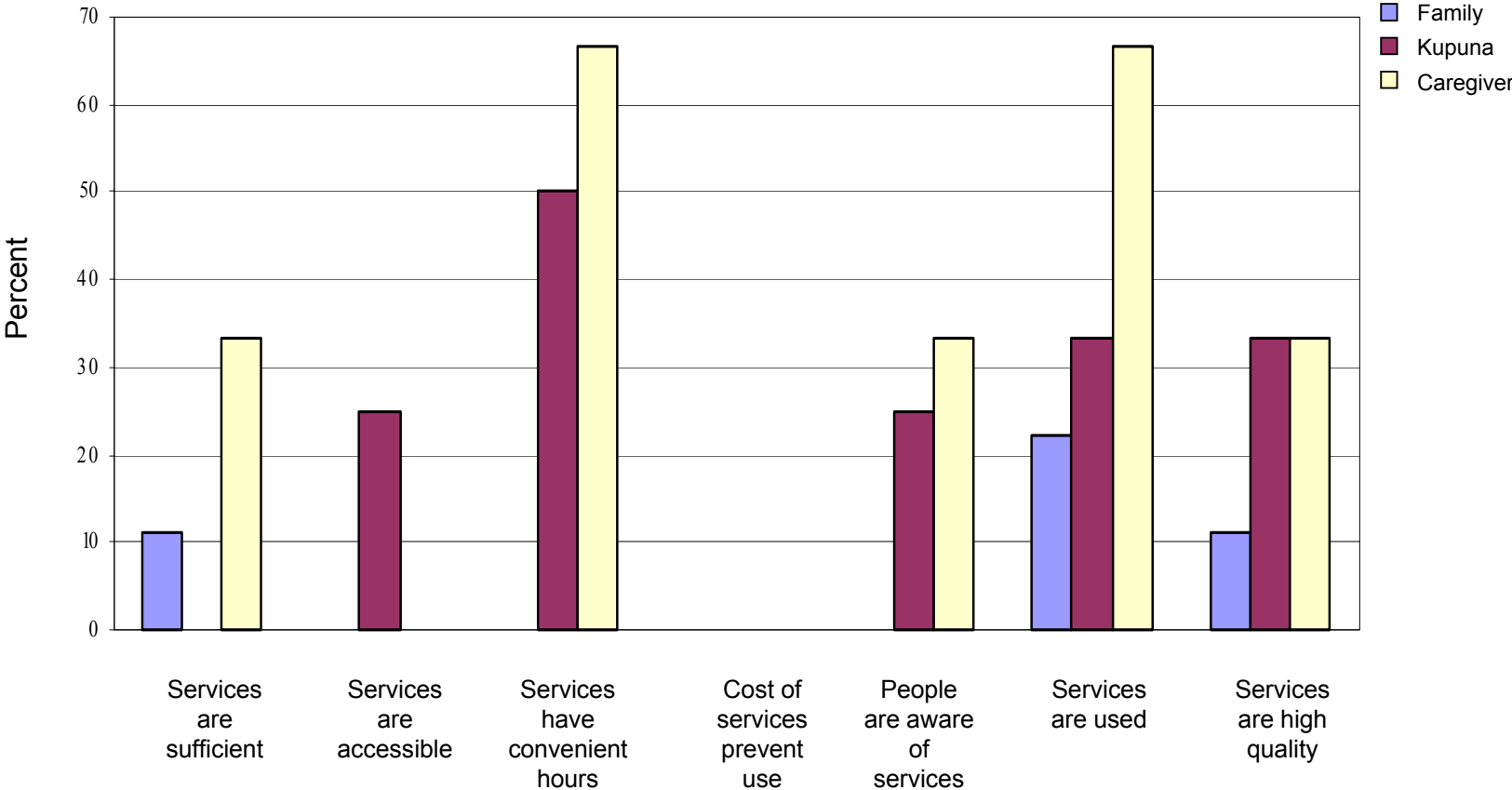
**SERVICE QUALITY AS EVALUATED BY CONSUMERS\*  
HAWAI'I COUNTY - WEST**



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

