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# COUNTY OF MAUI

## Human Needs Assessment, 2008

***Prepared for the Maui Economic Opportunity, Inc.***


***SMS***

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***Prepared by SMS Research & Marketing Services, Inc.***
***February, 2009***

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February 13, 2009

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Dear Mr. Baz and Ms. McNeff:

It is with pleasure that SMS Research presents this report of the chief findings of the *County of Maui Human Needs Assessment, 2008*. We believe the results will be an important tool to be used by those who plan, develop, and provide human services for the benefit of the people of the County of Maui.

It has been a pleasure serving you, and we look forward to working with you over the next few weeks to present these findings to the County's key decision makers.

Sincerely,

James E. Dannemiller
President

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# EXECUTIVE SUMMARY

The *County of Maui Human Needs Assessment, 2008* explored the need for, use of, and preferences for eight human service areas among Maui County households:

1) Alcohol and drug abuse;
2) Child abuse and domestic violence;
3) Early childhood education and care;
4) Health and wellness;
5) Homeless services;
6) Job training and preparation;
7) Programs to build stronger families; and
8) Youth programs and youth centers.

## HUMAN SERVICE PRIORITIES

When Maui County households were asked to select which of these eight areas were most important for the County to address, the area of alcohol and drug abuse received the highest priority rating. At least 60 percent selected substance abuse among their top four priorities. Family strengthening received the lowest rating (23%) and the remaining six areas were rated in the middle (from 45% to 53%).

Asked how they would allocate County funds across the eight areas of the human services budget, Maui County households indicated that alcohol and drug abuse would receive the most money. Despite some statistically significant differences, seven of the eight human service areas would receive roughly equal pieces of the budget pie (12% to 15%). But family strengthening would receive a significantly smaller portion (6%).

## HUMAN SERVICE NEEDS

About 42 percent of Maui County households reported that one or more household members had at some time needed help in the area of health and wellness. About a fourth had ever experienced a need for youth programs, job training, or early childhood education.

In terms of current needs, 26 percent of households have experienced health-related needs in the past five years. About 16 percent currently have a need for youth programs, 12 percent need job training programs and 11 percent need help with early childhood education. Another 8 percent of Maui County households have needed help with substance abuse in the past five years, 8 percent have a need for family


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strengthening programs, 3 percent need help with child abuse or domestic violence and 2 percent need homeless services.

Need levels did not always coincide with priority ratings. For example, substance abuse occurred among a minority of households, but a majority of those same households said it was a top priority for the County. Two factors seemed to influence overall priority ratings: (1) personal experience; and (2) "hot button" status. On one hand, households with past personal experience with a particular human service need were likely to assign a high priority to that service. Thus, needs affecting many households tended to receive higher priority ratings from Maui County households, as a whole. On the other hand, "hot button issues" that grip the public mind, either due to frequent media coverage or due to a sense of societal danger surrounding such issues, also tended to receive higher priority ratings, County-wide – even despite low levels of actual experience with such needs.

## USE OF HUMAN SERVICES

About 26 percent of Maui County households had ever sought or received help from a public or private organization for health and wellness needs. Roughly the same number (23%) sought outside help for youth programs and activities. Another 16 percent sought help for job training, 17 percent sought help for early childhood education, and 10 percent for substance abuse. Family-strengthening help was sought by 7 percent of households, help with child abuse or domestic violence was sought by 6 percent, and homeless services were sought by 6 percent.

Comparing usage levels to need levels showed that households were most likely to seek help if the problem involved homelessness, youth programs, household violence, or early childhood education. Maui households were more likely to seek help from a public agency when the problem involves a threat to their family or the needs of their children.

## BARRIERS TO USING COUNTY-SUPPORTED SERVICES

For all the service areas, relatively few households sought help from organizations currently supported by the County of Maui Department of Housing and Human Concerns (DHHC). Some chose to use different organizations; others did not seek outside help at all. The two most common reasons cited for not using County-supported help were: (1) we did not really need or want the help; and (2) we did not know where to get the help.

## ACCESS TO SERVICES

Most Maui County households were able to name at least one service (County-supported or not) that was available to help with each human service area. The only exception was family strengthening for which 62 percent of households drew a blank. It may be that the concept "building stronger families" is a term that is not well understood by the average Maui resident or that households were unsure what type of organizations would fit that bill.

Despite respectable awareness levels for all human service areas, households were still more apt to judge that there is *not enough* help available than they were to say that there is just about the right amount of help. The greatest needs were perceived to exist in the areas of homeless services (61% saying there is not enough help), job training (60%), substance abuse (57%) and youth programs (57%).

## THE CONTEXT FOR UNDERSTANDING THESE ISSUES

Having explored the needs, usage, and preferences of Maui residents for the human service areas covered in this study, it will be useful to consider how they stack up against other issues facing Maui County households.

Asked to identify the major problems facing Maui County today, residents named the economy (36%), traffic (21%), and unemployment (21%) as the top three. Other often-mentioned concerns were overdevelopment, housing cost and availability, and water shortage issues. About 14 percent of Maui County households named one or more of the eight human service areas in response to this question. That put health and human services needs in seventh-place among "the most important problems facing Maui County today".

Asked about the most important problems facing your family today, survey respondents identified the economy and other pocketbook issues (46%), unemployment (19%) and housing (9%) as the top three. The eight human services took fourth-place with 8 percent of all households.

# INTRODUCTION

## BACKGROUND

The County of Maui discharges its duty to serve the human service needs of its citizens through the Department of Housing and Human Concerns (DHHC). The DHHC is charged with addressing a wide range of needs across the islands that make up the County – Maui, Molokai, and Lanai. In order to meet those needs and to remain accountable to the people of Maui County, it is necessary to monitor the needs of the citizenry, develop and execute plans to serve community needs, and monitor the outcomes of County programs.

The DHHC first commissioned SMS Research to design and execute a benchmark needs assessment in 1999 – the *County of Maui Human Needs Assessment, 1999*.

In 2008, the DHHC asked Maui Economic Opportunity, Inc. (MEO) to take charge of the needs assessment task. MEO, in turn, commissioned SMS Research to design and execute the 2008 needs assessment, primarily building on the framework that was established in 1999.

## OBJECTIVES

The objectives of the *County of Maui Human Needs Assessment, 2008* were:

1) to identify the human service needs of households in the County of Maui;
2) to measure the usage of existing human services by County households; and
3) to assess the availability and quality of existing human services from the perspective of Maui County residents.

The study results would then be used to examine current priorities, policies, and programs, to ensure that these are meeting the human service needs across the County.


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## APPROACH

The *County of Maui Human Needs Assessment, 2008* was designed to assess human service needs from a macro perspective, studying broad areas of human services. The study primarily focused on eight human service areas:

1) Alcohol and drug abuse;
2) Child abuse and domestic violence;
3) Early childhood education and care;
4) Health and wellness;
5) Homeless services;
6) Job training and preparation;
7) Programs to build stronger families; and
8) Youth programs and youth centers.

The eight human service areas selected for study in 2008 are not the same as those that were selected in 1999. Thus, most of the data are not directly comparable between the two surveys. Nevertheless, maintaining the same basic survey design is useful, in that it enables a similar framework for data analysis and interpretation from year to year.

Although housing is an important concern of the DHHC, housing was not included as one of the eight areas of focus in either study year, because this issue is covered in depth through other public studies.[1] However, it and other issues may always be included in future iterations of the *County of Maui Human Needs Assessment*.

## METHOD

This report summarizes the primary findings from the *County of Maui Human Needs Assessment, 2008*. The results are based on a total of 859 telephone interviews with households throughout the County of Maui – 709 using landline telephone numbers and 150 using wireless telephone numbers (i.e., cellular phones).[2] The interviews were conducted between November 11 and December 22, 2008.

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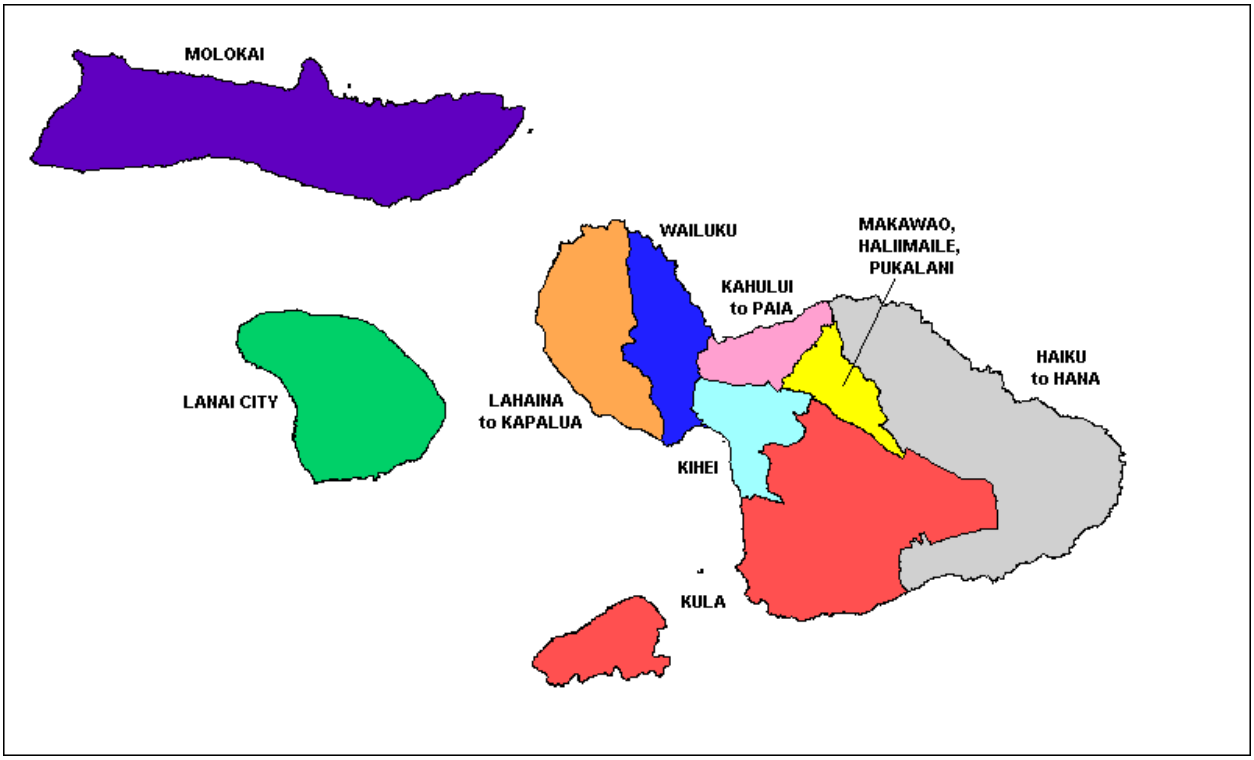
[1] The authoritative studies for housing are: *The Housing Policy Study, 1992* and the *Housing Policy Update Study, 1997* produced by SMS Research and The Prudential Locations, as well as the *Housing Policy Update Study, 2003* and the *Hawaii Housing Policy Study, 2006* produced by SMS Research.

[2] The inclusion of a wireless telephone sample alongside a traditional landline telephone sample is a relatively new, but quickly growing trend, as increasingly more households, nationwide, have either turned to using their cellular phones more frequently than their landline phones (a "wireless-mostly" household), or have abandoned landlines altogether (a "wireless-only household"). Because "wireless-only" and "wireless-mostly" households have demonstrated different behaviors and characteristics than their "landline-only" and "landline-mostly" peers, quality survey research needs to include the wireless population, in order to ensure data that is truly representative of the population.

Disproportionate sampling was employed in order to obtain a sufficient number of surveys from each of nine geographical districts within the County of Maui (see Figure 1 for a map of the nine districts):

1) Haiku to Hana *(77 surveys)*;
2) Kahului to Paia *(96 surveys)*;
3) Wailuku, Waikapu to Waihe'e *(96 surveys)*;
4) Makawao, Hali'imaile, Pukalani *(87 surveys)*;
5) Kihei, Makena to Ma'alaea *(157 surveys)*;
6) Kula *(80 surveys)*;
7) Lahaina to Kapalua *(86 surveys)*;
8) Moloka'i *(131 surveys)*; and
9) Lana'i *(49 surveys)*.

**FIGURE 1: MAP OF COUNTY OF MAUI DISTRICTS**




The margin of error associated with the overall County-wide results is plus-or-minus 3 percentage points at the 95 percent confidence level. The margin of error associated with the overall landline results is plus-or-minus 4 percentage points at the 95 percent confidence level. A more detailed description of the survey method may be found in Appendix A of this report. Copies of the landline and cell phone survey instruments may be found in Appendices B and C.

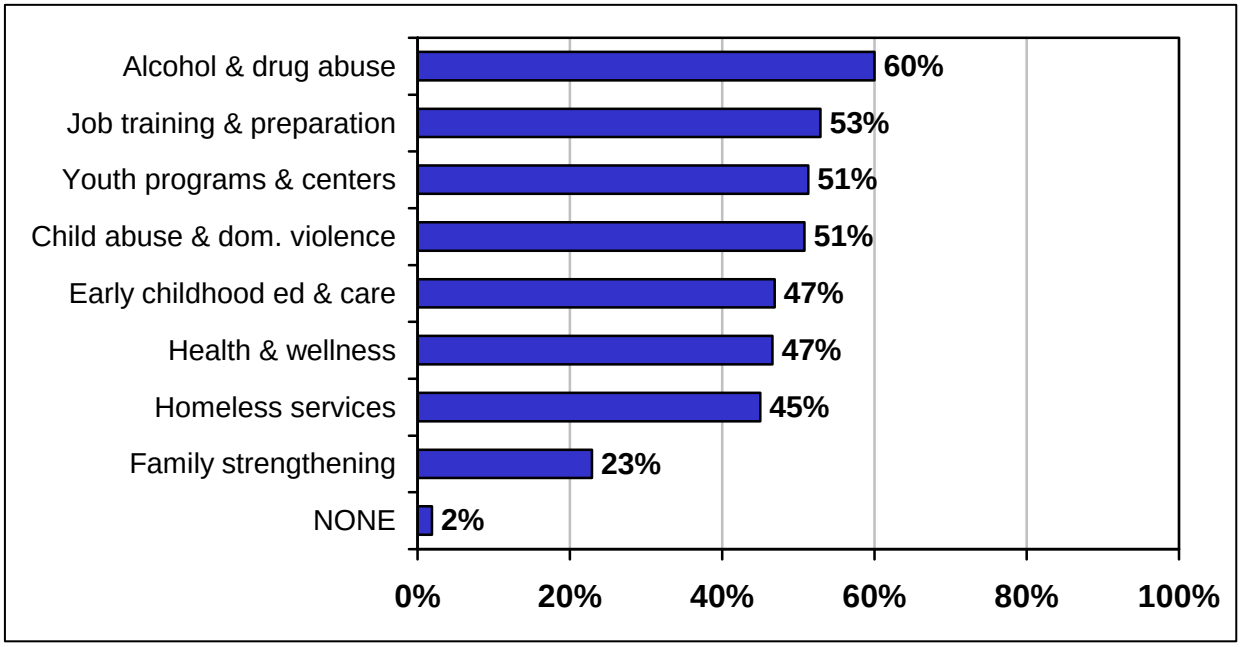
# FINDINGS

## HUMAN SERVICE PRIORITIES

### The Most Important Human Services

Presented with the eight human service areas covered in the *County of Maui Human Needs Assessment, 2008*, survey households were asked to identify which were the four most important areas for the County to work on. In response, the households most often selected alcohol and drug abuse among their top four. The complete distribution of household selections is presented in Figure 2 below.

**FIGURE 2: THE MOST IMPORTANT HUMAN SERVICES**




SOURCE: Landline + Cell Data (weighted by geography & sample/phone status)

BASE: All respondent households.

NOTE: Four responses were allowed per survey respondent. However, some respondents chose to select fewer than four priority areas – thus rendering the percentage less than 400%. "None/other" indicates that some survey respondents refused to select any of the eight human services.

As the figure shows, 60 percent of Maui County households viewed alcohol and drug abuse as one of their top human service priorities for County involvement. Family strengthening was the area least likely to be identified as a top priority, with only 23 percent of households choosing it.

The other six areas listed in Figure 2 received basically the same "middle" prioritization, from a statistical standpoint – each being selected by about half of all households as a top priority issue. Technically, the highest-rated member of that middle group (job training, at 53%) *did* receive a statistically higher prioritization than the lowest-rated member of that middle group (homeless services, at 45%). However, there were no other statistically significant differences within that middle group.[3]

Thus, the clearest interpretation of Figure 2 is that Maui County households most want the County's help in the area of substance abuse. They also value County assistance in six other human service areas. They were less likely to emphasize County involvement in family strengthening.

The strong emphasis on alcohol and drug abuse was notable. For as we shall see in later sections of this report, relatively few households in the County of Maui have *personally* experienced a need for help in the area of substance abuse. Thus, it is clear that the data in Figure 2 do not reflect the level of *need* per human service area. Instead, Figure 2 merely lays out the *priorities*, as perceived by the households of the County of Maui.

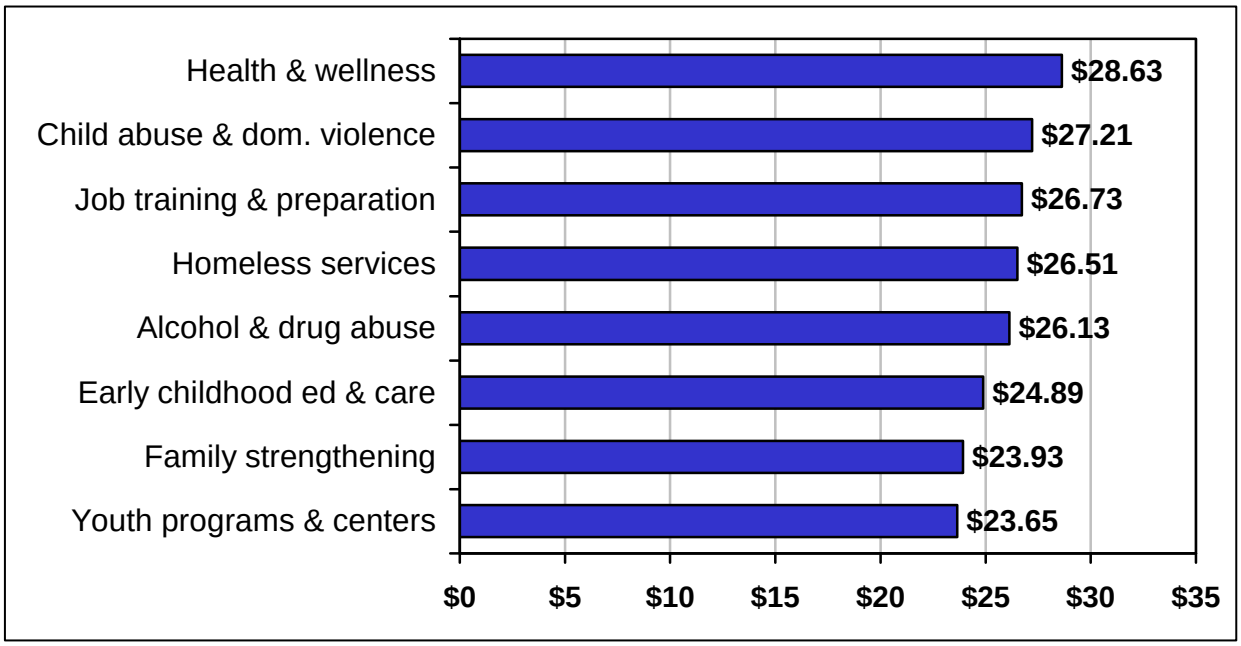
## Allocation Across Human Services By Supporters

Survey households were asked how many dollars out of a total $100 they would allocate to each of the four human service areas they had selected as most important. Figure 3 presents the average (mean) dollar figure allocated to each human service area by its "supporters" – i.e., the households selecting it as a top priority.

For example, households supporting health and wellness as a top priority allocated an average of $28.63 (out of their $100) to that area. And supporters of County involvement in the area of child abuse and domestic violence allocated an average of $27.21 to household violence issues.

[3] In other words, neither the highest member of that middle group of six human services (job training) nor the lowest member of that middle group (homeless services) was statistically different than the "middle" four members of that middle group (youth programs, child abuse and domestic violence, early childhood education, and health).

**FIGURE 3: ALLOCATION ACROSS HUMAN SERVICES BY SUPPORTERS**




SOURCE: Landline + Cell Data (weighted by geography & sample/phone status)

BASE: For each human service area, the base is those respondent households that selected that human service area among the four most important.

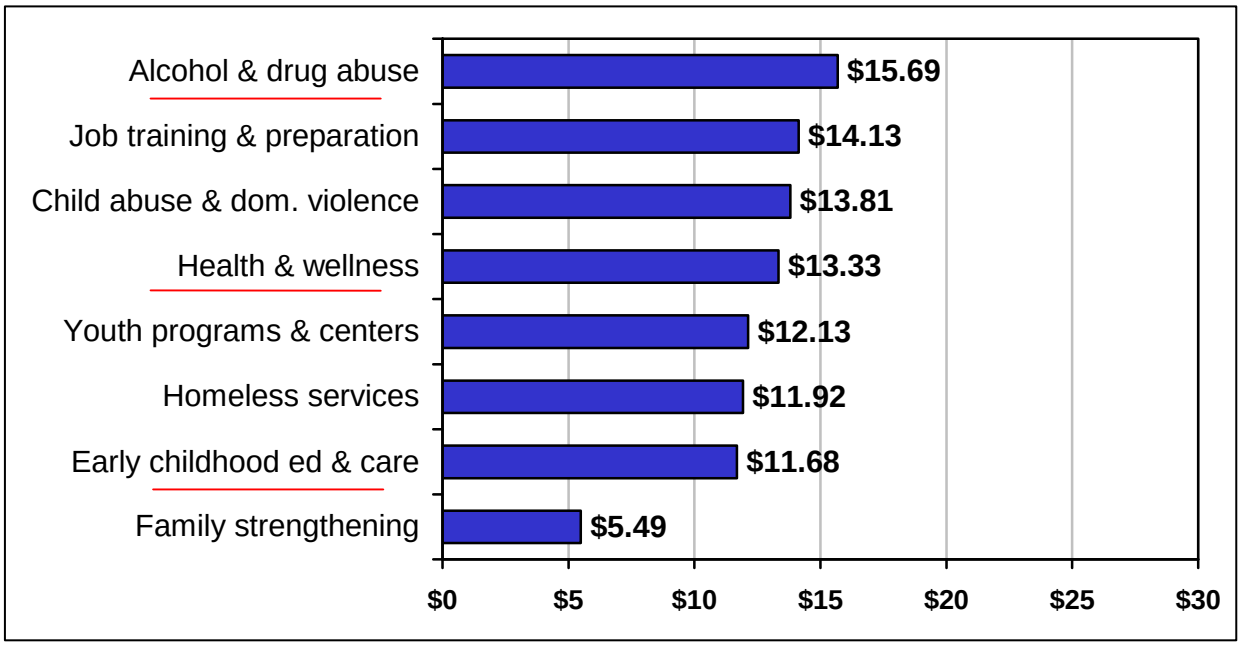
NOTE: For each human service area, the dollar figure represents the average (mean) dollars allocated (of $100), across all households selecting that human service area as among the four most important. It should be noted that the bases differ per human service area.

## Allocation Across Human Services By All Households

Figure 3 shows average budget allocation per human service area by the *supporters* of each service. Figure 4 presents the allocation for *all* Maui County households, including those who did not choose each of the eight services. Allocations in Figure 4 were calculated by combining data from Figures 2 and 3. Thus, they reflect both the households' importance ratings and their budget allocation choices.[4]

[4] In calculating each mean, if a survey household had selected that human service area among its top four priorities, then whatever dollars that household had allocated to that human service were included in the calculation. However, if the household did not select that human service among their top four priorities, then a dollar value of $0 was included for that household in the calculation of the mean. In other words, both Figure 3 and Figure 4 employed the same numerator in calculating the mean for a given human service area, but a different denominator – Figure 3 using the number of supporters for its denominator, and Figure 4 using all households for its denominator.

**FIGURE 4: ALLOCATION ACROSS HUMAN SERVICES BY ALL HOUSEHOLDS**




SOURCE: Landline + Cell Data (weighted by geography & sample/phone status)

BASE: All respondent households.

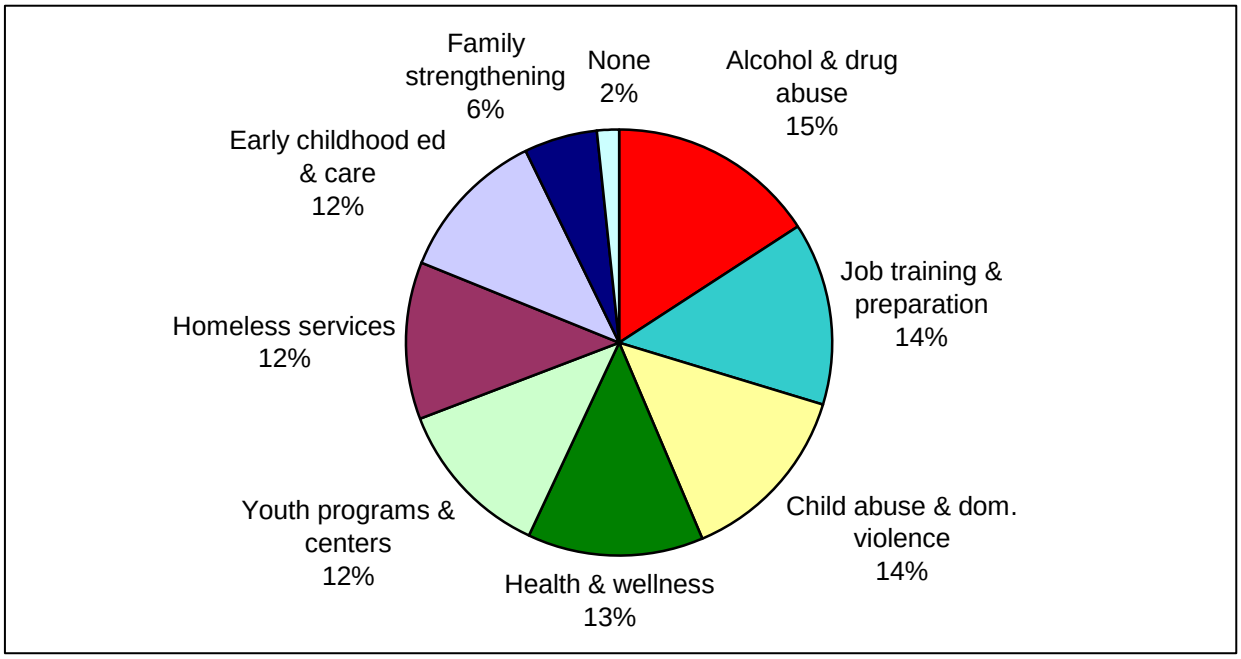
NOTE: For each human service area, the dollar figure represents the average (mean) dollars allocated (of $100), across all households. Households not selecting that human service as among the four most important were assumed an allocation value of $0 in the mean calculation. The horizontal lines separating the names of human service areas indicate significant differences between dollar values.

