



Year 11 1 June 2009 to 31 May 2010

Aloha United Way 211 Children's Health Insurance Calls

In partnership with Hawai'i Covering Kids, Aloha United Way 211 answers calls from the public on how to obtain children's health insurance. Trained information and referral specialists give callers information on children's health insurance options, mail Med-QUEST applications, and link callers with application assistants.

Number of Calls Concerning Children's Health Insurance

Total: 1,702

(June-August 358 / September-November 609 / December-February 425 / March-May 310)

Demographics of Callers

Female	79%
Male	20%
Unknown	1%
0-17 years old	1%
18-39 years old	50%
40-59 years old	47%
60+ years old	2%
Calling for self	72%
Family member or friend	23%
Agency calling for customer	2%
Unknown	3%

How They Heard about Children's Health Insurance

Have called A UW 211 in the past	58%
First time callers	42%
<i>Of first time callers, where they heard about it</i>	
Postcard Mailed to Home	30%
Family/Friend/Neighbor	24%
Agency	14%
School	7%
Unemployment Office/Work Links	6%
Government Office	4%
Newsletter	3%
Work/Employer	3%
Telephone Book/Yellow Pages	2%
Other (Newspaper/Radio/Social Worker/Television)	2%
Aloha United Way 211	1%
Bus Poster	1%
Movie Advertisement	1%
Physician	1%
Web Site/Internet	1%

Number of Referrals to Agencies and Programs

DHS Med-QUEST Offices (Total = 1,650)

Note: these referrals include applications mailed to callers who live near the Med-QUEST office listed below.

Hawai'i (East)	120
Hawai'i (West)	112
Kaua'i	71
Lāna'i	2
Maui	198
Moloka'i	2
O'ahu (Honolulu)	914
O'ahu (Kapolei)	231

Other Sites (Total = 1,048)

Bay Clinic Hilo	0
Community Clinic Maui	138
Hāmākua Health Center	9
Hāna Community Health Center	4
Kalihi-Pālama Health Center	117
Kapolei Clinic	53
Kaua'i Community Health Center East	40
Kaua'i Community Health Center West	24
Ka'ū Family Health Center	5
Ke'eau Family Health Center	57
Kohala Family Health Center	20
Kōkua Kalihi Valley Comprehensive Family Services	37
Ko'olau Loa Community Health Center: Hau'ula	11
Ko'olau Loa Community Health Center: Kahuku	13
Lāna'i Community Health Center	3
Moloka'i Community Health Center	2
Nānākuli Clinic	10
North Shore Clinic (Hale'iwa)	48
Pāhoa Family Health Center	13
Wai'anae Coast Comprehensive Health Center	37
Waikīkī Health Center	151
Waimānalo Health Center	64
Waiola Clinic	1
Waipahu Clinic	142
West Hawai'i Community Health Center	49
 HMSA Children's Plan	 0

Applications Mailed

Island	Number
Hawai'i	147
Kaua'i	50
Lāna'i	3
Maui	127
Moloka'i	1
O'ahu	527

TOTAL = 855



Year 12
1 June 2010 to 31 May 2011

Aloha United Way 211 Children's Health Insurance Calls

In partnership with Hawai'i Covering Kids, Aloha United Way 211 answers calls from the public on how to obtain children's health insurance. Trained information and referral specialists give callers information on children's health insurance options, mail Med-QUEST applications, and link callers with application assistants.

Number of Calls Concerning Children's Health Insurance

Total: 1,144

(June-August 338/September-November 284/December-February 288/March-May 234)

Demographics of Callers

Female	82%
Male	17%
Unknown	1%
0-17 years old	1%
18-39 years old	61%
40-59 years old	36%
60+ years old	2%
Calling for self	87%
Family member or friend	10%
Agency calling for customer	3%

How They Heard about Children's Health Insurance

Have called AUW 211 in the past	54%
First time callers	46%
<i>Of first time callers, where they heard about it</i>	
Postcard Mailed to Home	7%
Family/Friend/Neighbor	8%
Agency	20%
School	16%
Unemployment Office/Work Links	3%
Government Office	4%
Newsletter	4%
Work/Employer	4%
Other (Telephone Book/Community Event/Child Care Provider/Aloha United Way 211)	2%
TheBus	2%
Movies	4%
Physician	3%
Web Site/Internet	5%
Radio	3%
Television	5%
Social Worker	1%
Pharmacy	5%
Shopping Mall	4%

Number of Referrals to Agencies and Programs

DHS Med-QUEST Offices (Total = 1,024)

Note: these referrals include applications mailed to callers who live near the Med-QUEST office listed below.