Figure 79

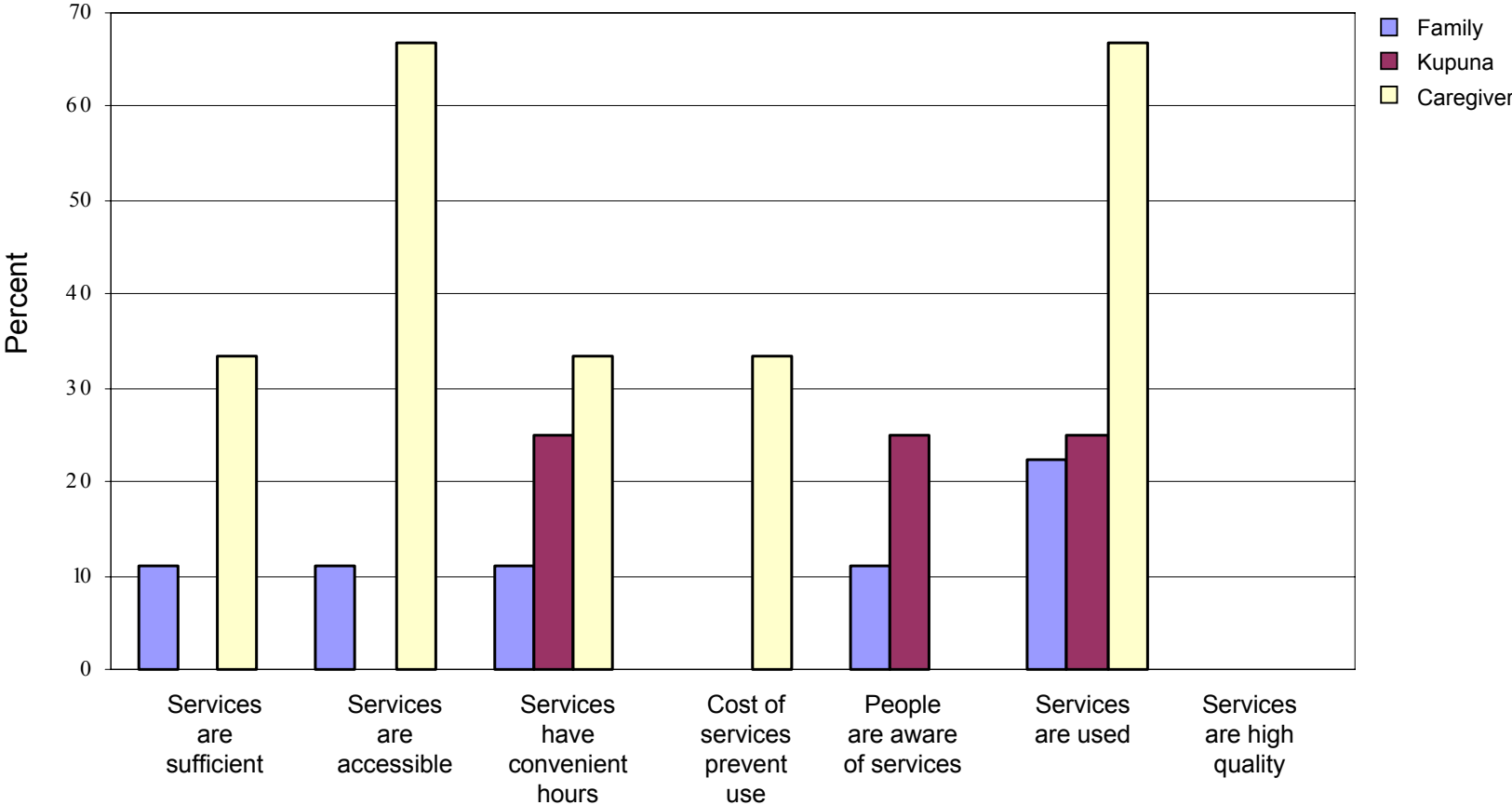
**POSITIVE RESPONSES ON CONSUMER SURVEY: FAMILY SUPPORT \*  
HAWAI'I COUNTY – WEST**