There are two ways to look at the data in Figure 4. The first method concentrates on the rank order of human services – from highest mean dollar allocation to the lowest – and focuses on statistical differences between the mean dollar values, in rank order. Using this method, we see that Maui County households would allocate the most funding to alcohol and drug abuse. The next highest amounts of funding would go to job training, child abuse and domestic violence, and health. Youth programs, homeless services, and early childhood education would be in the third tier of funding. And the family strengthening category would receive the least amount of dollars.

The second method of understanding the data in Figure 4 is to view $12.50 as a "fair share" of the $100 a household might allocate across the eight human service areas. Each dollar value in Figure 4 is compared against the fair share amount. Under this type of comparison, we see that four areas – alcohol and drug abuse, job training, child abuse and domestic violence, and health and wellness – would each receive significantly more than their "fair share" of the pie. In contrast, three areas – homeless services, early childhood education, and family strengthening – would each receive less than their "fair share".

Figure 5 presents another way of looking at the data from Figure 4 – showing these same figures using a pie chart. This format helps to clarify the magnitude of some of the statistically significant differences noted earlier.[5] As Figure 5 shows, if Maui County households were making the County's budget allocation decisions – seven of the human service areas would each receive a fairly equal share of the budget (12% to 15%). Family strengthening is the only human service area that would really receive a much smaller share of available County dollars than the others (6%).

**FIGURE 5: ALLOCATION ACROSS HUMAN SERVICES BY ALL HOUSEHOLDS, PIE CHART**




SOURCE: Landline + Cell Data (weighted by geography & sample/phone status)

BASE: All respondent households.

NOTE: The note for Figure 4 explains how the allocation dollar values were calculated. This figure shows the percent of total allocation dollars that should go to each human service area, according to that calculation. "None/other" is included, due to the fact that some survey respondents did not allocate all of their available dollars to one of the eight human services.

## Differences Between Maui County Districts

In contrast to the 1999 study, the sample sizes per district for 2008 were not large enough to enable many comparisons between the districts on a statistically significant level. Nevertheless, district comparisons have been presented in Appendix D of this report to enable County planners to get a general picture of how the districts *may* differ.

[5] In other words, although several statistically significant differences were noted in Figure 4, Figure 5 helps us clearly see that some of these differences are more noteworthy than others.

Generally speaking, the nine County districts covered in this study appear to have rather different priorities. For example, the Haiku-to-Hana households surveyed seemed most strongly concerned with health and wellness, Lahaina households strongly prioritized the issue of alcohol and drug abuse, and Makawao seemed to emphasize County involvement in both homeless services and substance abuse. Family strengthening programs held the lowest priority position for all but three districts. Wailuku rated family strengthening as its second-lowest priority, with its lowest being health and wellness. And Molokai and Lanai rated family strengthening as second-lowest, following homeless services. (See Table D-1 in Appendix D.)

When the priority and budget allocation results are combined, it is clear that Maui districts have different ideas on how the money should be allocated. The main consensus was that family strengthening should receive less of the available dollars. Wailuku, Molokai, and Lanai assigned it the second-lowest rank and the other districts put it in last place. (See Table D-3 in Appendix D.)

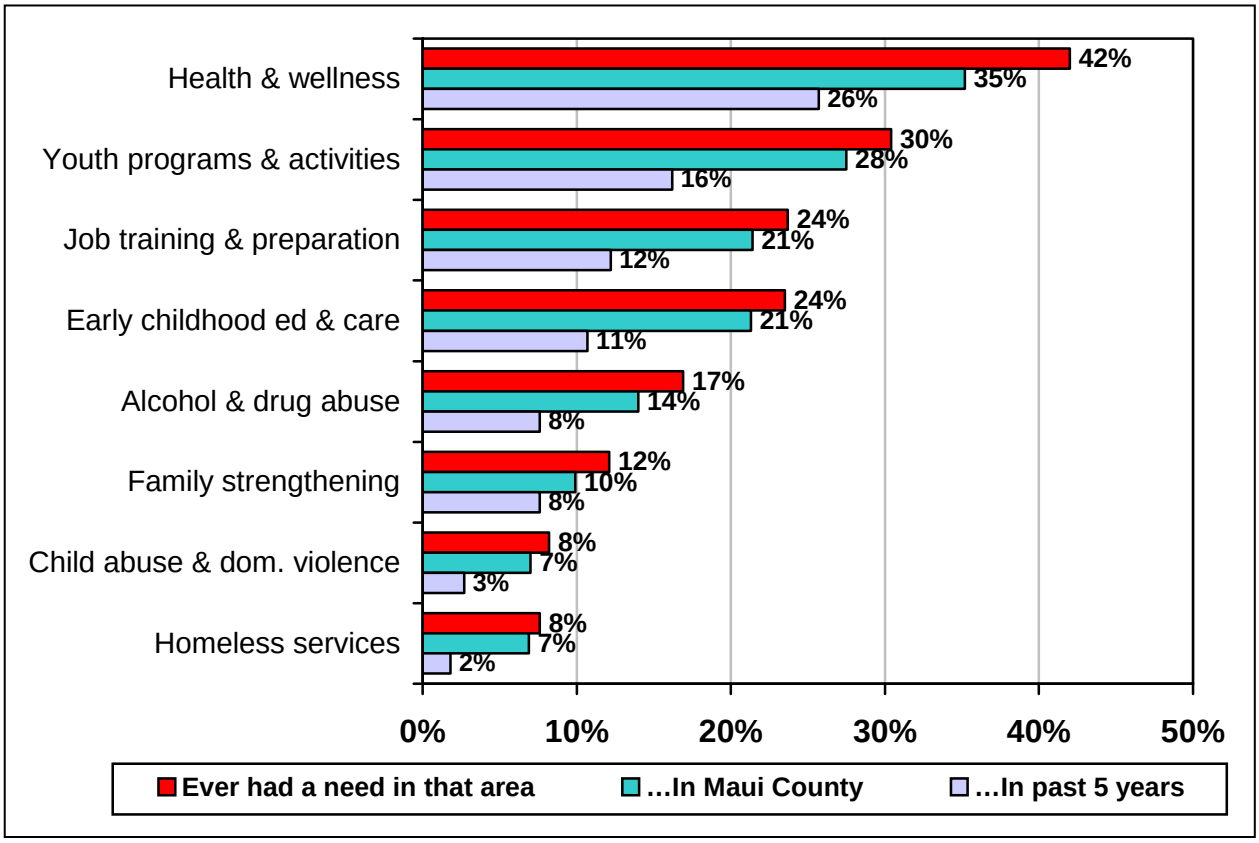
## NEED FOR HUMAN SERVICES

Figure 6 shows the percentage of County households that *ever* experienced a problem or need in each of the eight human service areas. The figure also shows what percent of households experienced that type of need while living in Maui County, and the percent that experienced the need in the past five years.

### Personal Experience With Human Service Needs

About 42 percent of Maui households had at least one member who had ever needed help in the areas of health or wellness. Approximately 30 percent of households had a need for youth programs, 24 percent needed help with job training, 24 percent had some need for early childhood education, and 17 percent of households had personally experienced problems with alcohol or drug abuse. Relatively few households reported ever needing help in the areas of family strengthening (12%), child abuse or domestic violence (8%), or homeless services (8%). These “ever had a need” percentages best represent households’ personal exposure to or experience with each of the eight human service issues.

**FIGURE 6: NEEDS FOR HUMAN SERVICES**




SOURCE #1: [For "Ever had a need in that area" and "…In Maui County":] Landline + Cell Data (weighted by geography & sample/phone status)

SOURCE #2: [For "…In past 5 years":] Landline Data (weighted by geography)

BASE: All respondent households.

Most of the needs occurred within the geographical boundaries of Maui County. For example, among the 42 percent of households that ever needed help with health and wellness, we find that about 84 percent of them (35%, divided by 42%) were living in the County of Maui at the time their need arose.[6] For all eight human services, this "Maui County ratio" – that is, the percent of households needing help for a given human service area *within* Maui County limits, divided by the percent of households *ever* needing that type of help, regardless of location – ranged from 82 to 91 percent.

[6] A straight calculation of 35% ÷ 42% does not yield exactly 84%, due to the fact that 35% and 42% are rounded figures. In contrast, the 84% was calculated using non-rounded figures.

## Current Level of Need

Figure 6 also shows that most households experienced their human service needs some time ago. For example, while 42 percent of Maui County households had *ever* experienced some need for help in the area of health and wellness, only 26 percent experienced that need in the past five years. Thus, the "recency ratio" for health and wellness was 61 percent – meaning that only 61 percent of the households familiar with health and wellness needs experienced that need in the past five years. For most of the human service areas, the "recency ratio" ranged from about 45 to 63 percent. However, for child abuse and domestic violence, recency ratios were lower.[7]

The "past 5 years" percentages are a good indicator of current need. Using the data from Figure 6, we estimate that about 26 percent of Maui households currently have a member in need of help in health and wellness, 16 percent of households are currently in need of youth programs, 12 percent need job training, and 11 percent are in the market for early childhood education and care. Relatively few households reported current problems with substance abuse (8%), family strengthening (8%), household violence (3%), or homelessness (2%).

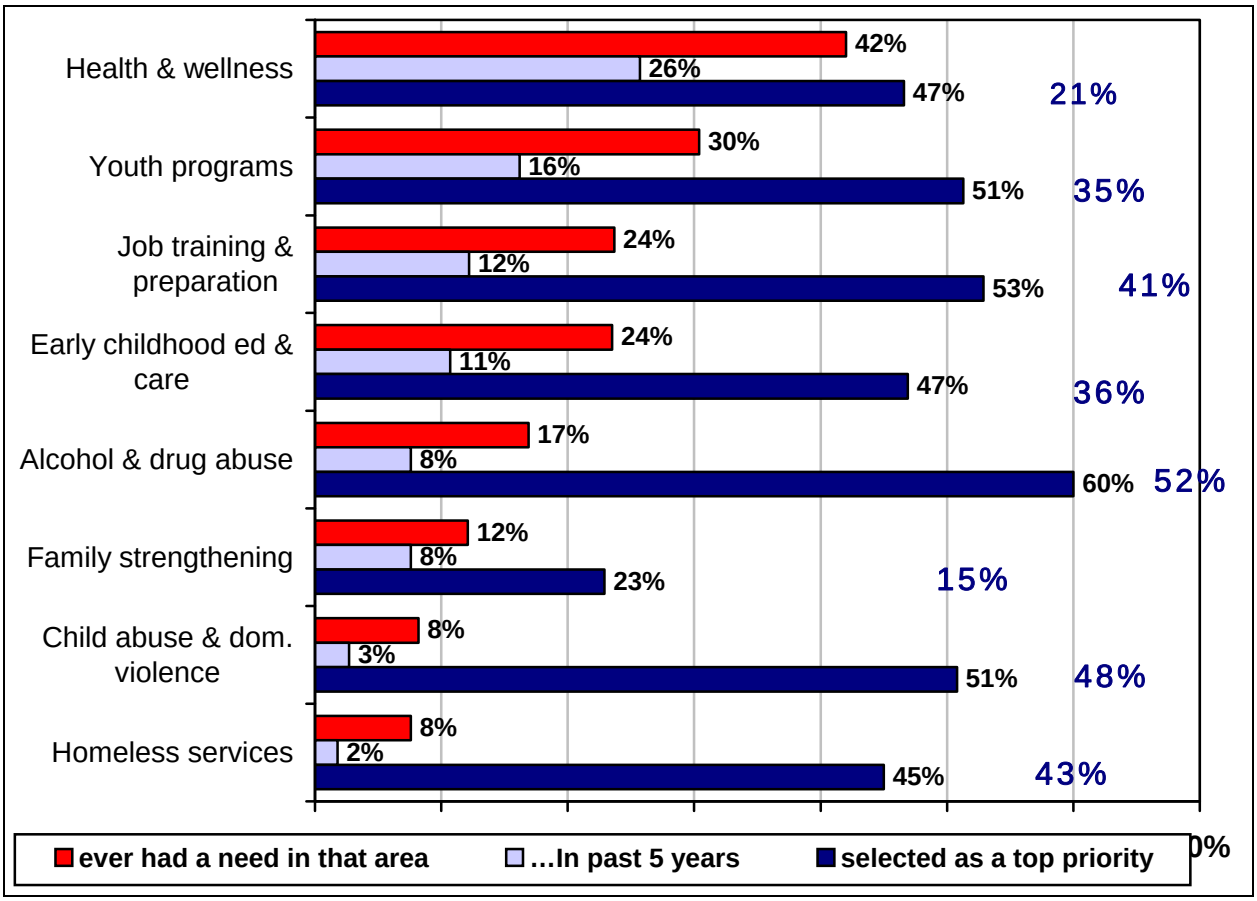
## Need Levels vs. Priority Ratings

Figure 7 combines three measures of service importance – whether the household ever had a need for that service, whether they have it now, and the priority they assigned to that service. We see there that alcohol and drug abuse was the number one service priority among Maui residents. Fully 60 percent of them wanted the County to work on drug issues. But only 17 percent of households had ever experienced that problem and even fewer (8%) are struggling with it now. The difference between current need (8%) and priority rating (60%) is very large – a 52 percent difference. Other areas with large gaps between priority and current need include: child abuse and domestic violence (a 48% difference), homeless services (43%), and job training and preparation (41%).

The gaps suggest that advocating County involvement in some service is not motivated *solely* by a personal need or a desire for direct personal benefit. Many people feel that the County should be involved in providing certain services, even without needing that type of service for their family today.

[7] However, because such a small number of survey households reported ever experiencing violence (8%) or homelessness (8%), the base used in calculating the "recency ratio" is too small for the ratio to be statistically reliable.

**FIGURE 7: NEED LEVELS VS. PRIORITY RATINGS**




SOURCE #1: [For "Ever had a need in that area" and "Selected as a top priority":] Landline + Cell Data (weighted by geography & sample/phone status).

SOURCE #2: [For "…In past 5 years":] Landline Data (weighted by geography).

BASE: All respondent households.

NOTE: The percentages in blue are the gap between "selected as a top priority" and "…In past 5 years".

## Personal Experience vs. Prioritization, Individual Impact

Although other motivating factors may also come into play, it is nevertheless true that individual households that have ever personally experienced a given need or problem will typically place higher importance on that area of need than will the average household. Figure 8 illustrates this relationship between personal experience and prioritization of issues.

## FIGURE 8: PERSONAL EXPERIENCE VS. PRIORITIZATION, INDIVIDUAL IMPACT

| | Personal Experience with Problem/Need | | | | | | | | Maui County Priority |
|---|---|---|---|---|---|---|---|---|---|
| | Alcohol & Drug Abuse | Job Training & Prep. | Youth Progs. | Child / Spouse Abuse | Early Childhd. Ed/Care | Health & Wellness | Home-less Svcs. | Family Strength-ening | |
| Alcohol & Drug Abuse | 1 | 1 | 1 | 6 | 4 | 1 | 1 | 4 | 1 |
| Job Training & Preparation | 4 | 3 | 3 | 4 | 2 | 5 | 7 | 2 | 2 |
| Youth Progrms. & Centers | 6 | 2 | 5 | 7 | 3 | 4 | 5 | 8 | 3 |
| Child Abuse / Dom Violence | 2 | 4 | 4 | 1 | 5 | 2 | 6 | 1 | 4 |
| Early Childhd. Educ. & Care | 6 | 7 | 2 | 4 | 1 | 7 | 4 | 4 | 5 |
| Health & Wellness | 5 | 6 | 7 | 2 | 6 | 5 | 2 | 6 | 6 |
| Homeless Services | 3 | 5 | 5 | 3 | 7 | 3 | 2 | 3 | 7 |
| Family Strengthening | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 7 | 8 |
| BASE | 125 | 180 | 236 | 74 | 203 | 337 | 42 | 98 | 849 |

SOURCE: Landline + Cell Data (weighted by geography & sample/phone status)

BASE: For each human service, the base is survey households who have ever personally experienced that need.

WARNING: 2008 Base sizes per human service area are too small to be statistically reliable. The figures are only presented to give a general idea of the pattern between prioritization and personal need.

NOTE: Each column represents households that have ever experienced a given human service need. Within each column are numbers from 1 to 8, representing how those households ranked the eight human services in order of highest priority (1) to lowest (8). 1st place is shown in red and 2nd and 3rd places in blue to enable easier review.

Figure 8 presents the service action priorities given by households that had actually experienced problems in each area. For example, among respondents who reported that some member of their household had ever experienced a need for alcohol or drug abuse services, priority ratings are shown in column one. These households rated alcohol and drug abuse as the number one service to be addressed by the County. They rated child abuse and domestic violence second, homeless services third, and so on. These households were distinguished by the fact that they rated the problem with which they had direct experience as the first priority for County action.

Several other service areas had the same pattern of ranking their personal experiences first, including households with some experience of family violence or a need for early childhood education or care. Meanwhile, households that had experienced homelessness ranked homeless services second, after substance abuse. And those familiar with job training needs ranked job training services among their top three.

But not all services had that same pattern. Households that had ever experienced a need for family strengthening programs rated that service in seventh place. Those who reported a past need for health and wellness services, and those with a past need for youth programs, rated their respective services as the fifth priority for County support.

Similarly, not all survey respondents thought alcohol and drug abuse services ought to be Maui County's number one priority. Households with direct experience of family violence felt substance abuse treatment ought to be priority number six of eight. Those who have ever had problems with early childhood education or care, and those with past needs for family strengthening services, both put the priority for supporting alcohol and drug programs in fourth place.

**Need vs. Prioritization – Conclusions**

The implication from Figures 7 and 8 is this: Two primary factors together impact County households' overall perception of what is most important: personal experience and "hot button" status.

On one hand, households are strongly influenced by their own experiences. Those that have personally been exposed to a particular area of need are more likely to ask their government to help with that need. Thus, one would expect Maui County households to give high priority ratings to those human service areas with *both* a high correlation of prioritization with personal experience *and* a wide reach – that is, a high percentage of households ever experiencing that need. Indeed, this was true for two human service areas: early childhood education and job training. Both areas scored well on reach, tying for third place (see Figure 7). And in terms of correlation, households needing early childhood education rated that need as top priority, while those needing job training rated their need in the top 3 (see Figure 8). Thus, both areas received high priority ratings from the County as a whole (see Figures 2 and 4).

Even where correlation is not particularly high, an exceptionally wide reach of personal experience is sometimes sufficient to yield a high priority rating. This was true of two human service areas: health and wellness and youth programs. Although each area showed only a fifth-place correlation factor (see Figure 8), their first- and second-place positions in terms of personal experience (see Figure 7) led to high priority ratings for both (see Figures 2 and 4).

On the other hand, some priority ratings cannot be explained by personal experience alone. While the areas of household violence and homeless services received high correlation factors (see Figure 8), their reach levels were much too low (see Figure 7) for such correlation to have had a real impact on County-wide outcomes. Thus, an experience-only focus would have predicted a low priority rating from Maui County households, overall, for these two areas. However, this was not the case. Instead, households emphasized the importance of County involvement in both (see Figures 2 and 4), likely due to the "hot button" nature of those issues. "Hot button" issues are

those that tend to grip the public mind, either due to frequent media coverage or due to a sense of societal danger surrounding such issues. Households often feel a great need for government assistance and intervention in those areas that represent a danger to society as a whole and are beyond a household's immediate control.

As mentioned earlier, alcohol and drug abuse received, by far, the highest priority rating among the eight human services covered in this study (see Figures 2 and 4). While its experience factor was respectable – first-place correlation (see Figure 8) and fifth-place reach (see Figure 7) – substance abuse would likely not have received as dominant a priority rating, were it not for its "hot button" status, working in concert with experience.

## USE OF HUMAN SERVICES

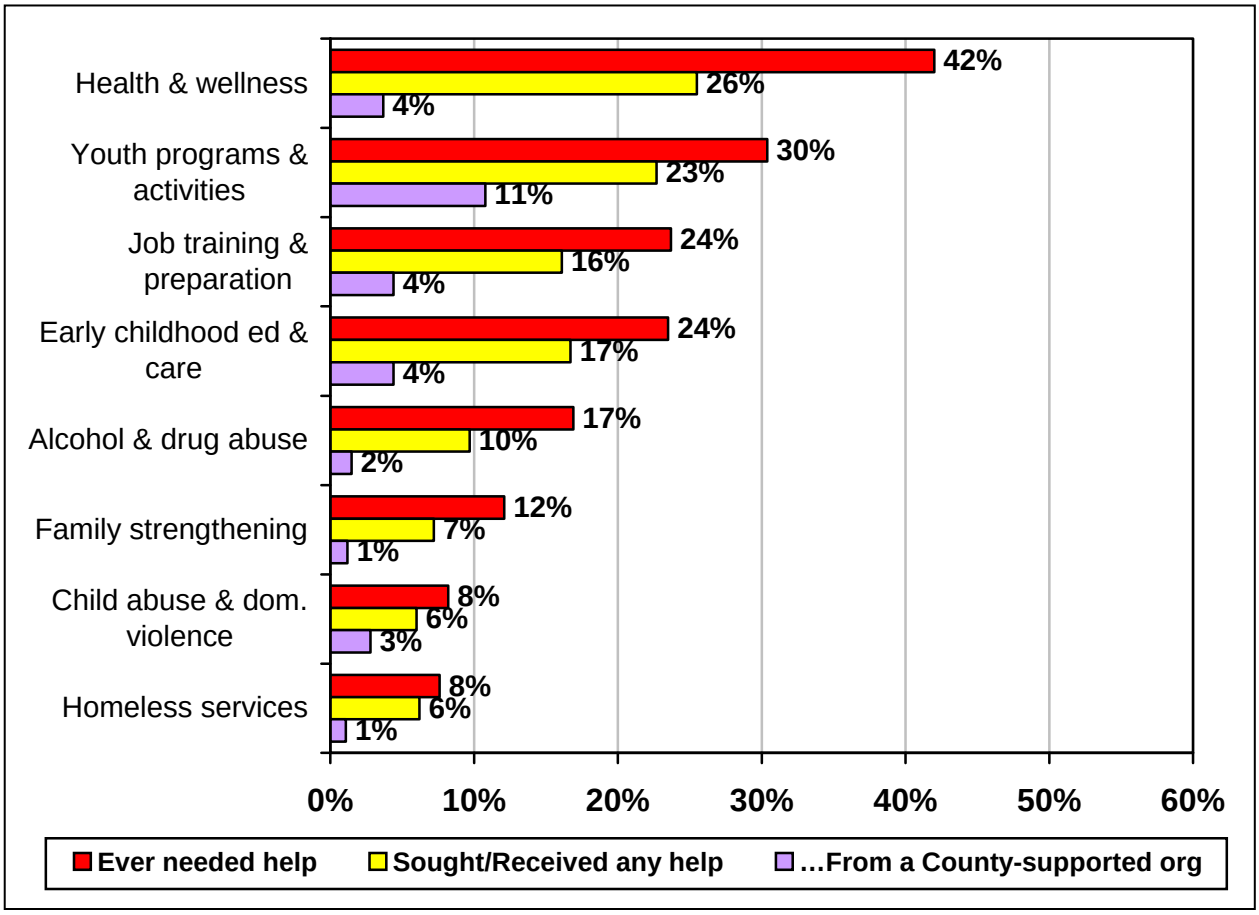
Figure 9 shows the percent of households in the County of Maui that have ever sought or received help from any organization, agency, or group – public or private – in regard to each human service need. It also shows the percent of all households that have sought or received this help from one of the not-for-profit organizations that is currently supported, financially, by the County of Maui DHHC. Figure 9 juxtaposes these usage data against the level-of-need data from Figure 6 ("ever experienced").

As the figure shows, about a quarter of all households in the County of Maui had ever sought or used *any* outside help for health and wellness needs, and about the same percentage had sought youth programs and activities. The human service areas for which households were next most likely to have sought help from an organization, agency, or group were early childhood education and care (17%) and job training and preparation (16%). The other four types of human service organizations covered in this study were each used by 10 percent or fewer households.

If these usage percentages are compared with how many households ever experienced each type of need, the results prove quite interesting. Households in need of help were most likely to seek help if the problem involved homelessness, youth programs, child abuse and domestic violence, or early childhood education and care -- with usage-to-need ratios ranging from 71 to 82 percent.[8] Possibly, households are more likely to get the help they need when it either involves their children or poses a life-or-death situation. In contrast, households were less likely to seek outside help with needs involving substance abuse, family strengthening, or health and wellness (ratios ranging from 57% to 61%). Perhaps many households prefer to handle such issues on their own.

[8] This "usage-to-need" ratio was calculated by dividing the percent of households seeking/receiving help for a particular human service need by the percent of households ever experiencing that need.

**FIGURE 9: USE OF HUMAN SERVICES**




SOURCE: Landline Data (weighted by geography)

BASE: All respondent households.