Hawai'i (East)	48
Hawai'i (West)	47
Kaua'i	30
Lāna'i	1
Maui	123
Moloka'i	3
O'ahu (Honolulu)	519
O'ahu (Kapolei)	253

Other Sites (Total = 770)

Community Clinic Maui	101
Hāmākua Health Center	5
Hāna Community Health Center	4
Kalihi-Pālana Health Center	93
Kapolei Clinic	47
Kaua'i Community Health Center East	27
Kaua'i Community Health Center West	2
Ka'ū Family Health Center	4
Ke'eau Family Health Center	33
Kohala Family Health Center	7
Kōkua Kalihi Valley Comprehensive Family Services	24
Ko'olau Loa Community Health Center: Hau'ula	12
Ko'olau Loa Community Health Center: Kahuku	3
Lāna'i Community Health Center	2
Moloka'i Community Health Center	1
Nānākuli Clinic	10
North Shore Clinic (Hale'iwa)	23
Pāhoa Family Health Center	23
Wai'anae Coast Comprehensive Health Center	30
Waikīkī Health Center	85
Waimānalo Health Center	58
Waiola Clinic	7
Waipahu Clinic	127
West Hawai'i Community Health Center	42

HMSA Children's Plan	0
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Applications Mailed

Island	Number
Hawai'i	40
Kaua'i	16
Lāna'i	0
Maui	47
Moloka'i	0
O'ahu	227

TOTAL = 330

Post Office	Island	Zip Code	Year 11 06/09 to 05/10	Year 12 06/10 to 05/11	Year 13 06/11 to 05/12	TOTAL
Captain Cook	Hawai'i	96704	4	2		6
Hakalau	Hawai'i	96710	2	0		2
Hawai'i National Park	Hawai'i	96718	0	0		0
Hāwī	Hawai'i	96719	1	1		2
Hilo	Hawai'i	96720	29	6		35
Hilo P. O. Boxes	Hawai'i	96721	4	1		5
Hōlualoa	Hawai'i	96725	0	1		1
Hōnaunau	Hawai'i	96726	1	2		3
Honoka'a	Hawai'i	96727	1	2		3
Honomū	Hawai'i	96728	0	0		0
Kailua-Kona	Hawai'i	96740	22	6		28
Kailua-Kona P. O. Boxes	Hawai'i	96745	5	2		7
Kamuela	Hawai'i	96743	12	0		12
Kapa'au	Hawai'i	96755	6	0		6
Kea'au	Hawai'i	96749	20	3		23
Kealakekua	Hawai'i	96750	7	3		10
Keauhou	Hawai'i	96739	1	0		1
Kurtistown	Hawai'i	96760	2	0		2
Laupāhoehoe	Hawai'i	96764	0	1		1
Mountain View	Hawai'i	96771	3	0		3
Nā'ālehu	Hawai'i	96772	2	0		2
Nīnole	Hawai'i	96773	0	0		0
Ocean View	Hawai'i	96737	2	0		2
'O'ōkala	Hawai'i	96774	0	0		0
Pā'auhau	Hawai'i	96775	0	0		0
Pa'auilo	Hawai'i	96776	1	1		2
Pāhala	Hawai'i	96777	2	2		4
Pāhoa	Hawai'i	96778	11	4		15
Pāpa'aloa	Hawai'i	96780	0	0		0
Pāpa'ikou	Hawai'i	96781	0	0		0
Pepe'ekeo	Hawai'i	96783	0	0		0
Volcano	Hawai'i	96785	1	0		1
Waikoloa	Hawai'i	96738	8	3		11
Anahola	Kaua'i	96703	2	0		2
'Ele'ele	Kaua'i	96705	3	0		3
Hanalei	Kaua'i	96714	4	4		8
Hanamā'ulu	Kaua'i	96715	0	0		0
Hanapēpē	Kaua'i	96716	0	0		0
Kalāheo	Kaua'i	96741	6	1		7
Kapa'a	Kaua'i	96746	11	6		17
Kaumakani	Kaua'i	96747	0	0		0
Keālia	Kaua'i	96751	0	0		0
Kekaha	Kaua'i	96752	1	0		1
Kīlauea	Kaua'i	96754	4	0		4
Kōloa	Kaua'i	96756	3	1		4