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

Figure 80

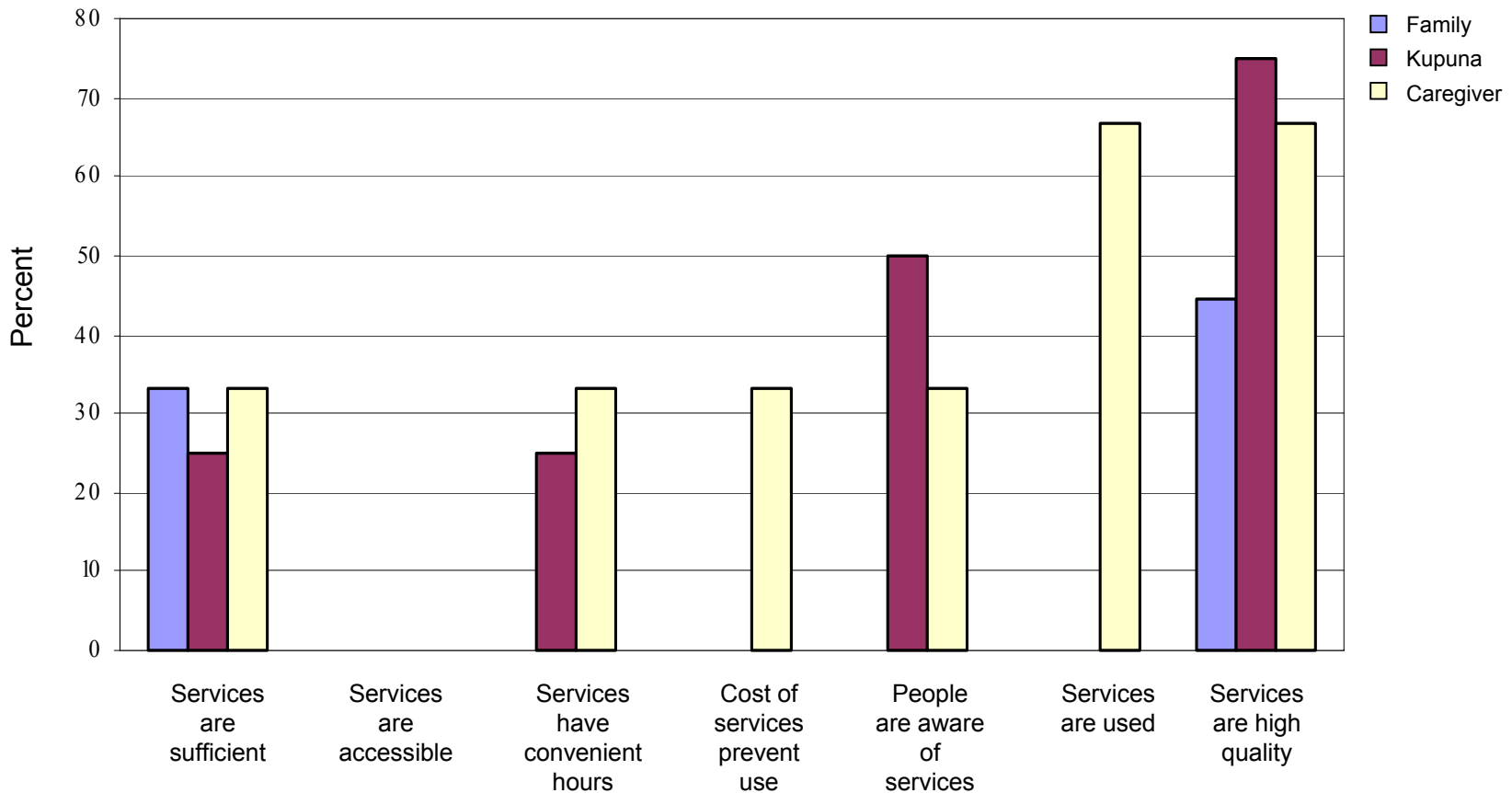
**POSITIVE RESPONSES ON CONSUMER SURVEY: PARENTING SUPPORT \*  
HAWAI'I COUNTY – WEST**