Figure 9 also shows that very few households had ever sought help from County-supported organizations (i.e., those supported by DHHC) for needs within these eight human service areas.[9] The largest usage of County-supported organizations was in the area of youth programs and activities, at 11 percent of households.

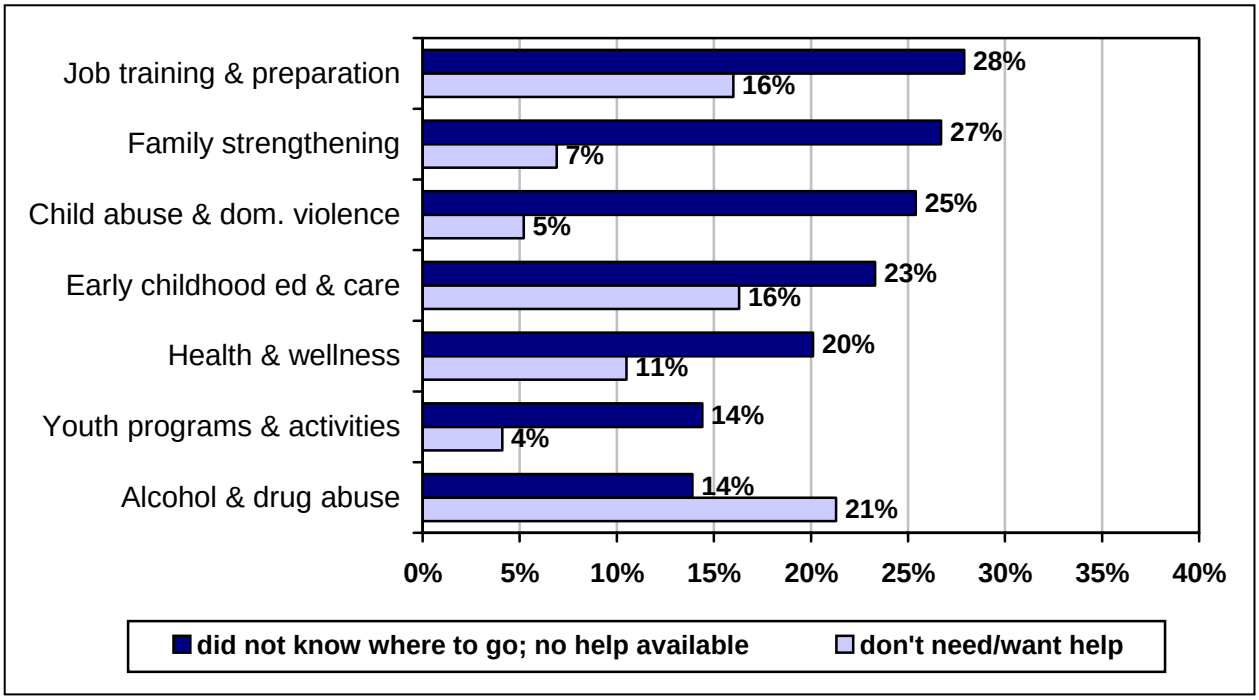
[9] Of course, only currently-supported organizations were counted as "County-supported." Thus, it is possible that a household experienced a given need decades ago and received help at the time from a County-supported organization; however, that organization either no longer exists today or is no longer supported by Maui County. This level of detail was not captured in the 2008 study.

In terms of a County-usage-to-need ratio, households were most likely to receive help from County-supported organizations if their need involved youth programs (36%) or household violence (34%)[10]

## REASONS FOR NOT USING COUNTY-SUPPORTED SERVICES

When households in need were asked why they either did not seek help at all or used help outside of the County-supported network, the responses differed across human service areas. In general, however, most of the reasons can be classified into two broad categories: (1) we did not really need or want the help; and (2) we did not know where to get the help. Figure 10 summarizes how often these types of responses came up.

**FIGURE 10: PRIMARY REASONS FOR NOT USING COUNTY-SUPPORTED ORGANIZATIONS**




SOURCE: Landline Data (weighted by geography)

BASE: For each human service area, the base is those respondent households that have ever experienced that particular need AND either did not seek outside help *or* sought help from a non-County-supported organization.

WARNING: 2008 Base sizes per human service area are too small to be statistically reliable. This chart is only presented to give an idea of the general types of answers given in response to this question.

NOTE: Multiple responses were allowed per survey respondent. Only two types of responses are shown per human service area. Homeless services is not included because these reasons were not given.

[10] This "County-usage-to-need" ratio was calculated by dividing the percent of households seeking/receiving help from a County-supported organization for a particular human service need by the percent of households ever experiencing that need.

The instance of a household not needing or wanting help from County-supported organizations included a number of different scenarios. For household violence and substance abuse, households often either were in denial (i.e., they did not consider the problem to be of sufficient importance to warrant the seeking of help), or they preferred to handle the problem in their own fashion. For the other five areas shown in Figure 10, the households were typically expressing a preference for using their own resources or working out a solution on their own.

The instance of a household not knowing where to get the necessary help tended to reflect either a lack of County-supported *services*, or a lack of *awareness* of existing County-supported services.

In addition to the primary reasons portrayed in Figure 10, another common reason for not seeking County-supported assistance with job training was that it takes too long to get help – perhaps because of slow procedures or a waiting list.

For family strengthening programs, the major additional barriers to County-supported help included location problems (i.e., too far, no transportation), cost factors (i.e., for counseling), or a preference of getting help from family, friends, or their church.

Households' reasons for not seeking County-supported help for child abuse and domestic violence tended to involve pride or shame (i.e., not wanting the secret to come out), cost factors, inconvenient operating hours (i.e., the problem happened after-hours or on weekends), or a preference to let the police or courts handle the issue.

For early childhood education and youth programs, the main issues (besides those already presented in Figure 10) included inconvenient hours of operation or an inconvenient location (i.e., too far, no transportation). Cost was another significant barrier for the area of early childhood education. And many households that did not use County-supported organizations for youth programs simply preferred going through family, friends, or their church.

For health and wellness, the major additional barrier to seeking County-supported help was that the households were either required by their insurance plan to use a specific (non-County) service or simply followed their doctor's referrals and recommendations.

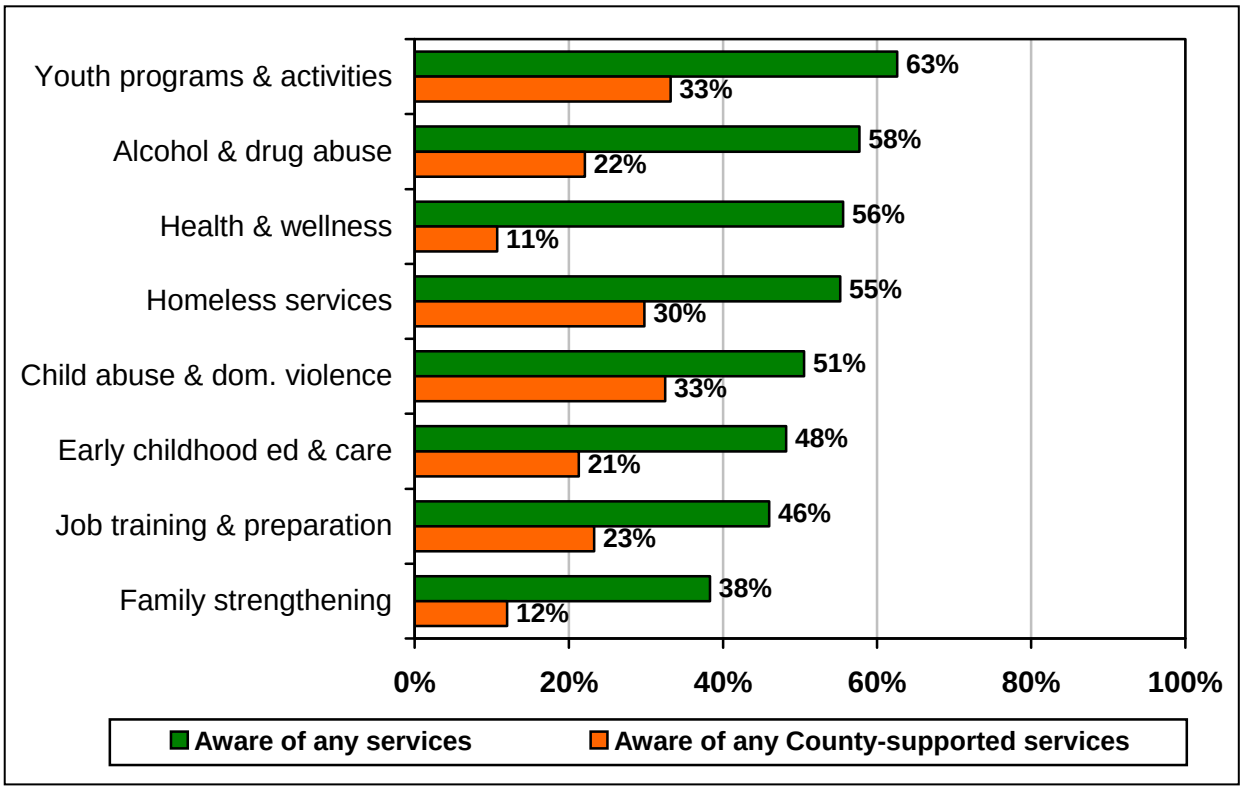
For alcohol and drug abuse, additional barriers to seeking County-supported help involved slow service (i.e., no room in the programs, waiting list, long procedure) or a preference for obtaining help from family, friends, or a church.

As for homeless services, lack of awareness and lack of a desire for help were not reported as barriers to seeking County-supported help. Instead, the primary reasons cited involved a dislike for the people or staff, the slow service (or no space available), or the fact that it is hard to qualify for help.

## AWARENESS OF EXISTING SERVICES

Because non-awareness can be a significant barrier to service, Figure 11 presents awareness data per human service area among all Maui County households.[11] As the figure shows, 63 percent of all households knew of at least one youth program or activity in operation in Maui County.

**FIGURE 11: AWARENESS OF EXISTING SERVICES**




SOURCE: Landline Data (weighted by geography)

BASE: All respondent households.

Family strengthening was the only human service for which most respondents drew a blank when it came to naming any resources for each area of need. Only 38 percent of households were able to think of at least one organization, agency, or group that works to build stronger families; the other 62 percent were unable to come up with any names. It is possible that the concept of "building stronger families" is less well-defined than the other categories; thus, many households were unsure what type of organizations would

[11] It is important to emphasize that Figure 11 represents *all* households in Maui County, whereas Figure 10 only represents a small portion of households (i.e., those with personal experience per human service need, but no usage of County-supported services for each need).

fit the bill. In contrast to family strengthening, about half of households were familiar with at least one resource available for each of the other seven human services in this study.

Figure 11 also shows what percent of all Maui County households specifically named (without prompting) at least one organization that the County of Maui DHHC currently supports, financially, in each area of need. County-supported programs for youth activities, child abuse and domestic violence, and homelessness were the most familiar – each registering awareness with about one-third of Maui County households. County-supported programs for health (11%) and for family strengthening (12%) were less familiar to the general public.

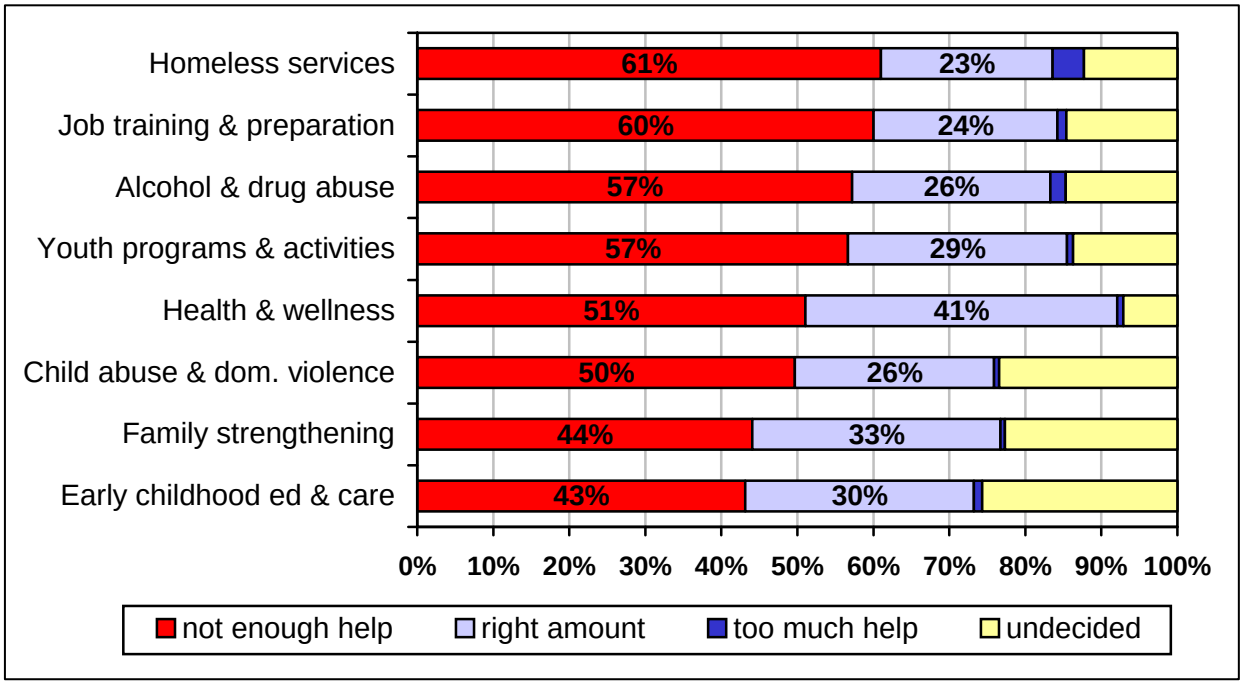
The health programs finding was particularly interesting. Although most households were aware of local organizations, agencies, and groups that help with health needs (56%), only 11 percent voluntarily thought of County-supported ones. Instead, most households were more likely to think of doctors, medical facilities, and insurance plans as local resources for the area of health and wellness.

## ASSESSMENT OF THE AMOUNT OF HELP AVAILABLE

In terms of assessing the amount of help that is currently available to people in the County of Maui, households were more apt to say that there is *not enough* help available than they were to say that there is just about the right amount of help. Figure 12 shows Maui County households' perception of the level of access that currently exists per type of human service need.

As the figure shows, 61 percent of County households saw a distinct need in the community for more homeless services. Approximately 60 percent felt the County does not provide enough job training programs, 57 percent said there needs to be more help provided in the area of alcohol and drug abuse, and another 57 percent said there are not enough youth programs and activities available.

**FIGURE 12: ASSESSMENT OF THE AMOUNT OF HELP AVAILABLE**



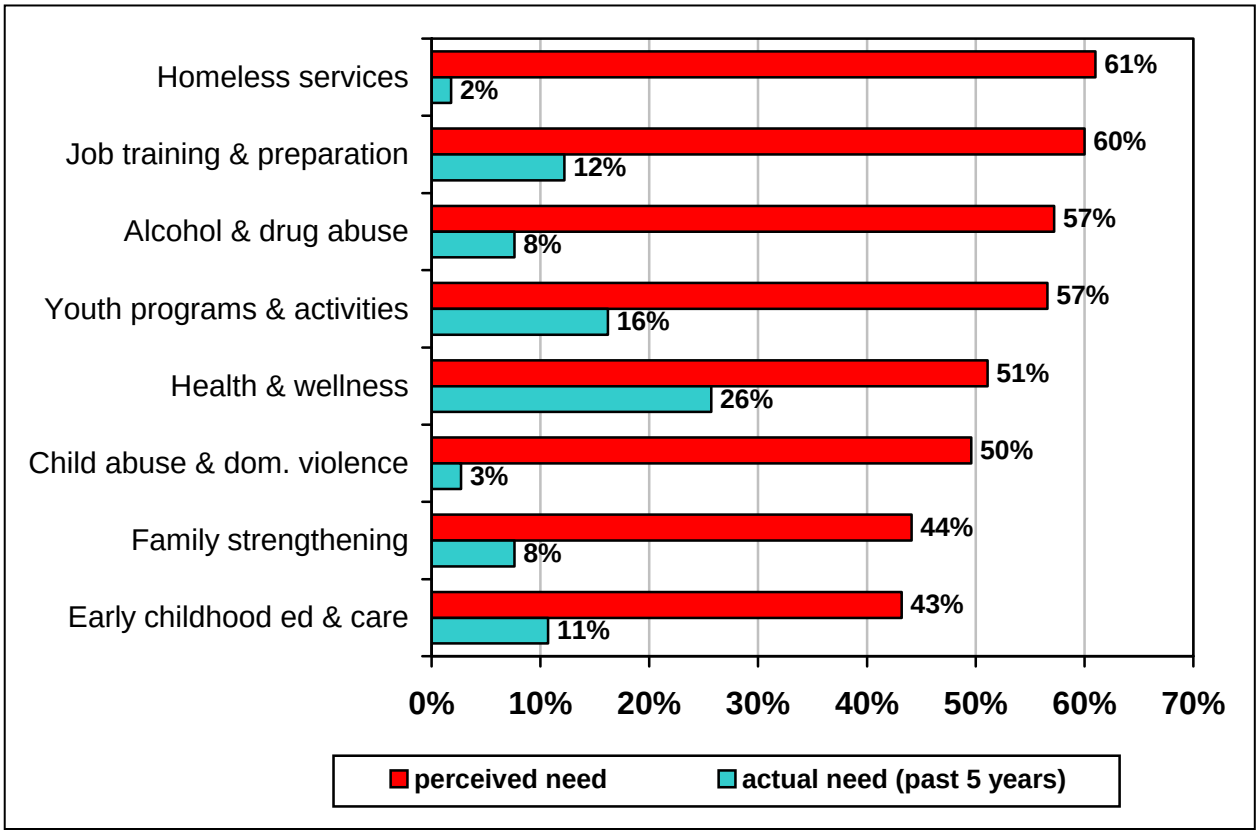

SOURCE: Landline + Cell Data (weighted by geography & sample/phone status)

BASE: All respondent households.

The "not enough help" data from Figure 12 indicate the *perceived* needs of Maui County households. Figure 13 on the following page compares these perceived needs against the *actual* level of needs in Maui County, as taken from the "past 5 years" (current level of needs) data from Figure 6.

As the figure shows, actual needs and perceived needs differed widely. The most dramatic example was the area of homeless services – in which 61 percent of households felt that not enough help is available, but only 2 percent of households had personally experienced this type of need recently. This discrepancy likely was at least partly due to the fact that homeless individuals tend to be excluded from telephone surveys of households.

**FIGURE 13: COMPARISON OF ACTUAL VS. PERCEIVED NEEDS**




SOURCE #1: [Perceived Need:] Landline + Cell Data (weighted by geography & sample/phone status)

SOURCE #2: [Actual Need:] Landline Data (weighted by geography)

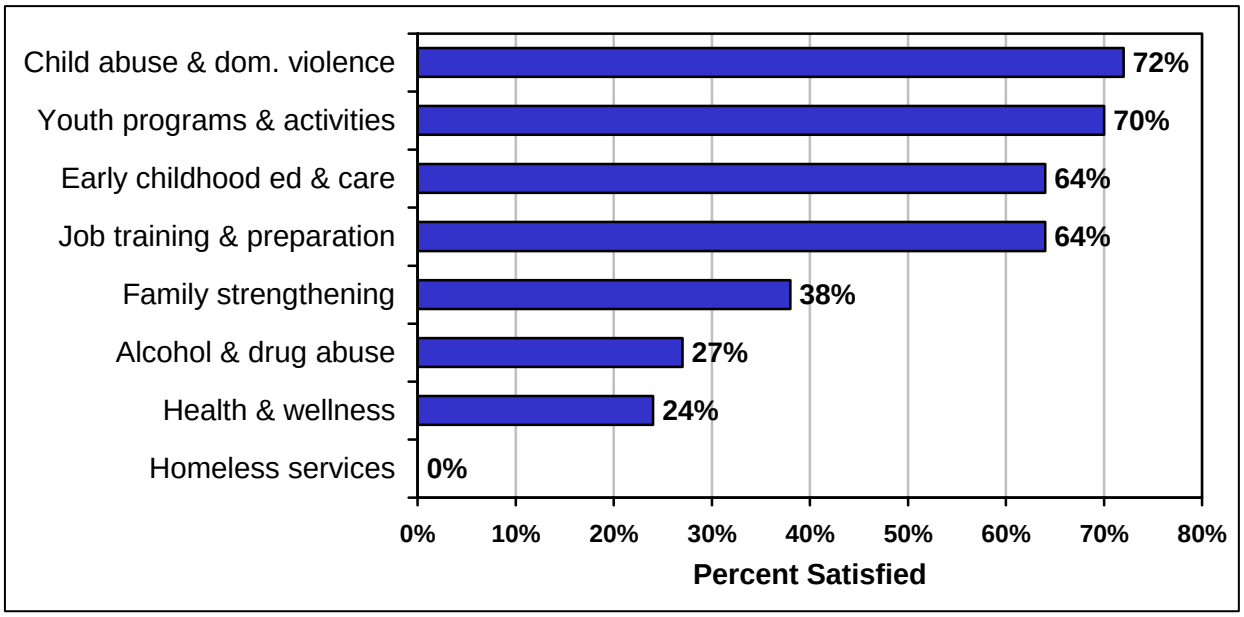
BASE: All respondent households.

Large gaps between perceived and actual needs were also observed in four other areas: alcohol and drug abuse, job training, child abuse and domestic violence, and youth programs. For two of those issues – substance abuse and household violence – the gaps may have been due to under-reporting of the actual needs, combined with potential inflation of the perceived needs due to the "hot button" nature of these issues. For job training, the gap may have been due to the current economic recession, which may have inflated the public's perception of a lack of sufficient job training services.

## ASSESSMENT OF THE QUALITY OF HELP AVAILABLE

Whereas the 1999 study showed satisfaction levels among any households that sought or received help per need area, regardless of the source of that help, the 2008 survey only collected satisfaction data from households that received help from the County-supported organizations. However, because only a small number of households used County-supported services, the resulting data is not statistically reliable. Nevertheless, Figure 14 attempts to give a general sketch of how the survey households responded.

**FIGURE 14: ASSESSMENT OF THE QUALITY OF HELP AVAILABLE**




SOURCE: Landline Data (weighted by geography)

BASE: For each human service area, the base is those respondent households that have ever experienced that particular need AND received help for that need from one of the County-supported organizations.

WARNING: 2008 Base sizes per human service area are MUCH too small to be statistically reliable. This chart is only presented to give a very general idea of satisfaction levels.

Generally speaking, recipients of County-supported services appeared most satisfied with those services in areas of household violence, youth programs, early childhood education, and job training. Less satisfaction was reported in other areas.[12]

[12] Again, we must emphasize that these numbers are not statistically reliable, due to the small base sizes.

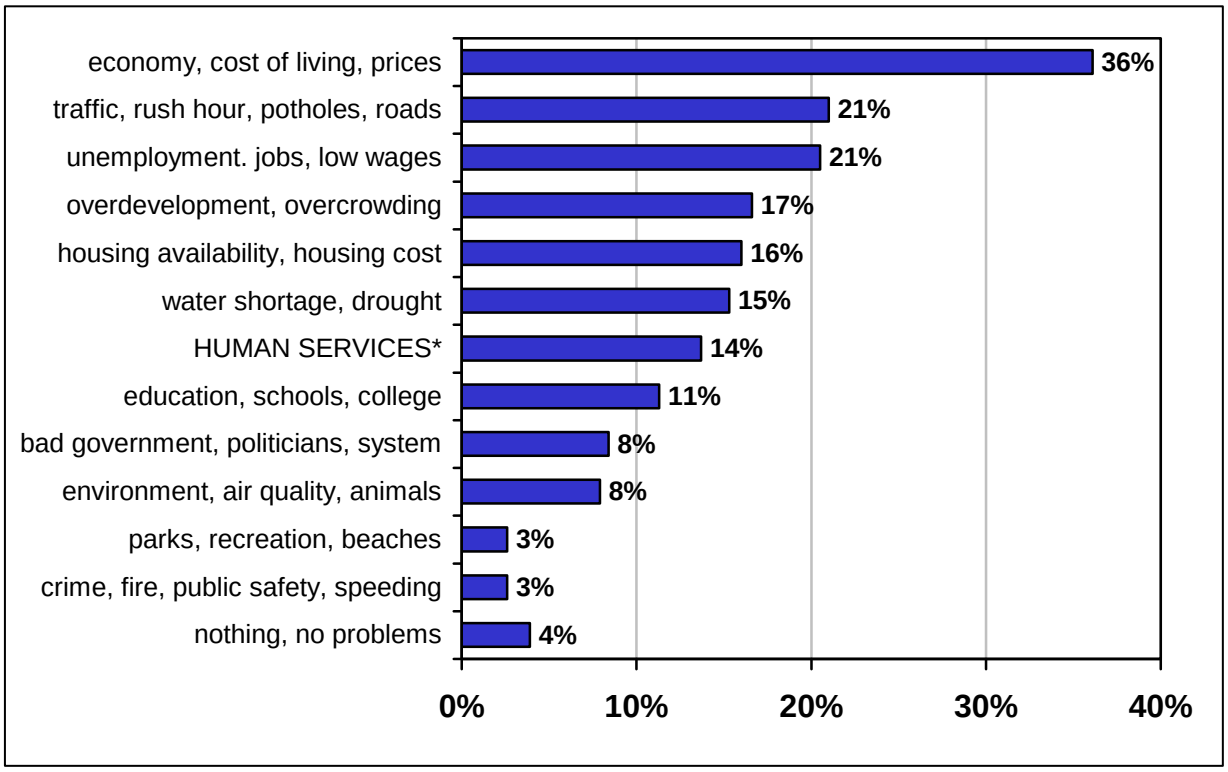
## THE CONTEXT FOR UNDERSTANDING THESE ISSUES

Now that we have explored the various issues concerning human services within the County of Maui, it might be helpful to provide a context for understanding how these issues fit into the big picture. Thus, this last section of the *County of Maui Human Needs Assessment, 2008* discusses the importance of human services, in conjunction with other County needs.