Post Office	Island	Zip Code	Year 11 06/09 to 05/10	Year 12 06/10 to 05/11	Year 13 06/11 to 05/12	TOTAL
Lāwa'i	Kaua'i	96765	1	1		2
Līhu'e	Kaua'i	96766	13	3		16
Makaweli	Kaua'i	96769	0	0		0
Princeville	Kaua'i	96722	2	0		2
Waimea	Kaua'i	96796	0	0		0
Lāna'i City	Lana'i	96763	3	0		3
Ha'ikū	Mauī	96708	14	5		19
Hāna	Mauī	96713	4	1		5
Kahului	Mauī	96732	14	9		23
Kahului	Mauī	96733	3	1		4
Kīhei	Mauī	96753	29	9		38
Kula	Mauī	96790	6	2		8
Lāhainā	Mauī	96761	22	10		32
Lāhainā P.O. Boxes	Mauī	96767	1	0		1
Makawao/Pukalani	Mauī	96768	18	5		23
Pā'ia	Mauī	96779	4	1		5
Pukalani P. O. Boxes	Mauī	96788	2	1		3
Pu'unēnē	Mauī	96784	0	0		0
Wailuku	Mauī	96793	10	3		13
Ho'olehua	Moloka'i	96729	0	0		0
Kalaupapa	Moloka'i	96742	0	0		0
Kaunakakai	Moloka'i	96748	0	0		0
Kualapu'u	Moloka'i	96757	0	0		0
Maunaloa	Moloka'i	96770	1	0		1
'Aiea	O'ahu	96701	14	9		23
'Āina Haina P. O. Boxes	O'ahu	96824	1	0		1
'Ewa Beach	O'ahu	96706	52	13		65
Hale'iwa	O'ahu	96712	10	2		12
Hau'ula	O'ahu	96717	7	2		9
Hawai'i Kai	O'ahu	96825	11	2		13
Honolulu	O'ahu	96846	0	0		0
Honolulu (Chinatown) P. O. Boxes	O'ahu	96827	0	0		0
Honolulu (Downtown)	O'ahu	96813	0	4		4
Honolulu (Downtown)	O'ahu	96814	13	3		16
Honolulu (Downtown) P. O. Boxes	O'ahu	96801	9	0		9
Honolulu (Downtown) P. O. Boxes	O'ahu	96802	1	0		1
Honolulu (Downtown) P. O. Boxes	O'ahu	96803	0	0		0
Honolulu (Downtown) P. O. Boxes	O'ahu	96804	0	0		0
Honolulu (Downtown) P. O. Boxes	O'ahu	96805	0	0		0
Honolulu (Downtown) P. O. Boxes	O'ahu	96806	0	0		0
Honolulu (Downtown) P. O. Boxes	O'ahu	96807	0	0		0
Honolulu (Downtown) P. O. Boxes	O'ahu	96808	0	0		0
Honolulu (Downtown) P. O. Boxes	O'ahu	96809	0	0		0
Honolulu (Downtown) P. O. Boxes	O'ahu	96810	0	0		0
Honolulu (Downtown) P. O. Boxes	O'ahu	96811	0	0		0

Post Office	Island	Zip Code	Year 11 06/09 to 05/10	Year 12 06/10 to 05/11	Year 13 06/11 to 05/12	TOTAL
Honolulu (Downtown) P. O. Boxes	O'ahu	96812	3	0		3
Honolulu (Main) P. O. Boxes	O'ahu	96820	2	0		2
Honolulu (Military Areas)	O'ahu	96818	23	8		31
Honolulu (Uptown) P. O. Boxes	O'ahu	96837	1	0		1
Ka'a'awa	O'ahu	96730	2	1		3
Kahuku	O'ahu	96731	3	1		4
Kailua	O'ahu	96734	26	6		32
Kāne'ohe	O'ahu	96744	18	14		32
Kapahulu P. O. Boxes	O'ahu	96835	0	0		0
Kapālama	O'ahu	96817	29	8		37
Kapālama	O'ahu	96819	27	13		40
Kapolei	O'ahu	96707	13	11		24
Kapolei	O'ahu	96709	1	0		1
Kunia	O'ahu	96759	0	0		0
Lā'ie	O'ahu	96762	2	0		2
Makiki	O'ahu	96822	21	13		34
Makiki	O'ahu	96826	20	8		28
Makiki P. O. Boxes	O'ahu	96823	0	1		1
Mānoa P. O. Boxes	O'ahu	96839	0	0		0
Mililani	O'ahu	96789	27	10		37
Mō'ili'ili P. O. Boxes	O'ahu	96828	0	1		1
Pearl City	O'ahu	96782	21	12		33
Schofield Barracks	O'ahu	96857	0	0		0
Wahiawā	O'ahu	96786	17	13		30
Wa'ialae Kāhala	O'ahu	96816	31	9		40
Wai'ālae Kāhala	O'ahu	96821	7	1		8
Waialua	O'ahu	96791	5	1		6
Wai'anae	O'ahu	96792	22	13		35
Waikiki	O'ahu	96815	16	8		24
Waikīkī (Eaton Square) P. O. Boxes	O'ahu	96836	0	0		0
Waikīkī P. O. Boxes	O'ahu	96830	3	1		4
Waimānalo	O'ahu	96795	5	4		9
Waipahu	O'ahu	96797	64	35		99
Other			0	0		0

TOTAL

855 330 0 1,185

Hawai'i	147	40	0	181
Kaua'i	50	16	0	66
Lāna'i	3	0	0	3
Maui	127	47	0	174
Moloka'i	1	0	0	1
O'ahu	527	227	0	754
Other	0	0	0	0