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

Figure 81

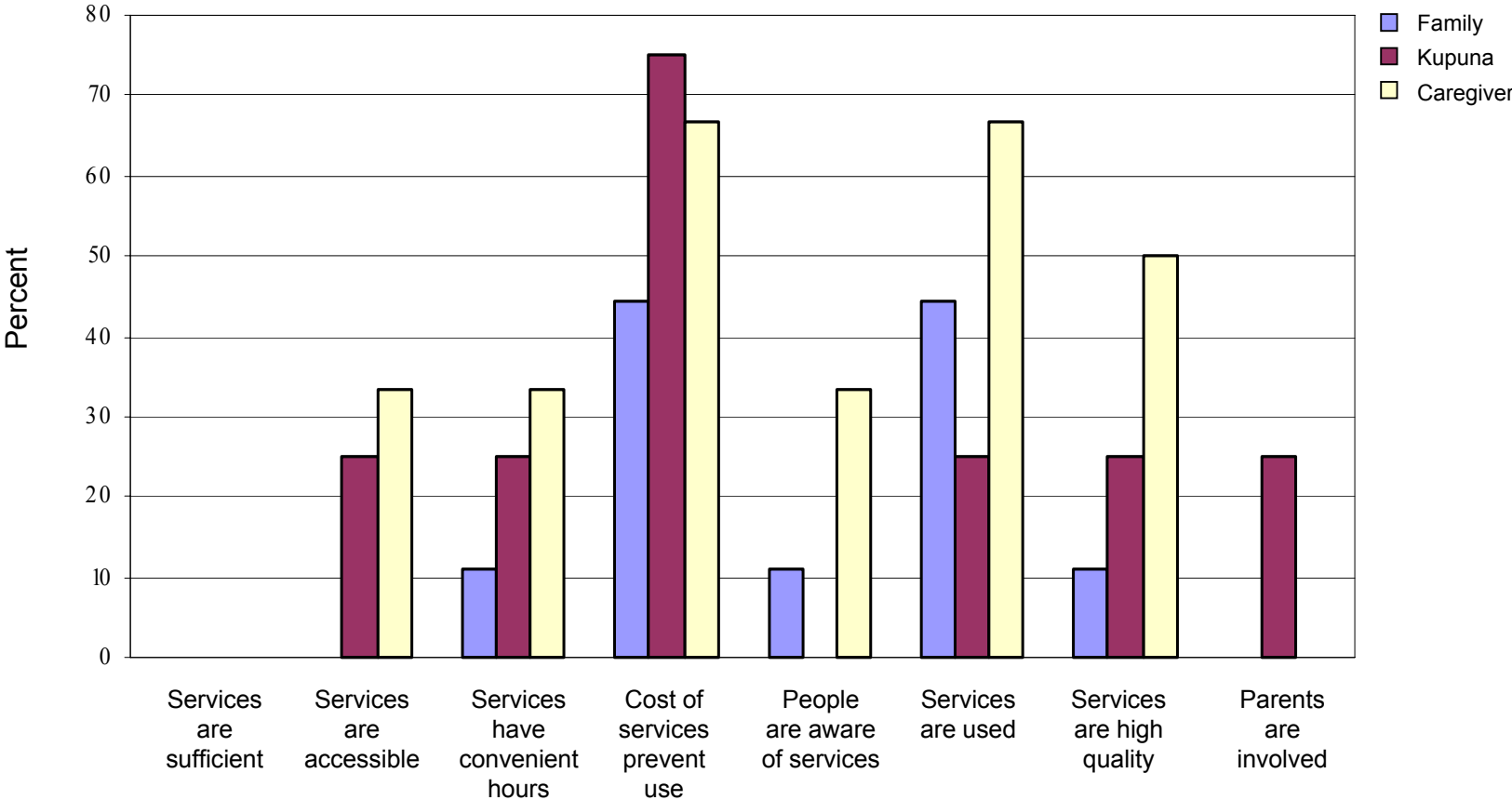
**POSITIVE RESPONSES ON CONSUMER SURVEY: HEALTH SUPPORT \*  
HAWAI'I COUNTY – WEST**