### Overall Problems Facing the County

Figure 16 shows what Maui County households considered to be the most important problems facing the County of Maui today.

**FIGURE 16: MOST IMPORTANT COUNTY PROBLEMS**




SOURCE: Landline + Cell Data (weighted by geography & sample/phone status)

BASE: All respondent households.

NOTE: Percentages sum to more than 100%, due to multiple response. Chart shows only the most frequently named issues. *"HUMAN SERVICES" combines those response categories that most strongly correspond with the eight human service areas covered in this study (see note to Table D-12 in Appendix D for further details).

As the figure shows, the number one response volunteered by survey households was the economy (36%) – including such responses as finances, cost of living, high food/gas/utility prices, and "making ends meet." Other frequently mentioned concerns were traffic and roads (mentioned by 21% of households), jobs and unemployment (21%), overdevelopment or overcrowding (17%), housing availability and cost (16%) and the water shortage (15%). Approximately 4 percent of households said the County has no major problems at all.

Any responses that corresponded with the eight human service areas covered in this study were combined into a single category. Approximately 14 percent of Maui County households voluntarily named at least one of our eight human services as being among the most important problems facing the County today. Together, they took seventh place among the most important County problems.

Although the number of surveys per geographical district was not large enough to enable statistically significant comparisons, some general trends may be apparent. For example, the economy was the top concern for all but three districts. Kula placed more emphasis on a specific aspect of the economy – namely, unemployment and jobs. Lahaina's top concern was with traffic and roads. And Haiku-to-Hana placed top priority on two areas – the economy and human services. (See Table D-12 in Appendix D for these and other geographic comparisons.)

## Overall Problems Facing My Family

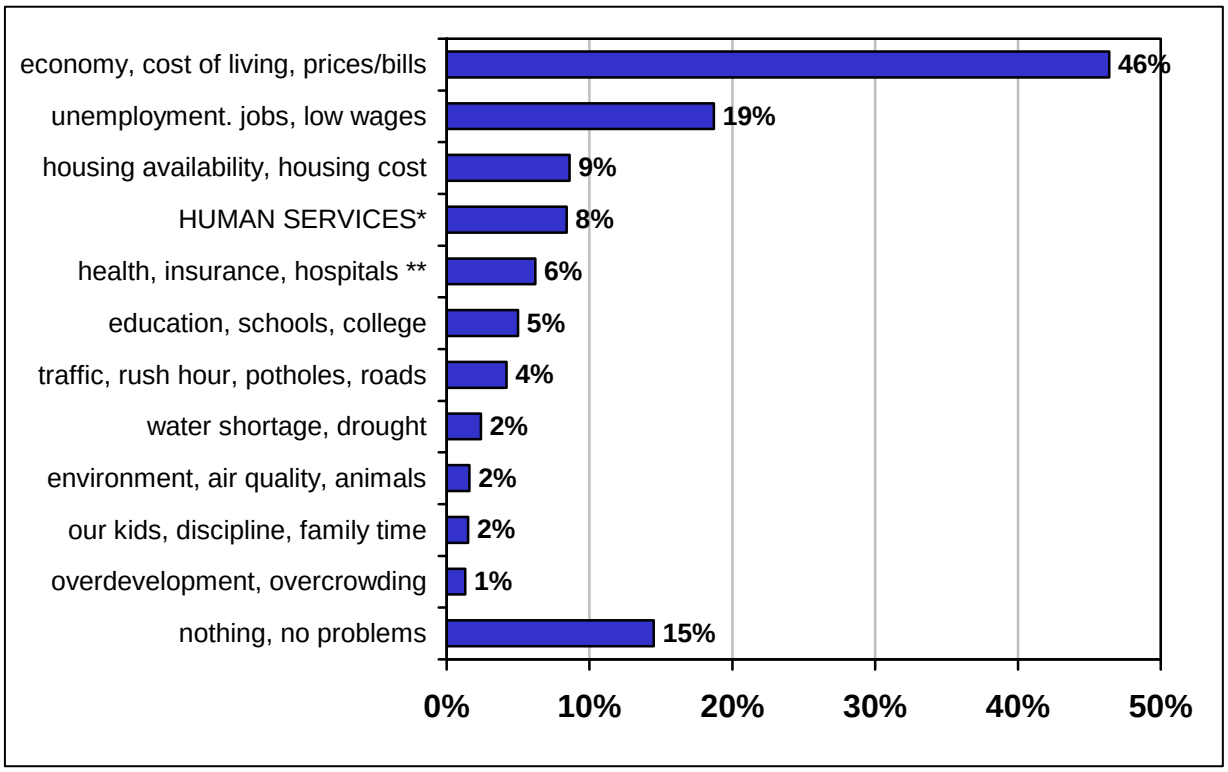
Survey households were also asked about the most important problems facing their family. Figure 17 presents the primary responses to this question.

As the figure shows, 46 percent of all Maui County households said that the economy and pocketbook concerns (including prices, bills, and making ends meet) was the most important concern for their family. Another 19 percent were worried about jobs and unemployment – either because of low wages, an actual job loss in the family, or the fear of a potential job loss. About 9 percent of Maui County families were concerned about housing availability and housing cost, and 8 percent named one of our eight human service areas among the top problems facing their family today.

Approximately 15 percent of Maui County households did not feel that their family had any major problems. They felt they were "doing okay."

The dominance of the money issues (the economy) as the primary family problem was seen in all nine of the County districts covered in this study. (See Table D-13 in Appendix D.)

## FIGURE 17: MOST IMPORTANT FAMILY PROBLEMS




SOURCE: Landline + Cell Data (weighted by geography & sample/phone status)

BASE: All respondent households.

NOTE: Percentages sum to more than 100%, due to multiple response. Chart shows only the most frequently named issues. *"HUMAN SERVICES" combines those response categories that most strongly correspond with the eight human service areas covered in this study. **"Health, insurance, hospitals" is included under "HUMAN SERVICES", but is also presented separately. (See note to Table D-13 in Appendix D for further details).

# CONCLUSION

The *County of Maui Human Needs Assessment, 2008* showed that human services are fairly important to Maui County households. Despite the current dominance of economic concerns, unemployment woes, and housing issues in the public mind, 14 percent of survey households voluntarily thought of one or more of our eight human service areas when asked to name the most important problems facing the County of Maui.

The following subsections summarize the overall findings for each of the eight human service areas covered in this study.[13]

## ALCOHOL AND DRUG ABUSE

Approximately 17 percent of all households in the County of Maui had ever experienced a problem with alcohol or drug abuse, and 8 percent had experienced this type of problem within the past five years (i.e., current need). Ten percent of County households had sought help for substance abuse from any organization, agency, or group, and 2 percent had sought such help from an organization supported by the County of Maui DHHC. Although less than one-fifth of households had ever personally struggled with substance abuse, 57 percent felt that more help is needed in the County. In fact, alcohol and drug abuse received, by far, the highest priority rating and budget allocation among the eight human service areas covered in this study. The high prioritization was likely due to a confluence of two factors: (1) medium reach of personal experience (17% of households) combined with very high correlation of experience with prioritization; and (2) the "hot button" nature of this issue.

## CHILD ABUSE AND DOMESTIC VIOLENCE

Eight percent of Maui County households reported ever having a problem with child abuse or domestic violence, and 3 percent reported a current or recent problem in this area. Six percent of households had gone to a public or private organization for help with household violence, and 3 percent had sought such help from a County-supported organization. As with alcohol and drug abuse, the perceived need for additional child abuse and domestic violence services exceeded the actual reported need. And the prioritization and budget allocation levels for household violence were, likewise, high – probably due to this issue's "hot button" status.

[13] The sub-sections have been grouped/ordered by similarity of findings, rather than alphabetical order.

## HOMELESS SERVICES

Eight percent of Maui County households reported ever needing homeless services, and 2 percent reported a current need. Six percent of households had ever sought homeless services from an organization, agency, or group, and 1 percent had specifically sought homeless services from a County-supported organization. Again, the perceived need for homeless services (61%) outstripped the actual reported need. And the relatively high prioritization and budget allocation were likely due to this issue's "hot button" status.

## JOB TRAINING AND PREPARATION

About a quarter of Maui County households had ever been in need of job training and preparation services, and 12 percent had a current or recent need in this area. Sixteen percent of households had sought outside help with job training and preparation, but only 4 percent had specifically used County-supported programs. Non-users of the County-supported programs typically cited non-awareness or slow service and long wait-times as reasons for non-use, and some simply preferred to handle training and job search on their own. Job training received a high priority rating and budget allocation from Maui County households. Likely, this was largely due to the experience factor – that is, a fairly wide reach of personal experience, combined with a fairly high correlation of experience with prioritization. However, "hot button" status may also have played a role, since the economy and unemployment were named as the top concerns facing Maui County and Maui families today.

## EARLY CHILDHOOD EDUCATION AND CARE

About a quarter of Maui County households had ever needed help with early childhood education and care, and 11 percent had a current need in this area. Seventeen percent of households had ever sought outside help with early childhood education and care, but only 4 percent had sought such help from County-supported organizations. Typical reasons for non-use of the County-supported organizations included a lack of awareness of these programs, the location, hours, or cost of these programs, or a preference of handling preschool or daycare needs through one's own resources. Prioritization of this human service area was likely due to the experience factor – that is, widespread personal experience of this need, combined with its high correlation of experience to prioritization.

## YOUTH PROGRAMS AND YOUTH CENTERS

About 30 percent of Maui County households had ever needed youth programs or youth centers, and 16 percent reported a current need in this area. Some 23 percent of households had ever used any youth programs, and 11 percent had specifically used County-supported ones. Those using non-County-supported youth programs were typically unaware of the County-supported options or preferred going through family, friends, or a church to meet such needs. High prioritization of this need area was likely due to the experience factor, though leaning more on the side of wide reach than high correlation.

## HEALTH AND WELLNESS

Health and wellness was the most common human service need covered in this survey – with 42 percent of Maui County households ever having experienced these types of needs, and 26 percent having experienced them in the past five years. Another 26 percent of Maui County households had ever sought outside help with their health and wellness needs, but only 4 percent had sought this help from organizations supported by the County of Maui DHHC. Typical reasons for non-use of the County-supported organizations included non-awareness, a preference for handling health needs on one's own, or the referrals/requirements of one's doctor or insurance plan. Health and wellness received a high priority rating and budget allocation from Maui County households. As with youth programs, this high prioritization was likely due primarily to the wide reach of households' personal experience with health-related needs.

## PROGRAMS TO BUILD STRONGER FAMILIES

Only 12 percent of Maui County households reported ever having a need for programs to build stronger families, and 8 percent reported a current or recent need in this area. Moreover, only 7 percent had ever sought help in the area of family strengthening, and only 1 percent had sought such help from County-supported organizations.

Compared against the other seven human service areas covered in the *County of Maui Human Needs Assessment, 2008*, family strengthening appeared to be less of a priority for most Maui County households. Not only did family strengthening receive the lowest prioritization rating (23%) and the lowest budget allocation figure ($5.49), but households were also slower to see a lack of sufficient services in this area than in the other seven human service areas.

It is possible that the concept of “family strengthening programs” simply may not be well understood by Maui County households. After all, almost two-thirds of households drew a complete blank when asked what providers of family strengthening programs they were aware of – a higher percentage of non-awareness, compared to the other seven human services.

In addition, the lower prioritization may also have been partly due to the fact that family strengthening programs tend to focus on the prevention of *future* problems. In contrast, the other human services largely deal with the handling of *existing* needs and problems – such as *existing* substance abuse problems, *existing* needs for childcare, and *existing* job-related needs. Thus, even those Maui County households that understand the concept of family strengthening may have tended to place more emphasis on treatment over prevention.

# APPENDIX A:
# SURVEY METHOD

# SURVEY METHOD

This section describes the methods employed by SMS Research to complete the telephone interviews for the *County of Maui Human Needs Assessment, 2008*. Included here are discussions on the survey instrument, sample design, data collection, data processing, and sampling error.

## SURVEY INSTRUMENT

The survey instrument for the *County of Maui Human Needs Assessment, 2008* was a questionnaire developed by SMS Research, in consultation with Maui Economic Opportunity, Inc. (MEO). MEO is the not-for-profit organization that was charged by the County of Maui, Department of Housing and Human Concerns (DHHC) to commission and oversee the 2008 needs assessment.

The survey instrument was designed to identify what needs are felt by households in the County of Maui in regard to specific human service areas, and to measure the extent to which County households use existing programs and services to meet those needs. The survey also measured households' satisfaction with the level and quality of existing programs and services. Additionally, the survey asked households to prioritize the human service areas. Demographic data were also captured.

The survey was designed using a software program for computer-aided telephone interviewing (CATI). Special care was taken in the crafting of skip patterns and other computer instructions, in order to ensure that the survey would automatically adhere to the rules of logic and consistency during the interviewing process.

The landline telephone survey included all survey questions. The cellular telephone survey excluded some questions, in order to minimize non-response bias among cell phone respondents, as other studies have demonstrated a lower tolerance for lengthy surveys when one is responding via cell phone, compared to via landline.

A copy of the landline survey instrument is contained in Appendix B of this report. A summary of the cell phone survey instrument is contained in Appendix C.

## SAMPLE DESIGN

The target population for the *County of Maui Human Needs Assessment, 2008* was defined as all resident households in the County of Maui with working landline or cellular telephones.

The completed sample size consisted of 859 completed telephone interviews with households in the County of Maui. The margin of error associated with the overall County-wide results is plus or minus 3 percentage points at the 95 percent confidence level.

Of these 859 interviews, 709 were completed using landline telephone numbers (a margin of error of plus or minus 4 percentage points at the 95 percent confidence level), and 150 were completed using cellular telephone numbers (a margin of error of plus or minus 8 percentage points at the 95 percent confidence level).

The 2008 sample size was not as large as the sample size for 1999. Thus, any reporting of data by geographical area involves a larger margin of error this year. Nevertheless, some disproportionate sampling was employed in an attempt to obtain sufficient sample sizes for reliable analysis and reporting.

The following table shows the number of telephone interviews completed for each district and per sampling frame (i.e., sampled by landline or cellular phone). The table also reports the overall margins of error associated with the totals in each row or column.

| County District | Number of Surveys Completed | | | Margin of Error* |
|---|---|---|---|---|
| | Landline | Cell | TOTAL | |
| Haiku to Hana | 68 | 9 | **77** | **11.1** |
| Kahului to Paia | 67 | 29 | **96** | **10.0** |
| Wailuku, Waikapu to Waihe'e | 67 | 29 | **96** | **9.9** |
| Makawao, Hali'imaile, Pukalani | 72 | 15 | **87** | **10.4** |
| Kihei, Makena to Ma'alaea | 122 | 35 | **157** | **7.8** |
| Kula | 68 | 12 | **80** | **10.8** |
| Lahaina to Kapalua | 67 | 19 | **86** | **10.5** |
| Moloka'i | 130 | 1 | **131** | **8.3** |
| Lana'i | 48 | 1 | **49** | **13.7** |
| **TOTAL** | **709** | **150** | **859** | |
| **Margin of Error*** | **3.7** | **8.0** | **3.3** | |

* Reported margins of error are associated with the total counts per column or row, and are calculated at the 95 percent confidence level.

The respondent households in each district were selected using the random digit dialing (RDD) method. The RDD selection method involves simple random sampling, in which all households with working telephones have an equal chance of being selected. This form of selection provides the best method of selecting a sample that is representative of the population of interest.

The landline RDD program was programmed to generate random landline telephone numbers for the County of Maui. Such geographical selection of Maui County numbers is possible with landline surveys because landline telephone prefixes are assigned geographically.

The cell phone RDD program was programmed to generate random cell phone numbers for the State of Hawaii (area code 808). County selection was not possible, because cell phone prefixes are not assigned geographically. Thus, each randomly-generated number needed to be tested individually for geographic location.

## DATA COLLECTION

All field work was governed by SMS' rigorous standards of quality control, designed to ensure quality and accuracy in the obtained data. All interviewers assigned to the survey were experienced SMS staff members, highly skilled in conducting telephone interviews. Even with their familiarity with telephone interviewing procedures, each interviewer received specific training for this survey, giving special attention to those sections or questions that might be particularly confusing or difficult to understand.

The interviews were conducted from November 11 to December 22, 2008.. All calls were placed from the SMS Honolulu Calling Center. An initial call was made to each randomly-generated telephone number. If necessary, that call was followed by one to two additional attempts to contact an eligible respondent in the sample household.

Primary interviewing hours were from 5:00 p.m. to 9:00 p.m. on weekdays, and from 9:00 a.m. to 8:00 p.m. on weekends. A Calling Center supervisor was available at all times to monitor calls and provide assistance to the interviewers.

## DATA PROCESSING AND ANALYSIS

The majority of coding for this survey was done by the interviewers during the course of the interviews. The CATI software allows interviewers to enter respondents' answers directly into a computer database.

Some re-coding of "other-specify" responses to open-ended questions was done by SMS analysts after the completion of fielding.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Prior to running any analysis, the data were weighted so that the overall results correctly represent the opinions and behavior of households in the County of Maui. This is necessary to balance the effect of the disproportionate sampling.

For questions that were asked in both the landline and cell phone surveys, the full data were weighted by both geography (the nine geographic areas) and sample frame / phone status (i.e., which sample each case was captured from, and what that household's telephone ownership and usage pattern is).

For questions that were asked only in the landline survey, the landline data were weighted by geography only.

# APPENDIX B:
# LANDLINE SURVEY INSTRUMENT

**COUNTY OF MAUI – COMMUNITY NEEDS ASSESSMENT 2008**
**Final Survey Instrument, Landline**

Q: INTRO **********

Aloha, I'm _____ with SMS Research, a Hawaii research company.
We're doing a survey for Maui County, to find out what people think
is needed MOST, in the County today.

(ENTER [1] TO START)

Q: SCREEN1 **********

Are you an adult member of this household, AND a resident of Maui County?

1. Yes to all
2. No

***IF (ANSWER = 1) SKIP TO AREA***

Q: SCREEN1X **********

May I speak to someone in your household who IS an adult resident
of the County of Maui?

[IF YES, WHEN NEW RESPONDENT COMES ON-LINE, ENTER [1] TO RE-ASK INTRO.]
[OTHERWISE, ENTER [2] OR [3] AS APPROPRIATE]

1. Yes, here he/she is (NEW RESPONDENT COMES ON THE LINE)
2. No - that person is not available right now
3. No - there are no adult Maui County residents living in this HH

***IF (ANSWER = 1) SKIP TO INTRO***
***IF (ANSWER = 2) SKIP TO ERNA***
***IF (ANSWER = 3) SKIP TO SCRNDOUT***

Q: AREA **********

In what part of Maui County do you live?

(READ LIST IF NECESSARY) (ENTER CORRECT AREA)

01. Haiku to Hana
02. Kahului to Paia
03. Wailuku, Waikapu to Waihe'e
04. Makawao, Hali'imaile, Pukalani
05. Kihei, Makena to Ma'alaea
06. Kula
07. Lahaina to Kapalua
08. Moloka'i
09. Lana'i
10. (REFUSED)

***SAVE TEXT OF ANSWER TO A VARIABLE: "AREATEXT"***
***IF (ANSWER = 10) SKIP TO SCRNDOUT***
***[RESPONDENT BECOMES "QUALIFIED" AFTER PASSING THIS QUESTION]***

Q: MONITOR **********

Please be advised -- my supervisor may be monitoring
this conversation for internal quality control.

[PRESS ANY KEY TO CONTINUE]

***[CANNOT BACK UP TO PREVIOUS QUESTION]***

Q: CPROBS **********

What do you think are the most important problems facing the COUNTY OF MAUI today? (DO NOT READ LIST) (ENTER RESPONSES IN THE ORDER MENTIONED)

(BUT DO NOT PROBE - JUST TAKE WHAT THEY SAY)

01. Alcohol abuse, Drunk driving
02. Bad government, Corrupt politicians
03. Child abuse / neglect
04. Child care, Daycare, Preschool
05. Crime, Public safety, Police, 911
06. Domestic violence, Spouse abuse
07. Drugs, Drug abuse, Substance abuse
08. Economy, Cost of living, Gas prices
09. Education, Schools, College
10. Environment, Pollution, Animals
11. Family Services
12. Health issues, Medical insurance
13. Homelessness
14. Housing availability, Housing cost
15. Immigrant needs, Too many immigrnts
16. Overcrowding, Over-development
17. Parks, Recreation, Beaches
18. Public transportation, Bus system
19. Quality of Life
20. Re-integration of Ex-Prisoners
21. Senior citizens, The elderly
22. Taxes
23. Traffic, Rush hour, Potholes
24. Water, Water shortage, Drought
25. Youth activities, Youth programs
27. Our kids, Discipline, Family time
28. Unemployment, Jobs, Low wages
80. OTHER (SPECIFY BELOW)
90. (NOTHING - NO PROBLEMS)
99. (DON'T KNOW, REFUSED)

***(SPECIFY CODE 80:) _____<CPROBSX>***

***[DO NOT ALLOW 90, 99 WITH OTHER RESPONSES]***

Q: FPROBS **********

What are the most important problems facing you and YOUR FAMILY these days? (DO NOT READ LIST) (ENTER RESPONSES IN THE ORDER MENTIONED)

(BUT DO NOT PROBE - JUST TAKE WHAT THEY SAY)

01. Alcohol abuse, Drunk driving
02. Bad government, Corrupt politicians
03. Child abuse / neglect
04. Child care, Daycare, Preschool
05. Crime, Public safety, Police, 911
06. Domestic violence, Spouse abuse
07. Drugs, Drug abuse, Substance abuse
08. Economy, Cost of living, Gas prices
09. Education, Schools, College
10. Environment, Pollution, Animals
11. Family Services
12. Health issues, Medical insurance
13. Homelessness
14. Housing availability, Housing cost
15. Immigrant needs, Too many immigrnts
16. Overcrowding, Over-development
17. Parks, Recreation, Beaches
18. Public transportation, Bus system
19. Quality of Life
20. Re-integration of Ex-Prisoners
21. Senior citizens, The elderly
22. Taxes
23. Traffic, Rush hour, Potholes
24. Water, Water shortage, Drought
25. Youth activities, Youth programs
27. Our kids, Discipline, Family time
28. Unemployment, Jobs, Low wages
80. OTHER (SPECIFY BELOW)
90. (NOTHING - NO PROBLEMS)
99. (DON'T KNOW, REFUSED)

***(SPECIFY CODE 80:) _____<FPROBSX>***

***[DO NOT ALLOW 90, 99 WITH OTHER RESPONSES]***

Q: TRANS1 **********

OK, I want to ask about some specific human services in Maui County.

[PRESS ANY KEY TO CONTINUE]

Q: DUMMY1 **********

***(UNASKED QUESTION, FOR PROGRAMMING PURPOSES ONLY)***
***(DO NOT ALLOW RESPONDENT TO BACK UP PAST THIS QUESTION)***

***(RANDOMIZE THE FOLLOWING BLOCKS OF QUESTIONS;***
***DRUG1A-DRUG1J, DOMV1A-DOMV1J, HLTH1A-HLTH1J, PRSC1A-PRSC1J,***
***YPRG1A-YPRG1J, HOUS1A-HOUS1J, FMLY1A-FMLY1J, JOBS1A-JOBS1J)***

Q: DRUG1A **********

(First) Next,...Let's talk about: ALCOHOL AND DRUG ABUSE.

How much help is available in the community for people dealing with alcohol abuse or drug abuse? Do you feel there is...

1. Too much help available,
2. Not enough help,
3. Or just about the right amount?
8. (DON'T KNOW)
9. (REFUSED)

Q: DRUG1B **********

Do you know any services that are available in Maui County for alcohol or drug abuse?

1. Yes
2. No
8. (DON'T KNOW)
9. (REFUSED)

Q: DRUG1C **********

***IF (DRUG1B<>1), AVOID THIS QUESTION AND GO TO NEXT***

What services do you know of? (DO NOT READ LIST)

(PROBE:) What else? (What other services are available in Maui County for alcohol or drug abuse)?

(ENTER ALL THAT APPLY, IN THE ORDER MENTIONED)
(IF THEY DESCRIBE A PROGRAM BUT DON'T KNOW ITS NAME, USE "OTHER SPECIFY")

01. Aloha House
02. Alu Like
03. Coalition For a Drug Free Lanai
04. Ka Hale Ake Ola (KHAO)
05. Malama Na Makua A Keiki
06. Maui Youth & Family Services
07. Ohana Makamae
80. OTHER (SPECIFY) _____**<DRUG1CX>**
88. (DON'T KNOW; NOTHING; I CAN'T THINK OF ANY)
99. (REFUSED)

***[DO NOT ALLOW 88, 99 WITH OTHER RESPONSES]***

Q: DRUG1D **********

Have you or anyone in your household EVER had a problem
with alcohol abuse or drug abuse?

1. Yes
2. No
8. (DON'T KNOW)
9. (REFUSED)

Q: DRUG1E1 **********

***IF (DRUG1D IS NOT 1), AVOID THIS QUESTION AND GO TO NEXT***

Did that problem happen...

(IF ANY PART OF THIS ISSUE OCCURRED IN MAUI COUNTY,
THEN COUNT IT AS HAPPENING IN MAUI COUNTY.)

1. In Maui County
2. Or out-of-County?
3. (BOTH)
8. (DON'T KNOW)
9. (REFUSED)

Q: DRUG1E2 **********

***IF (DRUG1D IS NOT 1), AVOID THIS QUESTION AND GO TO NEXT***

And was it...

(IF ANY PART OF THIS ISSUE OCCURRED IN THE LAST 5 YEARS,
THEN COUNT IT AS HAPPENING IN THE LAST 5 YEARS.)

1. In the last 5 years
2. Or over 5 years ago?
3. (BOTH)

8. (DON'T KNOW)
9. (REFUSED)

Q: DRUG1F **********

***IF (DRUG1D IS NOT 1), AVOID THIS QUESTION AND GO TO NEXT***

Did anyone in your household seek help for alcohol or drug abuse from any organizations, agencies, or groups?

1. Yes
2. No

8. (DON'T KNOW)
9. (REFUSED)

Q: DRUG1G **********

***IF (DRUG1E1<>1 & DRUG1E1<>3), AVOID THIS QUESTION AND GO TO NEXT***
***IF (DRUG1F<>1), AVOID THIS QUESTION AND GO TO NEXT***

Which groups *(did you seek help from)* in MAUI COUNTY? (DO NOT READ LIST)
(PROBE:) Any other groups?

(ENTER ALL THAT APPLY, IN THE ORDER MENTIONED)
(IF THEY DESCRIBE A PROGRAM BUT DON'T KNOW ITS NAME, USE "OTHER SPECIFY")

Aloha House
Alu Like
Coalition For a Drug Free Lanai
Ka Hale Ake Ola (KHAO)
Malama Na Makua A Keiki
Maui Youth & Family Services
Ohana Makamae

Family, Friends, Co-workers, Neighbors
Our Job, Company, Employer
Church, Temple
Counselors, Psychologists
Hospitals, Doctors, Emergency
Lawyers, The court system
Police
Teachers, School
OTHER (SPECIFY) _____ **<DRUG1GX>**
(NONE - DID NOT SEEK HELP IN MAUI)
(DON'T KNOW)
(REFUSED)

***[DO NOT ALLOW NONE [17], DK [18], OR REF [19] WITH OTHER RESPONSES]***

Q: DRUGDUM1 **********

***(UNASKED QUESTION, FOR PROGRAMMING PURPOSES ONLY)***
***(CREATE A LIST – "DRUGLB" – OF ALL ANSWERS [AMONG #1-7] CHOSEN IN DRUG1G)***

Q: DRUG1H **********

***IF (DRUG1E1<>1 & DRUG1E1<>3), AVOID THIS QUESTION AND GO TO NEXT***
***IF (DRUG1F<>1 & DRUG1F<>2), AVOID THIS QUESTION AND GO TO NEXT***
***IF LIST "DRUGLB" HAS 1+ MEMBERS, AVOID THIS QUESTION AND GO TO NEXT***

Why didn't anyone seek help from one of the County-supported organizations?
(PROBE:) Any other reasons? (DO NOT READ LIST)

(ENTER ALL THAT APPLY, IN THE ORDER MENTIONED)

(IF RESPONDENT SAYS HE DID SEEK HELP, SAY:) The County-supported agencies are:
Aloha House, Alu Like, Coalition for a Drug-Free Lanai, Ka Hale Ake Ola,
Malama Na Makua A Keiki, Maui Youth & Family Services, & Ohana Makamae.
Why didn't anyone seek help from one of these? (IF DID, BACK UP TO PREVIOUS)

01. Confusing, Red tape, Paperwork
02. Cost, Too expensive, Cannot afford
03. Cultural insensitivity
04. Don't like the people / staff
05. Hard to qualify for help
06. Inconvenient hours, Wrong days open
07. No child care available
08. No privacy, Not confidential
09. Program doesn't work, Ineffective
10. Slow, Takes too long to get help
11. Too restrictive, Too structured
12. Transportation, Too far
13. Don't know where to go, Who call
14. Prefer to go family / friend
15. Pride, Ashamed to go
16. Stubborn, No need, Not want help

80. OTHER (SPECIFY BELOW)
85. (NONE. NO REASON.)
88. (DON'T KNOW)
99. (REFUSED)

***(SPECIFY CODE 80:)*** _____***< DRUG1HX >***

***[DO NOT ALLOW 85, 88, 99 WITH OTHER RESPONSES]***

Q: DRUG1I **********

***IF LIST "DRUGLB" HAS 0 MEMBERS, AVOID THIS QUESTION AND GO TO NEXT***

So, you mentioned using:
**SHOW LIST – "DRUGLB" (THE COUNTY-SUPPORTED ORGS USED BY HH)**

Overall, how satisfied are you with the quality of help provided by
(that organization) those organizations? Are you...

1. Very satisfied,
2. Somewhat satisfied,
3. Somewhat dissatisfied,
4. Or very dissatisfied with the help?
8. (DON'T KNOW)
9. (REFUSED)

***[SHOWN IF LIST HAD 2+ MEMBERS:]***
(IF RESPONDENT USED MULTIPLE ORGS & HAS DIFFERENT SATISFACTION LEVELS, SAY:)
Think about your overall experience with all these organizations, combined.

Q: DRUG1J **********

***IF (DRUG1I<>3 & DRUG1I<>4), AVOID THIS QUESTION AND GO TO NEXT***

What, specifically, were you dissatisfied with?
(PROBE:) What else? (CLARIFY; DO NOT READ LIST)

(ENTER ALL THAT APPLY, IN THE ORDER MENTIONED)

01. Confusing, Red tape, Paperwork
02. Cost, Too expensive, Cannot afford
03. Cultural insensitivity
04. Don't like the people / staff
05. Hard to qualify for help
06. Inconvenient hours, Wrong days open
07. No child care available
08. No privacy, Not confidential
09. Program doesn't work, Ineffective
10. Slow, Takes too long to get help
11. Too restrictive, Too structured
12. Transportation, Too far, Can't get there
80. OTHER (SPECIFY) _____**<DRUG1JX>**
85. (NONE. NO REASON - JUST DIDN'T.)
88. (DON'T KNOW)
99. (REFUSED)

***[DO NOT ALLOW 85, 88, 99 WITH OTHER RESPONSES]***

Q: DOMV1A **********

(First) Next,...Let's talk about: CHILD ABUSE AND DOMESTIC VIOLENCE.
Domestic violence could involve spouse abuse or the abuse of other adults in the family.

How much help is available in the community to prevent or stop
child abuse or domestic violence? Do you feel there is...

1. Too much help available,
2. Not enough help,
3. Or just about the right amount?
8. (DON'T KNOW)
9. (REFUSED)

Q: DOMV1B **********

Do you know any services that are available in Maui County for child abuse and domestic violence?

1. Yes
2. No
8. (DON'T KNOW)
9. (REFUSED)

Q: DOMV1C **********

***IF (DOMV1B<>1), AVOID THIS QUESTION AND GO TO NEXT***

What services do you know of? (DO NOT READ LIST)

(PROBE:) What else? (What other services are available in Maui County
for child abuse or domestic violence)?

(ENTER ALL THAT APPLY, IN THE ORDER MENTIONED)
(IF THEY DESCRIBE A PROGRAM BUT DON'T KNOW ITS NAME, USE "OTHER SPECIFY")

01. Battered Women's Shelter, Molokai
02. Child and Family Service
03. Women Helping Women
80. OTHER (SPECIFY) _____**< DOMV1CX >**
88. (DON'T KNOW; NOTHING; I CAN'T THINK OF ANY)
99. (REFUSED)

***[DO NOT ALLOW 88, 99 WITH OTHER RESPONSES]***

Q: DOMV1D **********

Have you or anyone in your household EVER had a problem
with child abuse or domestic violence?

(IF NECESSARY, CLARIFY:) Either as an abuser or a victim.

1. Yes
2. No
8. (DON'T KNOW)
9. (REFUSED)

Q: DOMV1E1 **********

***IF (DOMV1D IS NOT 1), AVOID THIS QUESTION AND GO TO NEXT***

Did that problem happen...

(IF ANY PART OF THIS ISSUE OCCURRED IN MAUI COUNTY, THEN COUNT IT AS HAPPENING IN MAUI COUNTY.)

1. In Maui County
2. Or out-of-County?
3. (BOTH)
8. (DON'T KNOW)
9. (REFUSED)

Q: DOMV1E2 **********

***IF (DOMV1D IS NOT 1), AVOID THIS QUESTION AND GO TO NEXT***

And was it...

(IF ANY PART OF THIS ISSUE OCCURRED IN THE LAST 5 YEARS,
THEN COUNT IT AS HAPPENING IN THE LAST 5 YEARS.)

1. In the last 5 years
2. Or over 5 years ago?
3. (BOTH)
8. (DON'T KNOW)
9. (REFUSED)

Q: DOMV1F **********

***IF (DOMV1D IS NOT 1), AVOID THIS QUESTION AND GO TO NEXT***

Did anyone in your household seek help for child abuse or domestic violence
from any organizations, agencies, or groups?

1. Yes
2. No
8. (DON'T KNOW)
9. (REFUSED)

Q: DOMV1G **********

***IF (DOMV1E1<>1 & DOMV1E1<>3), AVOID THIS QUESTION AND GO TO NEXT***
***IF (DOMV1F<>1), AVOID THIS QUESTION AND GO TO NEXT***

Which groups *(did you seek help from)* in MAUI COUNTY? (DO NOT READ LIST)
(PROBE:) Any other groups?

(ENTER ALL THAT APPLY, IN THE ORDER MENTIONED)
(IF THEY DESCRIBE A PROGRAM BUT DON'T KNOW ITS NAME, USE "OTHER SPECIFY")

Battered Women's Shelter, Molokai
Child and Family Service
Women Helping Women

Family, Friends, Co-workers, Neighbors
Our Job, Company, Employer
Church, Temple
Counselors, Psychologists
Hospitals, Doctors, Emergency
Lawyers, The court system
Police
Teachers, School
OTHER (SPECIFY) _____ **<DOMV1GX>**
(NONE - DID NOT SEEK HELP IN MAUI)
(DON'T KNOW)
(REFUSED)

***[DO NOT ALLOW NONE [13], DK [14], OR REF [15] WITH OTHER RESPONSES]***

Q: DOMVDUM1 **********

***(UNASKED QUESTION, FOR PROGRAMMING PURPOSES ONLY)***
***(CREATE A LIST – "DOMVLB" – OF ALL ANSWERS [AMONG #1-3] CHOSEN IN DOMV1G)***

Q: DOMV1H **********

***IF (DOMV1E1<>1 & DOMV1E1<>3), AVOID THIS QUESTION AND GO TO NEXT***
***IF (DOMV1F<>1 & DOMV1F<>2), AVOID THIS QUESTION AND GO TO NEXT***
***IF LIST "DOMVLB" HAS 1+ MEMBERS, AVOID THIS QUESTION AND GO TO NEXT***

Why didn't anyone seek help from one of the County-supported organizations?
(PROBE:) Any other reasons? (CLARIFY; DO NOT READ LIST)

(ENTER ALL THAT APPLY, IN THE ORDER MENTIONED)

(IF RESPONDENT SAYS HE DID SEEK HELP, SAY:) The County-supported agencies are:
Battered Women's Shelter Molokai, Child and Family Service,
& Women Helping Women

Why didn't anyone seek help from one of these? (IF DID, BACK UP TO PREVIOUS)

01. Confusing, Red tape, Paperwork
02. Cost, Too expensive, Cannot afford
03. Cultural insensitivity
04. Don't like the people / staff
05. Hard to qualify for help
06. Inconvenient hours, Wrong days open
07. No child care available
08. No privacy, Not confidential
09. Program doesn't work, Ineffective
10. Slow, Takes too long to get help
11. Too restrictive, Too structured
12. Transportation, Too far
13. Don't know where to go, Who call
14. Prefer to go family / friend
15. Pride, Ashamed to go
16. Stubborn, No need, Not want help

80. OTHER (SPECIFY BELOW)
85. (NONE. NO REASON.)
88. (DON'T KNOW)
99. (REFUSED)

***(SPECIFY CODE 80:) _____< DOMV1HX >***

***[DO NOT ALLOW 85, 88, 99 WITH OTHER RESPONSES]***

Q: DOMV1I **********

***IF LIST "DOMVLB" HAS 0 MEMBERS, AVOID THIS QUESTION AND GO TO NEXT***

So, you mentioned using:

**SHOW LIST – "DOMVLB" (THE COUNTY-SUPPORTED ORGS USED BY HH)**

Overall, how satisfied are you with the quality of help provided by (that organization) those organizations? Are you...

1. Very satisfied,
2. Somewhat satisfied,
3. Somewhat dissatisfied,
4. Or very dissatisfied with the help?
8. (DON'T KNOW)
9. (REFUSED)

***[SHOWN IF LIST HAD 2+ MEMBERS:]***

(IF RESPONDENT USED MULTIPLE ORGS & HAS DIFFERENT SATISFACTION LEVELS, SAY:)
Think about your overall experience with all these organizations, combined.

Q: DOMV1J **********

***IF (DOMV1I<>3 & DOMV1I<>4), AVOID THIS QUESTION AND GO TO NEXT***

What, specifically, were you dissatisfied with?
(PROBE:) What else? (CLARIFY; DO NOT READ LIST)

(ENTER ALL THAT APPLY, IN THE ORDER MENTIONED)

01. Confusing, Red tape, Paperwork
02. Cost, Too expensive, Cannot afford
03. Cultural insensitivity
04. Don't like the people / staff
05. Hard to qualify for help
06. Inconvenient hours, Wrong days open
07. No child care available
08. No privacy, Not confidential
09. Program doesn't work, Ineffective
10. Slow, Takes too long to get help
11. Too restrictive, Too structured
12. Transportation, Too far, Can't get there
80. OTHER (SPECIFY) _____**<DOMV1JX>**
85. (NONE. NO REASON - JUST DIDN'T.)
88. (DON'T KNOW)
99. (REFUSED)

***[DO NOT ALLOW 85, 88, 99 WITH OTHER RESPONSES]***

Q: HLTH1A **********

(First) Next,...Let's talk about: HEALTH AND WELLNESS. -- which covers both PHYSICAL health and MENTAL health.

"Physical Health" refers to illness or injury.
"Mental Health" refers to conditions that affect a person's ability to function.

How much help is available in the community, in the areas of health and wellness? Do you feel there is...

1. Too much help available,
2. Not enough help,
3. Or just about the right amount?

8. (DON'T KNOW)
9. (REFUSED)

Q: HLTH1B **********

Do you know any services that are available in Maui County for health and wellness?

1. Yes
2. No

8. (DON'T KNOW)
9. (REFUSED)

Q: HLTH1C **********

***IF (HLTH1B<>1), AVOID THIS QUESTION AND GO TO NEXT***

What services do you know of? (DO NOT READ LIST)

(PROBE:) What else? (What other services are available in Maui County for health or wellness)?

(ENTER ALL THAT APPLY, IN THE ORDER MENTIONED)
(IF THEY DESCRIBE A PROGRAM BUT DON'T KNOW ITS NAME, USE "OTHER SPECIFY")

```
01. Alzheimer's Association            13. Molokai Family Support Center
02. Arc of Maui                        14. Molokai General Hospital
03. Imua Family Services               15. Myron Thompson Drop-In Center
04. Ka Lima O Maui                     16. National Kidney Foundation
05. Lanai Women's Center               80. OTHER (SPECIFY BELOW)
06. Maluhea Ohana Health Center        88. (DON'T KNOW; NOTHING)
07. Maui Adult Day Care                99. (REFUSED)
08. Maui AIDS Foundation
09. Mediation Center of Maui
10. Mediation Center of Molokai
11. Mental Health Association
12. Mental Health Kokua
```

***(SPECIFY CODE 80:) _____< HLTH1CX >***

***[DO NOT ALLOW 88, 99 WITH OTHER RESPONSES]***

Q: HLTH1D **********

Have you or anyone in your household EVER needed help in the areas of health or wellness?

1. Yes
2. No

8. (DON'T KNOW)
9. (REFUSED)

Q: HLTH1E1 **********

***IF (HLTH1D IS NOT 1), AVOID THIS QUESTION AND GO TO NEXT***

Did that need occur...

(IF ANY PART OF THIS ISSUE OCCURRED IN MAUI COUNTY, THEN COUNT IT AS HAPPENING IN MAUI COUNTY.)

1. In Maui County
2. Or out-of-County?
3. (BOTH)
8. (DON'T KNOW)
9. (REFUSED)

Q: HLTH1E2 **********

***IF (HLTH1D IS NOT 1), AVOID THIS QUESTION AND GO TO NEXT***

And was it...

(IF ANY PART OF THIS ISSUE OCCURRED IN THE LAST 5 YEARS,
THEN COUNT IT AS HAPPENING IN THE LAST 5 YEARS.)

1. In the last 5 years
2. Or over 5 years ago?
3. (BOTH)
8. (DON'T KNOW)
9. (REFUSED)

Q: HLTH1F **********

***IF (HLTH1D IS NOT 1), AVOID THIS QUESTION AND GO TO NEXT***

Did anyone in your household seek help for health or wellness
from any organizations, agencies, or groups?

1. Yes
2. No
8. (DON'T KNOW)
9. (REFUSED)

Q: HLTH1G **********

***IF (HLTH1E1<>1 & HLTH1E1<>3), AVOID THIS QUESTION AND GO TO NEXT***
***IF (HLTH1F<>1), AVOID THIS QUESTION AND GO TO NEXT***

Which groups *(did you seek help from)* in MAUI COUNTY? (DO NOT READ LIST)
(PROBE:) Any other groups?

(ENTER ALL THAT APPLY, IN THE ORDER MENTIONED)
(IF THEY DESCRIBE A PROGRAM BUT DON'T KNOW ITS NAME, USE "OTHER SPECIFY")

Alzheimer's Association
Arc of Maui
Imua Family Services
Ka Lima O Maui
Lanai Women's Center
Maluhea Ohana Health Center
Maui Adult Day Care
Maui AIDS Foundation
Mediation Center of Maui
Mediation Center of Molokai
Mental Health Association
Mental Health Kokua
Molokai Family Support Center
Molokai General Hospital
Myron Thompson Drop-In Center
National Kidney Foundation
Family, Friends, Co-workers, Neighbors
Our Job, Company, Employer
Church, Temple
Counselors, Psychologists
Hospitals, Doctors, Emergency
Lawyers, The court system
Police
Teachers, School
OTHER (SPECIFY) _____ **<HLTH1GX>**
(NONE - DID NOT SEEK HELP IN MAUI)
(DON'T KNOW)
(REFUSED)

***[DO NOT ALLOW NONE [26], DK [27], OR REF [28] WITH OTHER RESPONSES]***

Q: HLTHDUM1 **********

***(UNASKED QUESTION, FOR PROGRAMMING PURPOSES ONLY)***

***(CREATE A LIST – "HLTHLB" – OF ALL ANSWERS [AMONG #1-16] CHOSEN IN HLTH1G)***

Q: HLTH1H **********

***IF (HLTH1E1<>1 & HLTH1E1<>3), AVOID THIS QUESTION AND GO TO NEXT***
***IF (HLTH1F<>1 & HLTH1F<>2), AVOID THIS QUESTION AND GO TO NEXT***
***IF LIST "HLTHLB" HAS 1+ MEMBERS, AVOID THIS QUESTION AND GO TO NEXT***

Why didn't anyone seek help from one of the County-supported organizations?
(PROBE:) Any other reasons? (CLARIFY; DO NOT READ LIST)

(ENTER ALL THAT APPLY, IN THE ORDER MENTIONED)

(IF RESPONDENT SAYS HE DID SEEK HELP, SAY:) The County-supported agencies are:
Alzheimer's Association, Arc of Maui, Myron Thompson Drop-In Center,
Imua Family Services, Ka Lima O Maui, Maluhea Ohana Health Center,
Lanai Women's Center, Maui AIDS Foundation, Mediation Center of Maui,
Mediation Center of Molokai, Maui Adult Day Care, Mental Health Kokua,
Mental Health Association, Molokai Family Support Center,
Molokai General Hospital, National Kidney Foundation.
Why didn't anyone seek help from one of these? (IF DID, BACK UP TO PREVIOUS)

```
01. Confusing, Red tape, Paperwork          13. Don't know where to go, Who call
02. Cost, Too expensive, Cannot afford      14. Prefer to go family / friend
03. Cultural insensitivity                  15. Pride, Ashamed to go
04. Don't like the people / staff           16. Stubborn, No need, Not want help
05. Hard to qualify for help
06. Inconvenient hours, Wrong days open     80. OTHER (SPECIFY BELOW)
07. No child care available                 85. (NONE.  NO REASON.)
08. No privacy, Not confidential            88. (DON'T KNOW)
09. Program doesn't work, Ineffective       99. (REFUSED)
10. Slow, Takes too long to get help
11. Too restrictive, Too structured
12. Transportation, Too far
```

***(SPECIFY CODE 80:) _____< HLTH1HX >***

***[DO NOT ALLOW 85, 88, 99 WITH OTHER RESPONSES]***

Q: HLTH1I **********

***IF LIST "HLTHLB" HAS 0 MEMBERS, AVOID THIS QUESTION AND GO TO NEXT***

So, you mentioned using:
**SHOW LIST – "HLTHLB" (THE COUNTY-SUPPORTED ORGS USED BY HH)**

Overall, how satisfied are you with the quality of help provided by
(that organization) those organizations? Are you...

1. Very satisfied,
2. Somewhat satisfied,
3. Somewhat dissatisfied,
4. Or very dissatisfied with the help?
8. (DON'T KNOW)
9. (REFUSED)

***[SHOWN IF LIST HAD 2+ MEMBERS:]***
(IF RESPONDENT USED MULTIPLE ORGS & HAS DIFFERENT SATISFACTION LEVELS, SAY:)
Think about your overall experience with all these organizations, combined.

Q: HLTH1J **********

***IF (HLTH1I<>3 & HLTH1I<>4), AVOID THIS QUESTION AND GO TO NEXT***

What, specifically, were you dissatisfied with?
(PROBE:) What else? (CLARIFY; DO NOT READ LIST)

(ENTER ALL THAT APPLY, IN THE ORDER MENTIONED)

01. Confusing, Red tape, Paperwork
02. Cost, Too expensive, Cannot afford
03. Cultural insensitivity
04. Don't like the people / staff
05. Hard to qualify for help
06. Inconvenient hours, Wrong days open
07. No child care available
08. No privacy, Not confidential
09. Program doesn't work, Ineffective
10. Slow, Takes too long to get help
11. Too restrictive, Too structured
12. Transportation, Too far, Can't get there
80. OTHER (SPECIFY) _____**<HLTH1JX>**
85. (NONE. NO REASON - JUST DIDN'T.)
88. (DON'T KNOW)
99. (REFUSED)

***[DO NOT ALLOW 85, 88, 99 WITH OTHER RESPONSES]***

---

Q: PRSC1A **********

(First) Next,...Let's talk about: EARLY CHILDHOOD EDUCATION AND CARE.
Like PRESCHOOLS.

How much help is available in the community for families that need
this for their toddlers and preschoolers? Do you feel there is...

1. Too much help available,
2. Not enough help,
3. Or just about the right amount?

8. (DON'T KNOW)
9. (REFUSED)

Q: PRSC1B **********

Do you know any services that are available in Maui County for "early childhood education and care"?

1. Yes
2. No

8. (DON'T KNOW)
9. (REFUSED)

Q: PRSC1C **********

***IF (PRSC1B<>1), AVOID THIS QUESTION AND GO TO NEXT***

What services do you know of? (DO NOT READ LIST)

(PROBE:) What else? (What other services are available in Maui County
for early childhood education or care)?

(ENTER ALL THAT APPLY, IN THE ORDER MENTIONED)
(IF THEY DESCRIBE A PROGRAM BUT DON'T KNOW ITS NAME, USE "OTHER SPECIFY")

01. E Malama I Na Keiki O Lanai
02. Imua Family Service
03. Kahi Kamali'i
04. Kansha Preschool
05. Maui Family Support Services
06. MEO; Head Start
07. PATCH (People Attentive to Children, Hawaii)
80. OTHER (SPECIFY) _____**<PRSC1CX>**
88. (DON'T KNOW; NOTHING; I CAN'T THINK OF ANY)
99. (REFUSED)

***[DO NOT ALLOW 88, 99 WITH OTHER RESPONSES]***

Q: PRSC1D **********

Have you or anyone in your household EVER needed early childhood education or care?

1. Yes
2. No
8. (DON'T KNOW)
9. (REFUSED)

Q: PRSC1E1 **********

***IF (PRSC1D IS NOT 1), AVOID THIS QUESTION AND GO TO NEXT***

Did that need occur...

(IF ANY PART OF THIS ISSUE OCCURRED IN MAUI COUNTY, THEN COUNT IT AS HAPPENING IN MAUI COUNTY.)

1. In Maui County
2. Or out-of-County?
3. (BOTH)
8. (DON'T KNOW)
9. (REFUSED)

Q: PRSC1E2 **********

***IF (PRSC1D IS NOT 1), AVOID THIS QUESTION AND GO TO NEXT***

And was it...

(IF ANY PART OF THIS ISSUE OCCURRED IN THE LAST 5 YEARS,
THEN COUNT IT AS HAPPENING IN THE LAST 5 YEARS.)

1. In the last 5 years
2. Or over 5 years ago?
3. (BOTH)
8. (DON'T KNOW)
9. (REFUSED)

Q: PRSC1F **********

***IF (PRSC1D IS NOT 1), AVOID THIS QUESTION AND GO TO NEXT***

Did anyone in your household seek help with "early childhood education or care" from any organizations, agencies, or groups?

1. Yes
2. No
8. (DON'T KNOW)
9. (REFUSED)

Q: PRSC1G **********

***IF (PRSC1E1<>1 & PRSC1E1<>3), AVOID THIS QUESTION AND GO TO NEXT***
***IF (PRSC1F<>1), AVOID THIS QUESTION AND GO TO NEXT***

Which groups *(did you seek help from)* in MAUI COUNTY? (DO NOT READ LIST)
(PROBE:) Any other groups?