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

Figure 82

**POSITIVE RESPONSES ON CONSUMER SURVEY: EARLY CARE AND EDUCATION \*  
HAWAI'I COUNTY – WEST**



\* 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 47**  
**CONSUMER SURVEY: FAMILY**  
**HAWAI'I COUNTY - WEST**

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	8	50.0	4	25.0	2	12.5	2	12.5	-	-
2. Services easy to get to (location, transportation)	4	25.0	8	50.0	3	18.8	1	6.3	-	-
3. Services have business hours that meet my needs	3	18.8	3	18.8	6	37.5	4	25.0	-	-
4. Costs of these services prevent people from using them	1	6.3	11	68.8	4	25.0	-	-	-	-
5. People know services are available	5	31.3	7	43.8	2	12.5	2	12.5	-	-
6. People use services	-	-	2	13.3	8	53.3	5	33.3	-	-
7. Quality of services in my moku/community is excellent	-	-	7	46.7	5	33.3	3	20.0	-	-

**TABLE 48**  
**CONSUMER SURVEY: PARENTING**  
**HAWAI'I COUNTY - WEST**

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	5	31.3	7	43.8	2	12.5	1	6.3	1
2. Services easy to get to (location, transportation)	3	18.8	8	50.0	2	12.5	3	18.8	-	-
3. Services have business hours that meet my needs	4	25.0	5	31.3	4	25.0	3	18.8	-	-
4. Costs of these services prevent people from using them	1	6.3	10	62.5	4	25.0	1	6.3	-	-
5. People know services are available	7	43.8	3	18.8	4	25.0	2	12.5	-	-
6. People use services	5	31.3	5	31.3	1	6.3	5	31.3	-	-
7. Quality of services in my moku/community is excellent	2	12.5	8	50.0	1	6.3	4	25.0	1	6.0

**TABLE 49**  
**CONSUMER SURVEY: HEALTH**  
**HAWAI'I COUNTY - WEST**

		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	26.7	7	46.7	4	26.7	-	-	-	-
2.	Services easy to get to (location, transportation)	3	18.8	8	50.0	3	18.8	2	12.5	-	-
3.	Services have business hours that meet my needs	3	18.8	7	43.8	5	31.3	1	6.3	-	-
4.	Costs of these services prevent people from using them	2	12.5	7	43.8	4	25.0	3	18.8	-	-
5.	People know services are available	3	18.8	5	31.3	6	37.5	2	12.5	-	-
6.	People use services	-	-	4	25.0	3	18.8	8	50.0	1	6.0
7.	Quality of services in my moku/community is excellent	2	12.5	-	-	11	68.8	3	18.8	-	-

**TABLE 50**  
**CONSUMER SURVEY: EARLY CARE AND EDUCATION**  
**HAWAI‘I COUNTY - WEST**

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	8	50.0	7	43.8	1	6.3	-	-	-
2. Services easy to get to (location, transportation)	7	43.8	3	18.8	4	25.0	2	12.5	-	-
3. Services have business hours that meet my needs	6	37.5	4	25.0	3	18.8	3	18.8	-	-
4. Costs of these services prevent people from using them	3	18.8	1	6.3	3	18.8	4	25.0	5	31.3
5. People know services are available	4	25.0	5	31.3	5	31.3	2	12.5	-	-
6. People use services	4	25.0	2	12.5	3	18.8	6	37.5	1	6.3
7. Quality of services in my moku/community is excellent	4	25.0	6	37.5	3	18.8	2	12.5	1	6.3
8. Parent-involvement component in most early care and education services	6	37.5	3	18.8	6	37.5	1	6.3	-	-