(ENTER ALL THAT APPLY, IN THE ORDER MENTIONED)
(IF THEY DESCRIBE A PROGRAM BUT DON'T KNOW ITS NAME, USE "OTHER SPECIFY")

E Malama I Na Keiki O Lanai
Imua Family Service
Kahi Kamali'i
Kansha Preschool
Maui Family Support Services
MEO; Head Start
PATCH (People Attentive to Children, Hawaii)
Family, Friends, Co-workers, Neighbors
Our Job, Company, Employer
Church, Temple
Counselors, Psychologists
Hospitals, Doctors, Emergency
Lawyers, The court system
Police
Teachers, School
OTHER (SPECIFY) _____ **<PRSC1GX>**

(NONE - DID NOT SEEK HELP IN MAUI)
(DON'T KNOW)
(REFUSED)

***[DO NOT ALLOW NONE [17], DK [18], OR REF [19] WITH OTHER RESPONSES]***

Q: PRSCDUM1 **********

***(UNASKED QUESTION, FOR PROGRAMMING PURPOSES ONLY)***
***(CREATE A LIST – "PRSCLB" – OF ALL ANSWERS [AMONG #1-7] CHOSEN IN PRSC1G)***

Q: PRSC1H **********

***IF (PRSC1E1<>1 & PRSC1E1<>3), AVOID THIS QUESTION AND GO TO NEXT***
***IF (PRSC1F<>1 & PRSC1F<>2), AVOID THIS QUESTION AND GO TO NEXT***
***IF LIST "PRSCLB" HAS 1+ MEMBERS, AVOID THIS QUESTION AND GO TO NEXT***

Why didn't anyone seek help from one of the County-supported organizations?
(PROBE:) Any other reasons? (CLARIFY; DO NOT READ LIST)

(ENTER ALL THAT APPLY, IN THE ORDER MENTIONED)

(IF RESPONDENT SAYS HE DID SEEK HELP, SAY:) The County-supported agencies are:
E Malama I Na Keiki O Lanai, Imua Family Service, Kahi Kamali'i,
Kansha Preschool, Maui Family Support Services, MEO Head Start, & PATCH.
Why didn't anyone seek help from one of these? (IF DID, BACK UP TO PREVIOUS)

```
01. Confusing, Red tape, Paperwork
02. Cost, Too expensive, Cannot afford
03. Cultural insensitivity
04. Don't like the people / staff
05. Hard to qualify for help
06. Inconvenient hours, Wrong days open
07. No child care available
08. No privacy, Not confidential
09. Program doesn't work, Ineffective
10. Slow, Takes too long to get help
11. Too restrictive, Too structured
12. Transportation, Too far
13. Don't know where to go, Who call
14. Prefer to go family / friend
15. Pride, Ashamed to go
16. Stubborn, No need, Not want help

80. OTHER (SPECIFY BELOW)
85. (NONE.  NO REASON.)
88. (DON'T KNOW)
99. (REFUSED)
```

***(SPECIFY CODE 80:) _____< PRSC1HX >***
***[DO NOT ALLOW 85, 88, 99 WITH OTHER RESPONSES]***

Q: PRSC1I **********

***IF LIST "PRSCLB" HAS 0 MEMBERS, AVOID THIS QUESTION AND GO TO NEXT***

So, you mentioned using:
**SHOW LIST – "PRSCLB" (THE COUNTY-SUPPORTED ORGS USED BY HH)**

Overall, how satisfied are you with the quality of help provided by
(that organization) those organizations? Are you...

1. Very satisfied,
2. Somewhat satisfied,
3. Somewhat dissatisfied,
4. Or very dissatisfied with the help?
8. (DON'T KNOW)
9. (REFUSED)

***[SHOWN IF LIST HAD 2+ MEMBERS:]***
(IF RESPONDENT USED MULTIPLE ORGS & HAS DIFFERENT SATISFACTION LEVELS, SAY:)
Think about your overall experience with all these organizations, combined.

Q: PRSC1J **********

***IF (PRSC1I<>3 & PRSC1I<>4), AVOID THIS QUESTION AND GO TO NEXT***

What, specifically, were you dissatisfied with?
(PROBE:) What else? (CLARIFY; DO NOT READ LIST)

(ENTER ALL THAT APPLY, IN THE ORDER MENTIONED)

01. Confusing, Red tape, Paperwork
02. Cost, Too expensive, Cannot afford
03. Cultural insensitivity
04. Don't like the people / staff
05. Hard to qualify for help
06. Inconvenient hours, Wrong days open
07. No child care available
08. No privacy, Not confidential
09. Program doesn't work, Ineffective
10. Slow, Takes too long to get help
11. Too restrictive, Too structured
12. Transportation, Too far, Can't get there
80. OTHER (SPECIFY) _____**<PRSC1JX>**
85. (NONE. NO REASON - JUST DIDN'T.)
88. (DON'T KNOW)
99. (REFUSED)

***[DO NOT ALLOW 85, 88, 99 WITH OTHER RESPONSES]***

---

Q: YPRG1A **********

(First) Next,...Let's talk about: YOUTH PROGRAMS.
These include safe places for school-aged children and teenagers to go to when they're not in school, and positive activities for them to participate in.

How many youth programs and activities are available in the community? Do you feel there are...

1. Too many available,
2. Not enough,
3. Or just about the right amount?

8. (DON'T KNOW)
9. (REFUSED)

Q: YPRG1B **********

Do you know any services that are available in Maui County for "youth programs and activities"?

1. Yes
2. No

8. (DON'T KNOW)
9. (REFUSED)

Q: YPRG1C **********

***IF (YPRG1B<>1), AVOID THIS QUESTION AND GO TO NEXT***

What youth programs do you know of in Maui County? (DO NOT READ LIST)
(PROBE:) What else?

(ENTER ALL THAT APPLY, IN THE ORDER MENTIONED)
(IF THEY DESCRIBE A PROGRAM BUT DON'T KNOW ITS NAME, USE "OTHER SPECIFY")

```
01. Alu Like                              16. Teens on Call
02. Best Buddies                          17. Theatre Theatre Hawaii
03. Big Brothers Big Sisters              18. Youth Center - Central
04. Boys & Girls Club of Maui             19. Youth Center - Haiku
05. Communty Links: Kapaukalua Playgrnd   20. Youth Center - Hana
06. Giving Back                           21. Youth Center - Kihei
```

07. Hawaiian Kamali'i
08. Hui Malama Learning Center
09. Lahaina Tutoring Project
10. Maui Academy of Performing Arts
11. Maui Youth and Family Services
12. MEO - Youth Services
13. Paia Youth & Cultural Center
14. Project Graduation
15. Special Olympics
22. Youth Center - Lanai
23. Youth Center - Molokai
24. Youth Center - Papakalo
25. Youth Center - Up-Country
26. Youth Center - West Maui
27. Youth Centers (general)
80. OTHER (SPECIFY BELOW)
88. (DON'T KNOW; NOTHING)
99. (REFUSED)

***(SPECIFY CODE 80:) _____< YPRG1CX >***

***[DO NOT ALLOW 88, 99 WITH OTHER RESPONSES]***

Q: YPRG1D **********

Have you or anyone in your household EVER needed youth programs or activities?

1. Yes
2. No
8. (DON'T KNOW)
9. (REFUSED)

Q: YPRG1E1 **********

***IF (YPRG1D IS NOT 1), AVOID THIS QUESTION AND GO TO NEXT***

Did that need occur...

(IF ANY PART OF THIS ISSUE OCCURRED IN MAUI COUNTY, THEN COUNT IT AS HAPPENING IN MAUI COUNTY.)

1. In Maui County
2. Or out-of-County?
3. (BOTH)
8. (DON'T KNOW)
9. (REFUSED)

Q: YPRG1E2 **********

***IF (YPRG1D IS NOT 1), AVOID THIS QUESTION AND GO TO NEXT***

And was it...

(IF ANY PART OF THIS ISSUE OCCURRED IN THE LAST 5 YEARS, THEN COUNT IT AS HAPPENING IN THE LAST 5 YEARS.)

1. In the last 5 years
2. Or over 5 years ago?
3. (BOTH)
8. (DON'T KNOW)
9. (REFUSED)

Q: YPRG1F **********

***IF (YPRG1D IS NOT 1), AVOID THIS QUESTION AND GO TO NEXT***

Did anyone in your household participate in any youth programs or activities,...run by organizations, agencies, or groups?

1. Yes
2. No
8. (DON'T KNOW)
9. (REFUSED)

Q: YPRG1G **********

***IF (YPRG1E1<>1 & YPRG1E1<>3), AVOID THIS QUESTION AND GO TO NEXT***
***IF (YPRG1F<>1), AVOID THIS QUESTION AND GO TO NEXT***

Which ones from MAUI COUNTY? (DO NOT READ LIST)
(PROBE:) Any others?

(ENTER ALL THAT APPLY, IN THE ORDER MENTIONED)
(IF THEY DESCRIBE A PROGRAM BUT DON'T KNOW ITS NAME, USE "OTHER SPECIFY")

Alu Like
Best Buddies
Big Brothers Big Sisters
Boys & Girls Club of Maui
Community Links: Kapaukalua
Playground
Giving Back
Hawaiian Kamali'i
Hui Malama Learning Center
Lahaina Tutoring Project
Maui Academy of Performing Arts
Maui Youth and Family Services
MEO - Youth Services
Paia Youth & Cultural Center
Project Graduation
Special Olympics
Teens on Call
Theatre Theatre Hawaii
Youth Centers (any, all, general)
Family, Friends, Co-workers, Neighbors
Our Job, Company, Employer
Church, Temple
Counselors, Psychologists
Hospitals, Doctors, Emergency
Lawyers, The court system
Police
Teachers, School
OTHER (SPECIFY) _____ **<YPRG1GX>**
(NONE - DID NOT SEEK HELP IN MAUI)
(DON'T KNOW)
(REFUSED)

***[DO NOT ALLOW NONE [28], DK [29], OR REF [30] WITH OTHER RESPONSES]***

Q: YPRGDUM1 **********

***(UNASKED QUESTION, FOR PROGRAMMING PURPOSES ONLY)***
***(CREATE A LIST – "YPRGLB" – OF ALL ANSWERS [AMONG #1-18] CHOSEN IN YPRG1G)***

Q: YPRG1H **********

***IF (YPRG1E1<>1 & YPRG1E1<>3), AVOID THIS QUESTION AND GO TO NEXT***
***IF (YPRG1F<>1 & YPRG1F<>2), AVOID THIS QUESTION AND GO TO NEXT***
***IF LIST "YPRGLB" HAS 1+ MEMBERS, AVOID THIS QUESTION AND GO TO NEXT***

Why didn't anyone participate in one of the County-supported youth programs?
(PROBE:) Any other reasons? (CLARIFY; DO NOT READ LIST)

(ENTER ALL THAT APPLY, IN THE ORDER MENTIONED)

(IF RESPONDENT SAYS HE DID SEEK HELP, SAY:) The County-supported agencies are:
Alu Like, Best Buddies, Big Brothers Big Sisters, MEO Youth Services, Boys & Girls Club of Maui, Hawaiian Kamali'i, Hui Malama Learning Center, Community Links Kapaukalua Playground, Maui Youth and Family Services, Giving Back, Lahaina Tutoring Project, Maui Academy of Performing Arts, Paia Youth & Cultural Center, Project Graduation, Special Olympics, Teens on Call, Theatre Theatre Hawaii, & Youth Centers.
Why didn't anyone seek help from one of these? (IF DID, BACK UP TO PREVIOUS)

```
01. Confusing, Red tape, Paperwork
02. Cost, Too expensive, Cannot afford
03. Cultural insensitivity
04. Don't like the people / staff
05. Hard to qualify for help
06. Inconvenient hours, Wrong days open
07. No child care available
08. No privacy, Not confidential
09. Program doesn't work, Ineffective
10. Slow, Takes too long to get help
11. Too restrictive, Too structured
12. Transportation, Too far
13. Don't know where to go, Who call
14. Prefer to go family / friend
15. Pride, Ashamed to go
16. Stubborn, No need, Not want help

80. OTHER (SPECIFY BELOW)
85. (NONE.  NO REASON.)
88. (DON'T KNOW)
99. (REFUSED)
```

***(SPECIFY CODE 80:)*** _____ ***< YPRG1HX >***

***[DO NOT ALLOW 85, 88, 99 WITH OTHER RESPONSES]***

Q: YPRG1I **********

***IF LIST "YPRGLB" HAS 0 MEMBERS, AVOID THIS QUESTION AND GO TO NEXT***

So, you mentioned using:
**SHOW LIST – "YPRGLB" (THE COUNTY-SUPPORTED ORGS USED BY HH)**

Overall, how satisfied are you with the quality of help provided by
(that youth program) those youth prrograms? Are you...

1. Very satisfied,
2. Somewhat satisfied,
3. Somewhat dissatisfied,
4. Or very dissatisfied with the help?
8. (DON'T KNOW)
9. (REFUSED)

***[SHOWN IF LIST HAD 2+ MEMBERS:]***
(IF RESPONDENT USED MULTIPLE ORGS & HAS DIFFERENT SATISFACTION LEVELS, SAY:)
Think about your overall experience with all these organizations, combined.

Q: YPRG1J **********

***IF (YPRG1I<>3 & YPRG1I<>4), AVOID THIS QUESTION AND GO TO NEXT***

What, specifically, were you dissatisfied with?
(PROBE:) What else? (CLARIFY; DO NOT READ LIST)

(ENTER ALL THAT APPLY, IN THE ORDER MENTIONED)

01. Confusing, Red tape, Paperwork
02. Cost, Too expensive, Cannot afford
03. Cultural insensitivity
04. Don't like the people / staff
05. Hard to qualify for help
06. Inconvenient hours, Wrong days open
07. No child care available
08. No privacy, Not confidential
09. Program doesn't work, Ineffective
10. Slow, Takes too long to get help
11. Too restrictive, Too structured
12. Transportation, Too far, Can't get there
80. OTHER (SPECIFY) _____**<YPRG1JX>**
85. (NONE. NO REASON - JUST DIDN'T.)
88. (DON'T KNOW)
99. (REFUSED)

***[DO NOT ALLOW 85, 88, 99 WITH OTHER RESPONSES]***

---

Q: HOUS1A **********

(First) Next,...Let's talk about: THE HOMELESS.

How much help is available in the community for people who are homeless,
or at-risk of becoming homeless? Do you feel there is...

(IF NECESSARY, EXPLAIN:) The "homeless" are persons who are unsheltered or
living in sub-standard housing...or multi-families living in crowded conditions.

1. Too much help available,
2. Not enough help,
3. Or just about the right amount?
8. (DON'T KNOW)
9. (REFUSED)

Q: HOUS1B **********

Do you know any services that are available in Maui County for helping the homeless?

1. Yes
2. No
8. (DON'T KNOW)
9. (REFUSED)

Q: HOUS1C **********

***IF (HOUS1B<>1), AVOID THIS QUESTION AND GO TO NEXT***

What services do you know of? (DO NOT READ LIST)

(PROBE:) What else? (What other services are available in Maui County for helping the homeless)?

(ENTER ALL THAT APPLY, IN THE ORDER MENTIONED)
(IF THEY DESCRIBE A PROGRAM BUT DON'T KNOW ITS NAME, USE "OTHER SPECIFY")

01. Community Clinic of Maui
02. Family Life Center
03. Hale Kau Kau
04. Ka Hale Ake Ola (KHAO)
05. Legal Aid of Maui
06. Maui Food Bank
07. MEO, Maui Economic Opportunity
08. Red Cross
09. Salvation Army
10. Wainee Homeless Resource Center; "West Side"
11. Women Helping Women
80. OTHER (SPECIFY) _____**<HOUS1CX>**
88. (DON'T KNOW; NOTHING; I CAN'T THINK OF ANY)
99. (REFUSED)

***[DO NOT ALLOW 88, 99 WITH OTHER RESPONSES]***

Q: HOUS1D **********

Have you or anyone in your household EVER had a need for homeless services?

1. Yes
2. No
8. (DON'T KNOW)
9. (REFUSED)

Q: HOUS1E1 **********

***IF (HOUS1D IS NOT 1), AVOID THIS QUESTION AND GO TO NEXT***

Did that need occur...

(IF ANY PART OF THIS ISSUE OCCURRED IN MAUI COUNTY, THEN COUNT IT AS HAPPENING IN MAUI COUNTY.)

1. In Maui County
2. Or out-of-County?
3. (BOTH)
8. (DON'T KNOW)
9. (REFUSED)

Q: HOUS1E2 **********

***IF (HOUS1D IS NOT 1), AVOID THIS QUESTION AND GO TO NEXT***

And was it...

(IF ANY PART OF THIS ISSUE OCCURRED IN THE LAST 5 YEARS,
THEN COUNT IT AS HAPPENING IN THE LAST 5 YEARS.)

1. In the last 5 years
2. Or over 5 years ago?

3. (BOTH)
8. (DON'T KNOW)
9. (REFUSED)

Q: HOUS1F **********

***IF (HOUS1D IS NOT 1), AVOID THIS QUESTION AND GO TO NEXT***

Did anyone in your household seek help for homeless services
from any organizations, agencies, or groups?

1. Yes
2. No
8. (DON'T KNOW)
9. (REFUSED)

Q: HOUS1G **********

***IF (HOUS1E1<>1 & HOUS1E1<>3), AVOID THIS QUESTION AND GO TO NEXT***
***IF (HOUS1F<>1), AVOID THIS QUESTION AND GO TO NEXT***

Which groups *(did you seek help from)* in MAUI COUNTY? (DO NOT READ LIST)
(PROBE:) Any other groups?

(ENTER ALL THAT APPLY, IN THE ORDER MENTIONED)
(IF THEY DESCRIBE A PROGRAM BUT DON'T KNOW ITS NAME, USE "OTHER SPECIFY")

Community Clinic of Maui
Family Life Center
Hale Kau Kau
Ka Hale Ake Ola (KHAO)
Legal Aid of Maui
Maui Food Bank
MEO, Maui Economic Opportunity
Red Cross
Salvation Army
Wainee Homeless Resource Center, "West Side"
Women Helping Women
Family, Friends, Co-workers, Neighbors
Our Job, Company, Employer
Church, Temple
Counselors, Psychologists
Hospitals, Doctors, Emergency
Lawyers, The court system
Police
Teachers, School
OTHER (SPECIFY) _____ **<HOUS1GX>**
(NONE - DID NOT SEEK HELP IN MAUI)
(DON'T KNOW)
(REFUSED)

***[DO NOT ALLOW NONE [21], DK [22], OR REF [23] WITH OTHER RESPONSES]***

Q: HOUSDUM1 **********

***(UNASKED QUESTION, FOR PROGRAMMING PURPOSES ONLY)***
***(CREATE A LIST – "HOUSLB" – OF ALL ANSWERS [AMONG #1-11] CHOSEN IN HOUS1G)***

Q: HOUS1H **********

***IF (HOUS1E1<>1 & HOUS1E1<>3), AVOID THIS QUESTION AND GO TO NEXT***
***IF (HOUS1F<>1 & HOUS1F<>2), AVOID THIS QUESTION AND GO TO NEXT***
***IF LIST "HOUSLB" HAS 1+ MEMBERS, AVOID THIS QUESTION AND GO TO NEXT***

Why didn't anyone seek help from one of the County-supported organizations?
(PROBE:) Any other reasons? (CLARIFY; DO NOT READ LIST)

(ENTER ALL THAT APPLY, IN THE ORDER MENTIONED)

(IF RESPONDENT SAYS HE DID SEEK HELP, SAY:) The County-supported agencies are:
Community Clinic of Maui, Family Life Center, Hale Kau Kau,
Ka Hale Ake Ola (KHAO), Legal Aid of Maui, Maui Food Bank,
Maui Economic Opportunity (MEO), Red Cross, Salvation Army,
Wainee Homeless Resource Center, Women Helping Women
Why didn't anyone seek help from one of these? (IF DID, BACK UP TO PREVIOUS)

01. Confusing, Red tape, Paperwork
02. Cost, Too expensive, Cannot afford
03. Cultural insensitivity
04. Don't like the people / staff
05. Hard to qualify for help
13. Don't know where to go, Who call
14. Prefer to go family / friend
15. Pride, Ashamed to go
16. Stubborn, No need, Not want help

06. Inconvenient hours, Wrong days open
07. No child care available
08. No privacy, Not confidential
09. Program doesn't work, Ineffective
10. Slow, Takes too long to get help
11. Too restrictive, Too structured
12. Transportation, Too far
80. OTHER (SPECIFY BELOW)
85. (NONE. NO REASON.)
88. (DON'T KNOW)
99. (REFUSED)

***(SPECIFY CODE 80:) _____< HOUS1HX >***

***[DO NOT ALLOW 85, 88, 99 WITH OTHER RESPONSES]***

Q: HOUS1I **********

***IF LIST "HOUSLB" HAS 0 MEMBERS, AVOID THIS QUESTION AND GO TO NEXT***

So, you mentioned using:
**SHOW LIST – "HOUSLB" (THE COUNTY-SUPPORTED ORGS USED BY HH)**

Overall, how satisfied are you with the quality of help provided by
(that organization) those organizations? Are you...

1. Very satisfied,
2. Somewhat satisfied,
3. Somewhat dissatisfied,
4. Or very dissatisfied with the help?
8. (DON'T KNOW)
9. (REFUSED)

***[SHOWN IF LIST HAD 2+ MEMBERS:]***
(IF RESPONDENT USED MULTIPLE ORGS & HAS DIFFERENT SATISFACTION LEVELS, SAY:)
Think about your overall experience with all these organizations, combined.

Q: HOUS1J **********

***IF (HOUS1I<>3 & HOUS1I<>4), AVOID THIS QUESTION AND GO TO NEXT***

What, specifically, were you dissatisfied with?
(PROBE:) What else? (CLARIFY; DO NOT READ LIST)

(ENTER ALL THAT APPLY, IN THE ORDER MENTIONED)

01. Confusing, Red tape, Paperwork
02. Cost, Too expensive, Cannot afford
03. Cultural insensitivity
04. Don't like the people / staff
05. Hard to qualify for help
06. Inconvenient hours, Wrong days open
07. No child care available
08. No privacy, Not confidential
09. Program doesn't work, Ineffective
10. Slow, Takes too long to get help
11. Too restrictive, Too structured
12. Transportation, Too far, Can't get there
80. OTHER (SPECIFY) _____**<HOUS1JX>**
85. (NONE. NO REASON - JUST DIDN'T.)
88. (DON'T KNOW)
99. (REFUSED)

***[DO NOT ALLOW 85, 88, 99 WITH OTHER RESPONSES]***

---

Q: FMLY1A **********

(First) Next,...Let's talk about: PROGRAMS TO BUILD STRONGER FAMILIES
-- including parenting and family services, counseling, mediation, and so on.

How much help is available in the community for building stronger families? Do you feel there is...

1. Too much help available,
2. Not enough help,
3. Or just about the right amount?

8. (DON'T KNOW)
9. (REFUSED)

Q: FMLY1B **********

Do you know any services that are available in Maui County
for helping to build stronger families?

1. Yes
2. No

8. (DON'T KNOW)
9. (REFUSED)

Q: FMLY1C **********

***IF (FMLY1B<>1), AVOID THIS QUESTION AND GO TO NEXT***

What services do you know of? (DO NOT READ LIST)

(PROBE:) What else? (What other programs for building stronger families)?

(ENTER ALL THAT APPLY, IN THE ORDER MENTIONED)
(IF THEY DESCRIBE A PROGRAM BUT DON'T KNOW ITS NAME, USE "OTHER SPECIFY")

01. Children's Justice Center
02. Ka Hale Ake Ola (KHAO)
03. Keiki Kokua - Foster Families Support Services
04. Maui Family Support Services
05. Maui Family YMCA
06. Maui Farm
07. Mediation Services
08. Mediation Services of Maui
09. MEO Ohana Strengthening (Maui Economic Opportunity)
10. Neighborhood Place of Wailuku
11. PACT (Parents and Children Together)
12. PATCH (People Attentive to Children, Hawaii)
13. Special Olympics
80. OTHER (SPECIFY) _____**<FMLY1CX>**
88. (DON'T KNOW; NOTHING; I CAN'T THINK OF ANY)
99. (REFUSED)

***[DO NOT ALLOW 88, 99 WITH OTHER RESPONSES]***

Q: FMLY1D **********

Have you or anyone in your household EVER had a need for programs
to build stronger families?

1. Yes
2. No

8. (DON'T KNOW)
9. (REFUSED)

Q: FMLY1E1 **********

***IF (FMLY1D IS NOT 1), AVOID THIS QUESTION AND GO TO NEXT***

Did that need occur...

(IF ANY PART OF THIS ISSUE OCCURRED IN MAUI COUNTY, THEN COUNT IT AS HAPPENING IN MAUI COUNTY.)

1. In Maui County
2. Or out-of-County?
3. (BOTH)

8. (DON'T KNOW)

9. (REFUSED)

Q: FMLY1E2 **********

***IF (FMLY1D IS NOT 1), AVOID THIS QUESTION AND GO TO NEXT***

And was it...

(IF ANY PART OF THIS ISSUE OCCURRED IN THE LAST 5 YEARS,
THEN COUNT IT AS HAPPENING IN THE LAST 5 YEARS.)

1. In the last 5 years
2. Or over 5 years ago?
3. (BOTH)
8. (DON'T KNOW)
9. (REFUSED)

Q: FMLY1F **********

***IF (FMLY1D IS NOT 1), AVOID THIS QUESTION AND GO TO NEXT***

Did anyone in your household seek help with "building stronger families"
from any organizations, agencies, or groups?

1. Yes
2. No
8. (DON'T KNOW)
9. (REFUSED)

Q: FMLY1G **********

***IF (FMLY1E1<>1 & FMLY1E1<>3), AVOID THIS QUESTION AND GO TO NEXT***
***IF (FMLY1F<>1), AVOID THIS QUESTION AND GO TO NEXT***

Which groups *(did you seek help from)* in MAUI COUNTY? (DO NOT READ LIST)
(PROBE:) Any other groups?

(ENTER ALL THAT APPLY, IN THE ORDER MENTIONED)
(IF THEY DESCRIBE A PROGRAM BUT DON'T KNOW ITS NAME, USE "OTHER SPECIFY")

Children's Justice Center
Ka Hale Ake Ola (KHAO)
Keiki Kokua - Foster Families
Support Services
Maui Family Support Services
Maui Family YMCA
Maui Farm
Mediation Services
Mediation Services of Maui
MEO - Ohana Strengthening
Neighborhood Place of Wailuku
PACT (Parents and Children Together)
PATCH (People Attentive to Children, Hawaii)
Special Olympics
Family, Friends, Co-workers, Neighbors
Our Job, Company, Employer
Church, Temple
Counselors, Psychologists
Hospitals, Doctors, Emergency
Lawyers, The court system
Police
Teachers, School
OTHER (SPECIFY) _____ **<FMLY1GX>**
(NONE - DID NOT SEEK HELP IN MAUI)
(DON'T KNOW)
(REFUSED)

***[DO NOT ALLOW NONE [23], DK [24], OR REF [25] WITH OTHER RESPONSES]***

Q: FMLYDUM1 **********

***(UNASKED QUESTION, FOR PROGRAMMING PURPOSES ONLY)***
***(CREATE A LIST – "FMLYLB" – OF ALL ANSWERS [AMONG #1-13] CHOSEN IN FMLY1G)***

Q: FMLY1H **********

***IF (FMLY1E1<>1 & FMLY1E1<>3), AVOID THIS QUESTION AND GO TO NEXT***
***IF (FMLY1F<>1 & FMLY1F<>2), AVOID THIS QUESTION AND GO TO NEXT***
***IF LIST "FMLYLB" HAS 1+ MEMBERS, AVOID THIS QUESTION AND GO TO NEXT***

Why didn't anyone seek help from one of the County-supported organizations?
(PROBE:) Any other reasons? (CLARIFY; DO NOT READ LIST)

(ENTER ALL THAT APPLY, IN THE ORDER MENTIONED)

(IF RESPONDENT SAYS HE DID SEEK HELP, SAY:) The County-supported agencies are:
Children's Justice Center, Ka Hale Ake Ola (KHAO), Maui Family YMCA, Keiki Kokua - Foster Families Support Svcs, Maui Family Support Services, Maui Farm, Mediation Services, Mediation Services of Maui, PACT, PATCH, MEO Ohana Strengthening, Neighborhood Place of Wailuku, & Special Olympics

Why didn't anyone seek help from one of these? (IF DID, BACK UP TO PREVIOUS)

```
01. Confusing, Red tape, Paperwork          13. Don't know where to go, Who call
02. Cost, Too expensive, Cannot afford      14. Prefer to go family / friend
03. Cultural insensitivity                  15. Pride, Ashamed to go
04. Don't like the people / staff           16. Stubborn, No need, Not want help
05. Hard to qualify for help
06. Inconvenient hours, Wrong days open     80. OTHER (SPECIFY BELOW)
07. No child care available                 85. (NONE.  NO REASON.)
08. No privacy, Not confidential            88. (DON'T KNOW)
09. Program doesn't work, Ineffective       99. (REFUSED)
10. Slow, Takes too long to get help
11. Too restrictive, Too structured
12. Transportation, Too far
```

***(SPECIFY CODE 80:)*** _____***< FMLY1HX >***

***[DO NOT ALLOW 85, 88, 99 WITH OTHER RESPONSES]***

Q: FMLY1I **********

***IF LIST "FMLYLB" HAS 0 MEMBERS, AVOID THIS QUESTION AND GO TO NEXT***

So, you mentioned using:
**SHOW LIST – "FMLYLB" (THE COUNTY-SUPPORTED ORGS USED BY HH)**

Overall, how satisfied are you with the quality of help provided by
(that organization) those organizations? Are you...

1. Very satisfied,
2. Somewhat satisfied,
3. Somewhat dissatisfied,
4. Or very dissatisfied with the help?
8. (DON'T KNOW)
9. (REFUSED)

***[SHOWN IF LIST HAD 2+ MEMBERS:]***
(IF RESPONDENT USED MULTIPLE ORGS & HAS DIFFERENT SATISFACTION LEVELS, SAY:)
Think about your overall experience with all these organizations, combined.

Q: FMLY1J **********

***IF (FMLY1I<>3 & FMLY1I<>4), AVOID THIS QUESTION AND GO TO NEXT***

What, specifically, were you dissatisfied with?
(PROBE:) What else? (CLARIFY; DO NOT READ LIST)

(ENTER ALL THAT APPLY, IN THE ORDER MENTIONED)

01. Confusing, Red tape, Paperwork
02. Cost, Too expensive, Cannot afford
03. Cultural insensitivity
04. Don't like the people / staff
05. Hard to qualify for help
06. Inconvenient hours, Wrong days open
07. No child care available
08. No privacy, Not confidential
09. Program doesn't work, Ineffective
10. Slow, Takes too long to get help
11. Too restrictive, Too structured
12. Transportation, Too far, Can't get there
80. OTHER (SPECIFY) _____**<FMLY1JX>**
85. (NONE. NO REASON - JUST DIDN'T.)
88. (DON'T KNOW)
99. (REFUSED)

***[DO NOT ALLOW 85, 88, 99 WITH OTHER RESPONSES]***

Q: JOBS1A **********

(First) Next,...Let's talk about: JOB TRAINING AND PREPARATION
-- which involves equipping people with skills, and placing them in jobs.

How much help is available in the community for people who need job training or preparation? Do you feel there is...

1. Too much help available,
2. Not enough help,
3. Or just about the right amount?
8. (DON'T KNOW)
9. (REFUSED)

Q: JOBS1B **********

Do you know any services that are available in Maui County for job training and preparation?

1. Yes
2. No
8. (DON'T KNOW)
9. (REFUSED)

Q: JOBS1C **********

***IF (JOBS1B<>1), AVOID THIS QUESTION AND GO TO NEXT***

What services do you know of? (DO NOT READ LIST)

(PROBE:) What else? (What other services are available in Maui County for job training or preparation)?

(ENTER ALL THAT APPLY, IN THE ORDER MENTIONED)
(IF THEY DESCRIBE A PROGRAM BUT DON'T KNOW ITS NAME, USE "OTHER SPECIFY")

01. Hui Malama Learning Center
02. Maui Community College (MCC) - Cooperative Education
03. MEO Americorp
04. MEO Best Reintegration
05. MEO Enlace Hispano
06. MEO (in general); Maui Economic Opportunity (in general)
07. Molokai Occupational Center
80. OTHER (SPECIFY) _____ **<JOBS1CX>**
88. (DON'T KNOW; NOTHING; I CAN'T THINK OF ANY)
99. (REFUSED)

***[DO NOT ALLOW 88, 99 WITH OTHER RESPONSES]***

Q: JOBS1D **********

Have you or anyone in your household EVER had a need for
"job training and preparation" services?

1. Yes
2. No
8. (DON'T KNOW)
9. (REFUSED)

Q: JOBS1E1 **********

***IF (JOBS1D IS NOT 1), AVOID THIS QUESTION AND GO TO NEXT***

Did that need occur...

(IF ANY PART OF THIS ISSUE OCCURRED IN MAUI COUNTY,
THEN COUNT IT AS HAPPENING IN MAUI COUNTY.)

1. In Maui County
2. Or out-of-County?

3. (BOTH)

8. (DON'T KNOW)
9. (REFUSED)

Q: JOBS1E2 **********

***IF (JOBS1D IS NOT 1), AVOID THIS QUESTION AND GO TO NEXT***

And was it...

(IF ANY PART OF THIS ISSUE OCCURRED IN THE LAST 5 YEARS,
THEN COUNT IT AS HAPPENING IN THE LAST 5 YEARS.)

1. In the last 5 years
2. Or over 5 years ago?
3. (BOTH)
8. (DON'T KNOW)
9. (REFUSED)

Q: JOBS1F **********

***IF (JOBS1D IS NOT 1), AVOID THIS QUESTION AND GO TO NEXT***

Did anyone in your household seek help for job training and preparation
from any organizations, agencies, or groups?

1. Yes
2. No
8. (DON'T KNOW)
9. (REFUSED)

Q: JOBS1G **********

***IF (JOBS1E1<>1 & JOBS1E1<>3), AVOID THIS QUESTION AND GO TO NEXT***
***IF (JOBS1F<>1), AVOID THIS QUESTION AND GO TO NEXT***

Which groups *(did you seek help from)* in MAUI COUNTY? (DO NOT READ LIST)
(PROBE:) Any other groups?

(ENTER ALL THAT APPLY, IN THE ORDER MENTIONED)
(IF THEY DESCRIBE A PROGRAM BUT DON'T KNOW ITS NAME, USE "OTHER SPECIFY")

Hui Malama Learning Center
Maui Community College (MCC) - Cooperative Education
MEO Americorp
MEO Best Reintegration
MEO Enlace Hispano
MEO - Maui Economic Opportunity (in general)
Molokai Occupational Center
Family, Friends, Co-workers, Neighbors
Our Job, Company, Employer
Church, Temple
Counselors, Psychologists
Hospitals, Doctors, Emergency
Lawyers, The court system
Police
Teachers, School
OTHER (SPECIFY) _____ **<JOBS1GX>**
(NONE - DID NOT SEEK HELP IN MAUI)
(DON'T KNOW)
(REFUSED)

***[DO NOT ALLOW NONE [17], DK [18], OR REF [19] WITH OTHER RESPONSES]***

Q: JOBSDUM1 **********

***(UNASKED QUESTION, FOR PROGRAMMING PURPOSES ONLY)***
***(CREATE A LIST – "JOBSLB" – OF ALL ANSWERS [AMONG #1-7] CHOSEN IN JOBS1G)***

Q: JOBS1H **********

***IF (JOBS1E1<>1 & JOBS1E1<>3), AVOID THIS QUESTION AND GO TO NEXT***
***IF (JOBS1F<>1 & JOBS1F<>2), AVOID THIS QUESTION AND GO TO NEXT***
***IF LIST "JOBSLB" HAS 1+ MEMBERS, AVOID THIS QUESTION AND GO TO NEXT***

Why didn't anyone seek help from one of the County-supported organizations?
(PROBE:) Any other reasons? (CLARIFY; DO NOT READ LIST)

(ENTER ALL THAT APPLY, IN THE ORDER MENTIONED)

(IF RESPONDENT SAYS HE DID SEEK HELP, SAY:) The County-supported agencies are:
Hui Malama Learning Center, Maui Community College: Cooperative Education,
Maui Economic Opportunity or MEO, MEO Americorp, MEO Best Reintegration,
MEO Enlace Hispano, & Molokai Occupational Center.
Why didn't anyone seek help from one of these? (IF DID, BACK UP TO PREVIOUS)

```
01. Confusing, Red tape, Paperwork          13. Don't know where to go, Who call
02. Cost, Too expensive, Cannot afford      14. Prefer to go family / friend
03. Cultural insensitivity                  15. Pride, Ashamed to go
04. Don't like the people / staff           16. Stubborn, No need, Not want help
05. Hard to qualify for help
06. Inconvenient hours, Wrong days open     80. OTHER (SPECIFY BELOW)
07. No child care available                 85. (NONE.  NO REASON.)
08. No privacy, Not confidential            88. (DON'T KNOW)
09. Program doesn't work, Ineffective       99. (REFUSED)
10. Slow, Takes too long to get help
11. Too restrictive, Too structured
12. Transportation, Too far
```

***(SPECIFY CODE 80:)*** _____***< JOBS1HX >***

***[DO NOT ALLOW 85, 88, 99 WITH OTHER RESPONSES]***

Q: JOBS1I **********

***IF LIST "JOBSLB" HAS 0 MEMBERS, AVOID THIS QUESTION AND GO TO NEXT***

So, you mentioned using:
**SHOW LIST – "JOBSLB" (THE COUNTY-SUPPORTED ORGS USED BY HH)**

Overall, how satisfied are you with the quality of help provided by
(that organization) those organizations? Are you...

1. Very satisfied,
2. Somewhat satisfied,
3. Somewhat dissatisfied,
4. Or very dissatisfied with the help?
8. (DON'T KNOW)
9. (REFUSED)

***[SHOWN IF LIST HAD 2+ MEMBERS:]***
(IF RESPONDENT USED MULTIPLE ORGS & HAS DIFFERENT SATISFACTION LEVELS, SAY:)
Think about your overall experience with all these organizations, combined.

Q: JOBS1J **********

***IF (JOBS1I<>3 & JOBS1I<>4), AVOID THIS QUESTION AND GO TO NEXT***

What, specifically, were you dissatisfied with?
(PROBE:) What else? (CLARIFY; DO NOT READ LIST)

(ENTER ALL THAT APPLY, IN THE ORDER MENTIONED)

01. Confusing, Red tape, Paperwork
02. Cost, Too expensive, Cannot afford
03. Cultural insensitivity
04. Don't like the people / staff
05. Hard to qualify for help
06. Inconvenient hours, Wrong days open
07. No child care available
08. No privacy, Not confidential
09. Program doesn't work, Ineffective
10. Slow, Takes too long to get help
11. Too restrictive, Too structured
12. Transportation, Too far, Can't get there
80. OTHER (SPECIFY) _____**<JOBS1JX>**
85. (NONE. NO REASON - JUST DIDN'T.)
88. (DON'T KNOW)
99. (REFUSED)

***[DO NOT ALLOW 85, 88, 99 WITH OTHER RESPONSES]***

Q: TRANS2 **********

Okay. Now I'm going to read the eight human service areas again.
When I'm done, please tell me which FOUR are the MOST IMPORTANT ones for Maui County to be working on, okay?

[PRESS ANY KEY TO CONTINUE]

Q: DUMMY2 **********

***(UNASKED QUESTION, FOR PROGRAMMING PURPOSES ONLY)***

Q: PRIORTY **********

The eight areas are: (READ LIST)

***(RANDOMIZE LIST #1-8)***

Alcohol and Drug Abuse
Child Abuse and Domestic Violence
Health and Wellness
Early Childhood Education and Care
Youth Programs and Youth Centers
Homeless Services
Programs to Build Stronger Families
Job Training and Preparation
(NONE, NOTHING)
(REFUSED)

Of these, which FOUR are the MOST IMPORTANT for the County to help with?

(ENTER TOP 4 AREAS, IN THE ORDER MENTIONED)
(PROBE FOR 4...BUT IF RESPONDENT ONLY WANTS TO NAME 3 OR FEWER, THAT'S OKAY)
(ONLY USE "NONE" IF RESPONDENT REFUSES TO PICK BECAUSE NONE ARE IMPORTANT)

***(DO NOT ALLOW RESPONDENT TO BACK UP PAST THIS QUESTION)***
***[DO NOT ALLOW NONE [9] OR REF [10] WITH OTHER RESPONSES]***

Q: DUMMY3 **********

***(UNASKED QUESTION, FOR PROGRAMMING PURPOSES ONLY)***
***(CREATE A LIST – "HUMSVB" – OF ALL ANSWERS CHOSEN IN PRIORTY)***
***(CREATE A VARIABLE– "HUMSVCCT" – THE TOTAL # OF ANSWERS CHOSEN IN PRIORTY)***

Q: BUDGET **********

***IF (HUMSVCCT <= 1), AVOID THIS QUESTION AND GO TO NEXT***

Now, imagine that you are the County government,
and you have $100 to split up among the [ HUMSVCCT ] areas you picked.

Of the $100, how much money should go to:

```
SHOW LIST – "HUMSVB" (THE TOP 2-4 PRIORITY AREAS CHOSEN)
        [Priority 1]……………………   __ __
        [Priority 2]……………………   __ __
        [Priority 3]……………………   __ __
        [Priority 4]……………………   __ __
                                  -----------
                        SUM:    [CALCULATE RUNNING TOTAL]
```

(FOR EACH LINE, ACCEPT ANY AMOUNT FROM $0 TO $100. TOTAL MUST SUM TO $100.)

(DO NOT ALLOW "REFUSED".)
- If respondent wants an area to receive nothing, then use "0".
- If respondent wants each area to get the same amount, that would be [$ ***( 100 / HUMSVCCT )*** ] per line).

(IF NECESSARY, EXPLAIN:) Think of it as $100 from each household in Maui County.

***(RESPONSES MUST TOTAL 100 % TO MOVE ON)***

Q: GENDER **********

Now I have some easy, census-type questions.

[RECORD GENDER -- DO NOT ASK]

1. Male
2. Female

Q: AGE **********

First, what is your age? Are you...

1. 18 to 24
2. 25 to 34
3. 35 to 44
4. 45 to 54
5. 55 to 64
6. 65 to 74
7. OR 75 or older?
9. (REFUSED)
0. (UNDER 18)

Q: AREARES **********

Have you lived in the [ AREATEXT ]
area your entire life? (IF YES, ENTER [6])

(IF NO, ASK:) Then about how long have you lived here? [READ LIST AS NEEDED]

1. Less than 1 year
2. 1 to 5 years
3. 6 to 10 years
4. 11 to 20 years
5. More than 20 years, but not lifetime
6. Lifetime resident of community
9. (REFUSED)

***IF (ANSWER = 6) SKIP TO HHSIZE***

Q: MAUIRES **********

How long have you lived in the County of Maui?

1. Less than 1 year
2. 1 to 5 years
3. 6 to 10 years
4. 11 to 20 years
5. More than 20 years, but not lifetime
6. Lifetime resident of Maui County
9. (REFUSED)

***IF (ANSWER = 6) SKIP TO HHSIZE***

Q: HAWRES **********

And how long have you lived in the State of Hawaii?

1. Less than 1 year
2. 1 to 5 years
3. 6 to 10 years
4. 11 to 20 years
5. More than 20 years, but not lifetime
6. Lifetime resident of Hawaii
9. (REFUSED)

Q: HHSIZE **********

Including yourself, how many people live in your household?

| | | |
|---|---|---|
| 01. One | 06. Six | 11. Eleven |
| 02. Two | 07. Seven | 12. Twelve or more |
| 03. Three | 08. Eight | 99. (REFUSED) |
| 04. Four | 09. Nine | |
| 05. Five | 10. Ten | |

***SAVE TEXT OF ANSWER TO A VARIABLE: "HHTEXT"***

***IF (ANSWER = 1) SKIP TO ZIPCODE***

Q: KIDS **********

Of these, how many are children...

Aged 5 and under.. __ __
Aged 6 to 11..... __ __
Aged 12 to 17..... __ __

(NONE = 0) (REFUSED = 99)

***(DO NOT ALLOW THE TOTAL TO BE HIGHER THAN HHSIZE)***

Q: SENR **********

And how many are adults, aged 60 or older?

(NONE = 0) (REFUSED = 99)

***(DO NOT ALLOW THE ANSWER TO BE HIGHER THAN HHSIZE)***

Q: ZIPCODE **********

What is the zip code where you live?

[REFUSED = 99999]

***(DO NOT ALLOW THE ANSWER TO BE A NON-"967xx" NUMBER)***

Q: HOMEOWN **********

Do you own or rent the home you live in?

1. Own
2. Rent
3. Occupy without cash payment
9. (DON'T KNOW, REFUSED)

Q: EMPLOY **********

And are you currently...

1. Employed full-time (30 hours or more)
2. Employed part-time
3. A full-time student
4. A homemaker
5. Retired
6. OR Currently unemployed?
9. (REFUSED)

Q: ETHNIC **********

What is your ethnic background? [DO NOT READ LIST]

01. Caucasian
02. Chinese
03. Filipino
04. Hawaiian or part-Hawaiian

05. Japanese
06. Korean
07. Pacific Islander - Samoan, Tongan, Fiji, etc.
08. Black or African-American
09. Hispanic or Latino
10. Mixed, not Hawaiian
80. OTHER (SPECIFY) _____**<ETHNICX>**
99. (REFUSED)

Q: EDUC **********

What is the highest level of education you completed? [READ LIST AS NEEDED]

1. Up to 8th grade
2. Some high school
3. A high school graduate
4. Some college (1 to 3 years)
5. College graduate with bachelor's degree
6. Some graduate school
7. OR a graduate or professional degree?
9. (REFUSED)

Q: MARITAL **********

What is your marital status? Are you...

1. Married
2. Single
3. Living with a partner
4. OR Separated, Widowed, or Divorced?
9. (REFUSED)

Q: NONRELS **********

***IF (HHSIZE = 1), AVOID THIS QUESTION AND GO TO NEXT***

Of the [ HHTEXT ] people in your household, is EVERYONE related to you, either by birth, marriage, or adoption?
(IF YES, ENTER [0])

(IF NO, ASK:) How many of the [ HHTEXT ] are NOT related to you?

(NONE = 0) (REFUSED = 99)

__ __ NON-RELATIVES IN HOUSEHOLD

(IF NECESSARY, EXPLAIN:) Adoption includes "hanai".

***(DO NOT ALLOW THE ANSWER TO BE HIGHER THAN HHSIZE)***

Q: INC050 **********

Was the total 2007 income, before taxes, for all members of your household..

1. Above
2. Or Below $50,000?
7. (SAME)
8. (DON'T KNOW)
9. (REFUSED)

***IF (ANSWER = 1) SKIP TO INC100***
***IF (ANSWER >= 7) SKIP TO CELL1***

Q: INC025 **********

Was it... (Was your household's total 2007 income...)

1. Above
2. Or Below $25,000?

7. (SAME)
8. (DON'T KNOW)
9. (REFUSED)

***IF (ANSWER = 1) SKIP TO INC035***
***IF (ANSWER >= 7) SKIP TO CELL1***

Q: INC015 **********

Was it... (Was your household's total 2007 income...)

1. Above
2. Or Below $15,000?
7. (SAME)
8. (DON'T KNOW)
9. (REFUSED)

***SKIP TO CELL1***

Q: INC035 **********

Was it... (Was your household's total 2007 income...)

1. Above
2. Or Below $35,000?
7. (SAME)
8. (DON'T KNOW)
9. (REFUSED)

***SKIP TO CELL1***

Q: INC100 **********

Was it... (Was your household's total 2007 income...)

1. Above
2. Or Below $100,000?
7. (SAME)
8. (DON'T KNOW)
9. (REFUSED)

***IF (ANSWER = 1) SKIP TO INC150***
***IF (ANSWER >= 7) SKIP TO CELL1***

Q: INC075 **********

Was it... (Was your household's total 2007 income...)

1. Above
2. Or Below $75,000?
7. (SAME)
8. (DON'T KNOW)
9. (REFUSED)

***SKIP TO CELL1***

Q: INC150 **********

Was it... (Was your household's total 2007 income...)

1. Above
2. Or Below $150,000?
7. (SAME)
8. (DON'T KNOW)
9. (REFUSED)

Q: CELL1 **********

Do you have a cell phone for personal use? Please include cell phones used for both business and personal use.

1. Yes - have a cell phone
2. No
9. (REFUSED)

Q: CELL2 **********

***IF (CELL1 <> 1), AVOID THIS QUESTION AND GO TO NEXT***

Think about ALL the phone calls that you receive on your landline and cell phone.

What percent, between 0 and 100, are received on your CELL PHONE?

(NONE = 0) (REFUSED = 999)

***ONLY ALLOW RESPONSES BETWEEN 0-100, 999***
***IF INTERVIEWER ENTERS "99" – CHECK IF REALLY 99% OR SHOULD BE [999]***

Q: RESPNAME **********

Those are all the questions I have. May I please have your first name, in case my supervisor needs to verify I did this survey?

_____

Q: THANK **********

Thank you very much for helping us with this important study. Good-bye.

[INTERVIEWER: ENTER [1] TO COMPLETE SURVEY]

***[SKIP TO END – AUTOMATICALLY CODE AS "COMPLETE"]***

Q: ERNA **********

Okay, I'll try calling back another time. Thank you very much. Good-bye.

[INTERVIEWER: ENTER [1] TO EXIT THIS SURVEY]

***[SKIP TO END – AUTOMATICALLY CODE AS "ELIG RESP NOT AVAILABLE"]***
***[DO NOT SAVE RECORD]***

Q: SCRNDOUT **********

Okay, those are all the questions I have. Thank you very much for your time. Good-bye.

[INTERVIEWER: ENTER [1] TO EXIT THIS SURVEY]

***[SKIP TO END – AUTOMATICALLY CODE AS "DO NOT PASS SCREENER"]***

# APPENDIX C:
# CELL PHONE SURVEY INSTRUMENT

**COUNTY OF MAUI – COMMUNITY NEEDS ASSESSMENT 2008**
**Final Survey Instrument, Cell Phone**

**SUMMARY OF DIFFERENCES FROM LANDLINE SURVEY (See Appendix B)**

1. INTRO SECTION OF CELL SURVEY – Revised to:
   a. Confirm the correct phone number was dialed (manual dial is required by law).
   b. Confirm this is a cellular telephone.
   c. Confirm the respondent is an adult, age 18 or older
      i. If the respondent is a minor, check to see if the cell phone is shared with an adult. And if so – ask to speak with that adult.
   d. Confirm the respondent is a resident of Maui County.
   e. Confirm this is a safe time for the respondent to talk (i.e., not driving).

2. MAIN BODY OF SURVEY – Same order and wording as landline survey, except that some landline questions were excluded (so as to reduce survey length for cell respondents). Following are the Question Names kept in the cell survey:

Q: AREA
Q: MONITOR
Q: CPROBS
Q: FPROBS
Q: TRANS1
Q: DUMMY1

Q: DRUG1A
Q: DRUG1D
Q: DRUG1E1
Q: DRUG1F

Q: DOMV1A
Q: DOMV1D
Q: DOMV1E1
Q: DOMV1F

Q: HLTH1A
Q: HLTH1D
Q: HLTH1E1
Q: HLTH1F

Q: PRSC1A
Q: PRSC1D
Q: PRSC1E1
Q: PRSC1F

Q: YPRG1A
Q: YPRG1D
Q: YPRG1E1
Q: YPRG1F

Q: HOUS1A
Q: HOUS1D
Q: HOUS1E1
Q: HOUS1F

Q: FMLY1A
Q: FMLY1D
Q: FMLY1E1
Q: FMLY1F

Q: JOBS1A
Q: JOBS1D
Q: JOBS1E1
Q: JOBS1F

Q: TRANS2
Q: DUMMY2
Q: PRIORTY
Q: DUMMY3
Q: BUDGET

Q: GENDER
Q: AGE

Q: HAWRES
Q: HHSIZE
Q: KIDS
Q: ZIPCODE
Q: HOMEOWN
Q: ETHNIC
Q: EDUC
Q: MARITAL
Q: NONRELS
Q: INC050
Q: INC025
Q: INC015
Q: INC035
Q: INC100
Q: INC075
Q: INC150

3. PHONE STATUS QUESTIONS:

Q: LAND1 **********

I know we (initially) contacted you via cell phone. But tell me -- Do you ALSO have a landline telephone in your home, that is used to make and receive calls?

(IF NECESSARY, CLARIFY:) By landline telephone, we mean a "regular" telephone in your home, that is connected to outside telephone lines through a cable or cord,…and is used for making or receiving calls. Please include landline phones used for both business and personal use.

1. Yes - have a landline
2. No – only have cell phone
9. (REFUSED)

Q: CELL2 **********

***IF (LAND1 <> 1), AVOID THIS QUESTION AND GO TO NEXT***

Think about ALL the phone calls that you receive on your landline and cell phone.

What percent, between 0 and 100, are received on your CELL PHONE?

(NONE = 0) (REFUSED = 999)

***ONLY ALLOW RESPONSES BETWEEN 0-100, 999***

***IF INTERVIEWER ENTERS "99" – CHECK IF REALLY 99% OR SHOULD BE [999]***

4. ENDING OF SURVEY – Same last 4 questions as landline survey (Question Names shown below)…plus additional cell-phone related survey programming (that corresponded to the cell-related Intro programming).

Q: RESPNAME

Q: THANK

Q: ERNA

Q: SCRNDOUT

# APPENDIX D:
# SURVEY DATA BY COUNTY DISTRICT

## TABLE D-1:
## THE MOST IMPORTANT HUMAN SERVICES, BY DISTRICT

| | Haiku - Hana | Kahului – Paia | Wailuku | Makawao | Kihei | Kula | Lahaina | Molokai | Lanai | COUNTY |
|---|---|---|---|---|---|---|---|---|---|---|
| Alcohol and Drug Abuse | 61% | 60% | 56% | 69% | 48% | 56% | 75% | 59% | 52% | 60% |
| Job Training and Preparation | 48% | 51% | 59% | 50% | 55% | 37% | 57% | 63% | 54% | 53% |
| Youth Programs and Youth Centers | 55% | 58% | 63% | 40% | 48% | 41% | 52% | 44% | 47% | 51% |
| Child Abuse and Domestic Violence | 66% | 57% | 37% | 41% | 55% | 53% | 46% | 46% | 44% | 51% |
| Early Childhood Education & Care | 23% | 37% | 63% | 56% | 48% | 56% | 50% | 51% | 52% | 47% |
| Health and Wellness | 71% | 35% | 28% | 56% | 55% | 48% | 45% | 50% | 58% | 47% |
| Homeless Services | 46% | 41% | 36% | 70% | 36% | 65% | 48% | 22% | 24% | 45% |
| Programs to Build Stronger Families | 24% | 24% | 33% | 14% | 23% | 30% | 16% | 36% | 32% | 23% |
| None / Refused | 1% | 2% | 3% | 0% | 1% | 1% | 1% | 6% | 9% | 2% |

SOURCE: Landline + Cell Data (weighted by geography & sample/phone status)

BASE: All respondent households.

NOTE: Figures represent the percent of households that selected that human service area as among the four most important of the eight services listed. Four responses were allowed per survey respondent. However, some respondents chose to select fewer than four priority areas – thus rendering the percentage less than 400% for each district. "None/Refused" indicates that some survey respondents refused to select any of the eight human services as most important.


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## TABLE D-2:
## ALLOCATION ACROSS IMPORTANT HUMAN SERVICES, BY DISTRICT

| | Haiku - Hana | Kahului – Paia | Wailuku | Makawao | Kihei | Kula | Lahaina | Molokai | Lanai | COUNTY |
|---|---|---|---|---|---|---|---|---|---|---|
| Health and Wellness | 23.60 | 33.10 | 25.03 | 25.05 | 33.84 | 24.76 | 25.66 | 24.64 | 24.86 | 28.63 |
| Child Abuse and Domestic Violence | 26.56 | 26.62 | 28.00 | 33.17 | 23.28 | 28.94 | 29.72 | 27.45 | 26.22 | 27.21 |
| Job Training and Preparation | 30.63 | 27.40 | 34.37 | 21.05 | 27.69 | 24.00 | 22.91 | 26.34 | 24.72 | 26.73 |
| Homeless Services | 23.31 | 29.44 | 25.33 | 26.47 | 27.21 | 26.58 | 23.61 | 24.28 | 23.10 | 26.51 |
| Alcohol and Drug Abuse | 25.48 | 28.77 | 23.04 | 24.37 | 23.98 | 23.63 | 28.83 | 23.79 | 27.84 | 26.13 |
| Early Childhood Education & Care | 26.01 | 26.19 | 23.38 | 24.82 | 25.46 | 25.89 | 23.34 | 23.87 | 24.30 | 24.89 |
| Programs to Build Stronger Families | 24.10 | 18.94 | 24.66 | 21.50 | 29.33 | 25.55 | 25.04 | 25.98 | 24.92 | 23.93 |
| Youth Programs and Youth Centers | 22.21 | 24.17 | 22.21 | 23.68 | 24.23 | 23.65 | 23.47 | 25.22 | 23.67 | 23.65 |

SOURCE: Landline + Cell Data (weighted by geography & sample/phone status)

BASE: All respondent households.

NOTE: Figures represent the estimated number of dollars, out of $100, that would go to each human service area, as allocated by the households of the County of Maui. The allocation figures were derived as follows. Survey respondents were asked to allocate $100 among the four human service areas they had selected. For each human service area, a mean dollar figure was calculated by summing the total dollars allocated, and dividing that total across all households selecting that human service as among the four most important. Warning: Bases per district are very small for some human services. For the County overall, the base is sufficient, resulting in a margin of error of plus or minus $1.14 for the largest base, $1.46 for the smallest base.


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## TABLE D-3:
## ALLOCATION ACROSS ALL HUMAN SERVICES, BY DISTRICT

| | Haiku - Hana | Kahului – Paia | Wailuku | Makawao | Kihei | Kula | Lahaina | Molokai | Lanai | COUNTY |
|---|---|---|---|---|---|---|---|---|---|---|
| Alcohol and Drug Abuse | 15.65 | 17.20 | 12.94 | 16.78 | 11.43 | 13.33 | 21.54 | 14.09 | 14.50 | 15.69 |
| Job Training and Preparation | 14.64 | 13.85 | 20.38 | 10.60 | 15.29 | 8.91 | 13.07 | 16.65 | 13.40 | 14.13 |
| Child Abuse and Domestic Violence | 17.60 | 15.20 | 10.47 | 13.53 | 12.78 | 15.18 | 13.58 | 12.75 | 11.54 | 13.81 |
| Health and Wellness | 16.80 | 11.47 | 6.94 | 13.92 | 18.75 | 11.90 | 11.42 | 12.33 | 14.45 | 13.33 |
| Youth Programs and Youth Centers | 12.11 | 13.91 | 14.08 | 9.45 | 11.60 | 9.80 | 12.14 | 11.15 | 11.04 | 12.13 |
| Homeless Services | 10.73 | 12.14 | 9.03 | 18.44 | 9.77 | 17.21 | 11.23 | 5.33 | 5.43 | 11.92 |
| Early Childhood Education & Care | 5.99 | 9.74 | 14.69 | 13.89 | 12.29 | 14.60 | 11.63 | 12.05 | 12.71 | 11.68 |
| Programs to Build Stronger Families | 5.75 | 4.61 | 8.16 | 2.95 | 6.67 | 7.72 | 3.94 | 9.39 | 8.05 | 5.49 |
| None, Other | 0.73 | 1.88 | 3.31 | 0.44 | 1.42 | 1.35 | 1.45 | 6.26 | 8.88 | 1.82 |

SOURCE: Landline + Cell Data (weighted by geography & sample/phone status)

BASE: All respondent households.

NOTE: Figures represent the estimated number of dollars, out of $100, that would go to each human service area, as allocated by the households of the County of Maui. The allocation figures were derived as follows. Survey respondents were asked to allocate $100 among the four human service areas they had selected. For each human service area, a mean dollar figure was calculated by summing the total dollars allocated, and dividing that total across all households. Households not selecting that human service as among the four most important were assumed an allocation value of $0 in the mean calculation.


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## TABLE D-4:
## HUMAN SERVICE NEEDS – EVER EXPERIENCED, BY DISTRICT

| | Haiku - Hana | Kahului – Paia | Wailuku | Makawao | Kihei | Kula | Lahaina | Molokai | Lanai | COUNTY |
|---|---|---|---|---|---|---|---|---|---|---|
| Health and Wellness | 27% | 56% | 30% | 45% | 46% | 24% | 28% | 47% | 40% | 42% |
| Youth Programs and Youth Centers | 16% | 26% | 50% | 25% | 37% | 46% | 25% | 25% | 27% | 30% |
| Job Training and Preparation | 20% | 39% | 25% | 11% | 23% | 27% | 10% | 25% | 16% | 24% |
| Early Childhood Education & Care | 16% | 25% | 45% | 9% | 19% | 51% | 23% | 24% | 16% | 24% |
| Alcohol and Drug Abuse | 18% | 17% | 18% | 5% | 18% | 22% | 24% | 16% | 11% | 17% |
| Programs to Build Stronger Families | 8% | 7% | 26% | 7% | 19% | 17% | 6% | 12% | 14% | 12% |
| Child Abuse and Domestic Violence | 19% | 6% | 7% | 5% | 13% | 4% | 4% | 10% | 11% | 8% |
| Homeless Services | 19% | 5% | 1% | 13% | 7% | 15% | 5% | 3% | 2% | 8% |

SOURCE: Landline + Cell Data (weighted by geography & sample/phone status)

BASE: All respondent households.

NOTE: Figures represent the percent of households that have ever experienced a problem or need in that human service area.

## TABLE D-5:
## HUMAN SERVICE NEEDS – EXPERIENCED IN MAUI COUNTY, BY DISTRICT

| | Haiku - Hana | Kahului – Paia | Wailuku | Makawao | Kihei | Kula | Lahaina | Molokai | Lanai | COUNTY |
|---|---|---|---|---|---|---|---|---|---|---|
| Health and Wellness | 24% | 47% | 26% | 44% | 33% | 22% | 23% | 37% | 33% | 35% |
| Youth Programs and Youth Centers | 16% | 24% | 47% | 25% | 30% | 44% | 23% | 24% | 15% | 28% |
| Job Training and Preparation | 18% | 37% | 20% | 7% | 22% | 27% | 9% | 19% | 15% | 21% |
| Early Childhood Education & Care | 15% | 23% | 43% | 6% | 16% | 51% | 19% | 23% | 15% | 21% |
| Alcohol and Drug Abuse | 14% | 17% | 15% | 5% | 14% | 21% | 15% | 14% | 9% | 14% |
| Programs to Build Stronger Families | 7% | 5% | 26% | 7% | 13% | 16% | 4% | 12% | 12% | 10% |
| Child Abuse and Domestic Violence | 18% | 6% | 7% | 5% | 10% | 3% | 2% | 6% | 9% | 7% |
| Homeless Services | 19% | 5% | 1% | 13% | 4% | 14% | 5% | 3% | 1% | 7% |

SOURCE: Landline + Cell Data (weighted by geography & sample/phone status)

BASE: All respondent households.

NOTE: Figures represent the percent of households that have ever experienced a problem or need in that human service area while living in Maui County (regardless of when).


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## TABLE D-6:
## HUMAN SERVICE NEEDS – EXPERIENCED IN PAST 5 YEARS, BY DISTRICT

| | Haiku - Hana | Kahului – Paia | Wailuku | Makawao | Kihei | Kula | Lahaina | Molokai | Lanai | COUNTY |
|---|---|---|---|---|---|---|---|---|---|---|
| Health and Wellness | 24% | 30% | 19% | 22% | 29% | 31% | 18% | 35% | 27% | 26% |
| Youth Programs and Youth Centers | 18% | 18% | 13% | 24% | 12% | 31% | 10% | 9% | 10% | 16% |
| Job Training and Preparation | 12% | 10% | 12% | 10% | 16% | 10% | 12% | 16% | 6% | 12% |
| Early Childhood Education & Care | 9% | 12% | 6% | 13% | 14% | 12% | 6% | 12% | 6% | 11% |
| Alcohol and Drug Abuse | 12% | 13% | 3% | 6% | 4% | 4% | 9% | 4% | 8% | 8% |
| Programs to Build Stronger Families | 6% | 13% | 3% | 10% | 7% | 9% | 3% | 4% | 8% | 8% |
| Child Abuse and Domestic Violence | 2% | 5% | 2% | 4% | 2% | 2% | 2% | 2% | 6% | 3% |
| Homeless Services | 2% | 2% | 2% | 1% | 3% | 0% | 2% | 2% | 0% | 2% |

SOURCE: Landline Data (weighted by geography)

BASE: All respondent households.

NOTE: Figures represent the percent of households that have experienced a problem or need in that human service area within the past 5 years (regardless of where).

## TABLE D-7:
## USAGE OF ANY HUMAN SERVICES ORGANIZATION, BY DISTRICT

| | Haiku - Hana | Kahului – Paia | Wailuku | Makawao | Kihei | Kula | Lahaina | Molokai | Lanai | COUNTY |
|---|---|---|---|---|---|---|---|---|---|---|
| Health and Wellness | 17% | 29% | 20% | 38% | 31% | 11% | 13% | 26% | 30% | 26% |
| Youth Programs and Youth Centers | 14% | 13% | 33% | 24% | 28% | 43% | 22% | 24% | 21% | 23% |
| Early Childhood Education & Care | 12% | 19% | 31% | 5% | 13% | 34% | 17% | 17% | 9% | 17% |
| Job Training and Preparation | 11% | 31% | 13% | 6% | 14% | 21% | 4% | 15% | 10% | 16% |
| Alcohol and Drug Abuse | 12% | 14% | 9% | 3% | 10% | 18% | 6% | 8% | 6% | 10% |
| Programs to Build Stronger Families | 5% | 3% | 21% | 7% | 6% | 15% | 5% | 9% | 8% | 7% |
| Child Abuse and Domestic Violence | 14% | 6% | 7% | 2% | 8% | 3% | 4% | 6% | 4% | 6% |
| Homeless Services | 19% | 4% | 1% | 12% | 4% | 13% | 5% | 1% | 2% | 6% |

SOURCE: Landline + Cell Data (weighted by geography & sample/phone status)

BASE: All respondent households.

NOTE: Figures represent the percent of households that have ever had a problem or need in that human service area while living in Maui County *and* have sought or received help from any organization, agency, or group for that need.


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## TABLE D-8:
## USAGE OF COUNTY-SUPPORTED HUMAN SERVICES ORGANIZATION, BY DISTRICT

| | Haiku - Hana | Kahului – Paia | Wailuku | Makawao | Kihei | Kula | Lahaina | Molokai | Lanai | COUNTY |
|---|---|---|---|---|---|---|---|---|---|---|
| Youth Programs and Youth Centers | 15% | 13% | 6% | 14% | 9% | 18% | 5% | 10% | 10% | 11% |
| Early Childhood Education & Care | 6% | 3% | 8% | 6% | 3% | 10% | 2% | 5% | 6% | 4% |
| Job Training and Preparation | 2% | 6% | 6% | 7% | 3% | 4% | 2% | 6% | 2% | 4% |
| Health and Wellness | 4% | 5% | 5% | 1% | 5% | 3% | 2% | 8% | 2% | 4% |
| Child Abuse and Domestic Violence | 2% | 3% | 2% | 6% | 2% | 2% | 5% | 2% | 0% | 3% |
| Alcohol and Drug Abuse | 3% | 2% | 2% | 1% | 2% | 3% | 0% | 1% | 2% | 2% |
| Programs to Build Stronger Families | 2% | 3% | 2% | 1% | 0% | 3% | 0% | 0% | 0% | 1% |
| Homeless Services | 0% | 2% | 2% | 1% | 1% | 2% | 2% | 0% | 0% | 1% |

SOURCE: Landline Data (weighted by geography)

BASE: All respondent households.

NOTE: Figures represent the percent of households that have ever had a problem or need in that human service area while living in Maui County *and* have sought or received help for that need from an organization, agency, or group that is currently supported by the County of Maui Department of Housing and Human Concerns (DHHC).

## TABLE D-9:
## AWARENESS OF EXISTING SERVICES, BY DISTRICT

| | Haiku - Hana | Kahului – Paia | Wailuku | Makawao | Kihei | Kula | Lahaina | Molokai | Lanai | COUNTY |
|---|---|---|---|---|---|---|---|---|---|---|
| Youth Programs and Youth Centers | 79% | 61% | 66% | 71% | 56% | 75% | 51% | 67% | 50% | 63% |
| Alcohol and Drug Abuse | 66% | 60% | 54% | 54% | 62% | 65% | 45% | 62% | 54% | 58% |
| Health and Wellness | 56% | 48% | 54% | 65% | 59% | 68% | 45% | 69% | 48% | 56% |
| Homeless Services | 54% | 54% | 60% | 53% | 66% | 57% | 57% | 29% | 23% | 55% |
| Child Abuse and Domestic Violence | 53% | 52% | 48% | 60% | 47% | 65% | 36% | 54% | 58% | 51% |
| Early Childhood Education & Care | 50% | 51% | 45% | 54% | 42% | 60% | 40% | 55% | 52% | 48% |
| Job Training and Preparation | 49% | 39% | 52% | 57% | 51% | 56% | 30% | 51% | 33% | 46% |
| Programs to Build Stronger Families | 38% | 36% | 36% | 40% | 40% | 49% | 31% | 45% | 40% | 38% |

SOURCE: Landline Data (weighted by geography)

BASE: All respondent households.

NOTE: Figures represent the percent of households that are aware of any services currently available in Maui County for each human service need.


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## TABLE D-10:
## AWARENESS OF EXISTING COUNTY-SUPPORTED SERVICES, BY DISTRICT

| | Haiku - Hana | Kahului – Paia | Wailuku | Makawao | Kihei | Kula | Lahaina | Molokai | Lanai | COUNTY |
|---|---|---|---|---|---|---|---|---|---|---|
| Youth Programs and Youth Centers | 49% | 40% | 43% | 44% | 20% | 53% | 21% | 11% | 8% | 33% |
| Child Abuse and Domestic Violence | 32% | 28% | 28% | 44% | 31% | 50% | 22% | 32% | 42% | 33% |
| Homeless Services | 37% | 30% | 36% | 26% | 28% | 35% | 37% | 9% | 10% | 30% |
| Job Training and Preparation | 24% | 25% | 28% | 26% | 23% | 27% | 13% | 22% | 25% | 23% |
| Alcohol and Drug Abuse | 31% | 27% | 24% | 25% | 22% | 28% | 8% | 11% | 21% | 22% |
| Early Childhood Education & Care | 25% | 19% | 22% | 28% | 18% | 25% | 13% | 28% | 31% | 21% |
| Programs to Build Stronger Families | 15% | 10% | 13% | 13% | 13% | 21% | 6% | 12% | 15% | 12% |
| Health and Wellness | 10% | 9% | 10% | 7% | 12% | 10% | 9% | 26% | 13% | 11% |

SOURCE: Landline Data (weighted by geography)

BASE: All respondent households.

NOTE: Figures represent the percent of households that are aware of any services currently available in Maui County for each human service need *AND* voluntarily named one of the not-for-profit organizations currently supported by the County of Maui Department of Housing and Human Concerns (DHHC) for that area of need.

## TABLE D-11:
## HUMAN SERVICE AREAS WHERE MORE HELP IS NEEDED, BY DISTRICT

| | Haiku - Hana | Kahului – Paia | Wailuku | Makawao | Kihei | Kula | Lahaina | Molokai | Lanai | COUNTY |
|---|---|---|---|---|---|---|---|---|---|---|
| Homeless Services | 71% | 68% | 38% | 87% | 42% | 74% | 63% | 53% | 39% | 61.0% |
| Job Training and Preparation | 74% | 58% | 56% | 64% | 53% | 65% | 63% | 71% | 57% | 60.0% |
| Alcohol and Drug Abuse | 56% | 58% | 54% | 65% | 47% | 47% | 69% | 55% | 67% | 57.2% |
| Youth Programs and Youth Centers | 66% | 72% | 53% | 53% | 47% | 51% | 47% | 53% | 47% | 56.6% |
| Health and Wellness | 65% | 50% | 42% | 72% | 43% | 42% | 48% | 49% | 55% | 51.1% |
| Child Abuse and Domestic Violence | 54% | 52% | 37% | 60% | 41% | 63% | 48% | 58% | 42% | 49.6% |
| Programs to Build Stronger Families | 45% | 45% | 44% | 53% | 37% | 44% | 45% | 48% | 38% | 44.1% |
| Early Childhood Education & Care | 36% | 35% | 56% | 60% | 45% | 51% | 34% | 39% | 33% | 43.2% |

SOURCE: Landline + Cell Data (weighted by geography & sample/phone status)

BASE: All respondent households.

NOTE: Figures represent the percent of households that feel there is not enough help available for that human service area.

## TABLE D-12:
## MOST IMPORTANT COUNTY PROBLEMS, BY DISTRICT

| | Haiku - Hana | Kahului – Paia | Wailuku | Makawao | Kihei | Kula | Lahaina | Molokai | Lanai | COUNTY |
|---|---|---|---|---|---|---|---|---|---|---|
| economy, cost of living, prices | 31% | 35% | 47% | 52% | 43% | 24% | 12% | 35% | 39% | 36% |
| traffic, rush hour, potholes, roads | 18% | 16% | 21% | 17% | 7% | 23% | 63% | 7% | 4% | 21% |
| unemployment. jobs, low wages | 29% | 24% | 21% | 8% | 23% | 34% | 8% | 34% | 36% | 21% |
| overdevelopment, overcrowding | 9% | 6% | 18% | 18% | 29% | 20% | 20% | 9% | 4% | 17% |
| housing availability, housing cost | 8% | 23% | 14% | 36% | 6% | 10% | 8% | 7% | 1% | 16% |
| water shortage, drought | 17% | 9% | 17% | 23% | 18% | 27% | 11% | 16% | 5% | 15% |
| Human Services* | 32% | 16% | 5% | 3% | 14% | 5% | 21% | 7% | 22% | 14% |
| education, schools, college | 3% | 12% | 3% | 26% | 13% | 5% | 6% | 6% | 7% | 11% |
| bad government, politicians, system | 13% | 3% | 1% | 11% | 10% | 16% | 15% | 8% | 2% | 8% |
| environment, air quality, animals | 20% | 3% | 1% | 12% | 15% | 17% | 1% | 1% | 3% | 8% |
| parks, recreation, beaches | 0% | 0% | 0% | 10% | 4% | 0% | 2% | 2% | 1% | 3% |
| crime, fire, public safety, speeding | 2% | 4% | 0% | 4% | 2% | 2% | 2% | 2% | 6% | 3% |
| nothing, no problems | 0% | 3% | 12% | 3% | 7% | 0% | 0% | 1% | 1% | 4% |

SOURCE: Landline + Cell Data (weighted by geography & sample/phone status)

BASE: All respondent households.

NOTE: Percentages may sum to more than 100%, due to multiple response. Categories with very low County percents were not included, due to limited space.

* "Human Services" combines the following responses that most strongly correspond with the eight human service areas covered in this study: "Drug abuse", "Alcohol abuse/Drunk driving", "Child abuse/neglect", "Domestic violence", "Homelessness", "Health/Insurance/Hospitals", "Child care/Preschool", "Family Services", "Youth activities/programs", and "Re-integration of Ex-Prisoners."

## TABLE D-13:
## MOST IMPORTANT FAMILY PROBLEMS, BY DISTRICT

| | Haiku - Hana | Kahului – Paia | Wailuku | Makawao | Kihei | Kula | Lahaina | Molokai | Lanai | COUNTY |
|---|---|---|---|---|---|---|---|---|---|---|
| economy, cost of living, prices/bills | 52% | 49% | 51% | 35% | 45% | 51% | 49% | 44% | 50% | 46% |
| unemployment. jobs, low wages | 26% | 28% | 10% | 13% | 18% | 10% | 12% | 21% | 30% | 19% |
| housing availability, housing cost | 6% | 6% | 15% | 13% | 11% | 7% | 5% | 1% | 0% | 9% |
| Human Services* | 2% | 8% | 1% | 14% | 14% | 4% | 5% | 9% | 19% | 8% |
| health, insurance, hospitals** | 1% | 7% | 1% | 13% | 5% | 3% | 5% | 9% | 14% | 6% |
| education, schools, college | 1% | 9% | 0% | 3% | 8% | 2% | 2% | 2% | 6% | 5% |
| traffic, rush hour, potholes, roads | 3% | 1% | 5% | 2% | 7% | 13% | 7% | 0% | 0% | 4% |
| water shortage, drought | 2% | 2% | 4% | 1% | 2% | 2% | 2% | 13% | 3% | 2% |
| environment, air quality, animals | 0% | 1% | 0% | 0% | 3% | 13% | 1% | 2% | 0% | 2% |
| our kids, discipline, family time | 0% | 0% | 0% | 0% | 7% | 0% | 1% | 1% | 3% | 2% |
| overdevelopment, overcrowding | 0% | 1% | 0% | 1% | 4% | 2% | 1% | 1% | 0% | 1% |
| nothing, no problems | 13% | 7% | 15% | 22% | 10% | 19% | 25% | 17% | 20% | 15% |

SOURCE: Landline + Cell Data (weighted by geography & sample/phone status)

BASE: All respondent households.

NOTE: Percentages may sum to more than 100%, due to multiple response. Categories with very low Family percents were not included, due to limited space.

* "Human Services" combines the following responses that most strongly correspond with the eight human service areas covered in this study: "Drug abuse", "Alcohol abuse/Drunk driving", "Child abuse/neglect", "Domestic violence", "Homelessness", "Health/Insurance/Hospitals", "Child care/Preschool", "Family Services", "Youth activities/programs", and "Re-integration of Ex-Prisoners."

** "Health, insurance, hospitals" is already included under "Human Services." However, it has also been listed separately, due to high response.