



Year 4 1 June 2002 to 31 May 2003

Aloha United Way 211 Children's Health Insurance Calls

In a 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: 2,710

(June-August 1,098/September-November 749/December-February 406/March-May 457)

Demographics of Callers

Female	84%
Male	15%
Unknown	1%
0-17 years old	1%
18-39 years old	69%
40-59 years old	27%
60+ years old	2%
Unknown	1%
Calling for self	78%
Family member or friend	17%
Agency calling for customer	1%
Unknown	4%

How They Heard about Aloha United Way 211

Have called AUW 211 in the past	30%
First time callers	70%
<i>Of first time callers, where they heard about AUW 211</i>	
Family or Friend	27%
School	25%
Television	10%
Radio	8%
Hospital/Health Center	5%
Social Worker	5%
Newspaper	5%
Telephone Book/Yellow Pages	5%
Mail Sent to My Home	3%
Newsletter	3%
WIC	2%
Bus Poster	1%
Social Security Administration	1%

Number of Referrals to Agencies and Programs

Hawai'i Covering Kids Local Projects

Kahuku	53
Kaua'i	21

DHS Med-QUEST Offices

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

Hawai'i (East)	45
Hawai'i (West)	59
Kaua'i	39
Lāna'i	1
Maui	168
Moloka'i	21
O'ahu (Honolulu)	984
O'ahu (Kapolei)	193

Other

Bay Clinic—Hilo	109
Community Clinic of Maui	2
Hāmākua Health Center	9
Hāna Community Health Center	0
Kalihi Pālama Health Center	132
Ka'ū Family Health Center	0
Kōkua Kalihi Valley Comprehensive Family Services	14
Kona Community Clinic	56
Pāhoa Family Health Center	0
Queen's Medical Center	2
Wai'anae Coast Comprehensive Health Center	84
Waikīkī Health Center	334
Waimānalo Health Center	98
Waipahu Clinic	377

Applications Mailed

Island	Number
Hawai'i	62
Kaua'i	19
Lāna'i	1
Maui	75
Moloka'i	9
O'ahu	692
Other	
CA	3

TOTAL = 861



Year 5 1 June 2003 to 31 May 2004

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: 1,967

(June-August 591/September-November 639/December-February 300/March-May 437)

Demographics of Callers

Female	78%
Male	17%
Unknown	5%
0-17 years old	1%
18-39 years old	61%
40-59 years old	32%
60+ years old	2%
Unknown	4%
Calling for self	58%
Family member or friend	24%
Agency calling for customer	2%
Unknown	16%

How They Heard about Aloha United Way 211

Have called AUW 211 in the past	40%
First time callers	60%
<i>Of first time callers, where they heard about AUW 211</i>	
School	22%
Family or Friend	18%
Television	14%
Radio	7%
Telephone Book/Yellow Pages	5%
Social Worker	5%
Health Center	4%
School Lunch Form	4%
Newsletter	4%
WIC	3%
Newspaper	3%
Physician	3%
Mail Sent to My Home	2%
Credit Card Statement	2%
Social Security Administration	1%
Hospital	1%
H&R Block	1%
HMSA	1%

Number of Referrals to Agencies and Programs

Hawai'i Covering Kids Local Projects (Total = 82)

Kahuku	40
Kaua'i	42

DHS Med-QUEST Offices (Total = 1,464)

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

Hawai'i (East)	47
Hawai'i (West)	70
Kaua'i	39
Lāna'i	0
Maui	170
Moloka'i	5
O'ahu (Honolulu)	937
O'ahu (Kapolei)	196

Other (Total = 421)

Bay Clinic—Hilo	78
Community Clinic of Maui	0
Hāmākua Health Center	10
Hāna Community Health Center	0
Kalihi-Pālama Health Center	0
Ka'ū Family Health Center	0
Kea'au Family Health Center	0
Kōkua Kalihi Valley Comprehensive Family Services	0
Kona Community Clinic	0
Pāhoa Family Health Center	0
Wai'anae Coast Comprehensive Health Center	64
Waikiki Health Center	0
Waimānalo Health Center	76
Waipahu Clinic	193

Applications Mailed

Island	Number
Hawai'i	57
Kaua'i	22
Lāna'i	1
Maui	52
Moloka'i	3
O'ahu	551
Other	
NV/AL	2

TOTAL = 688



Year 6 1 June 2004 to 31 May 2005

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: 1,422

(June-August 512/September-November 408/December-February 267/March-May 235)

Demographics of Callers

Female	74%
Male	16%
Unknown	10%
0-17 years old	1%
18-39 years old	55%
40-59 years old	32%
60+ years old	2%
Unknown	10%
Calling for self	43%
Family member or friend	33%
Agency calling for customer	3%
Unknown	21%

How They Heard about Children's Health Insurance

Have called AUW 211 in the past	28%
First time callers	66%
Unknown	6%

Of first time callers, where they heard about it

Family/Friend/Neighbor	16%
School Lunch Form	14%
Agency/Community Organization	10%
Newspaper	8%
Pharmacy	7%
Physician	6%
Telephone Book/Yellow Pages	6%
Community Event	5%
Television	5%
School	3%
Aloha United Way	2%
Health Center	2%
Mail Sent to Home	2%
Social Worker	2%
Unemployment Office/Work Links	2%
Bus Poster	1%
Child Care Center	1%
Crisis Line	1%
Dentist	1%
Hospital	1%
Library	1%
Radio	1%
Social Security Office	1%
Web Site/Internet	1%
Work/Employer	1%

Number of Referrals to Agencies and Programs

Hawai'i Covering Kids Local Projects (Total = 43)

Kahuku	22
Kaua'i	21

DHS Med-QUEST Offices (Total = 1,042)

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

Hawai'i (East)	41
Hawai'i (West)	66
Kaua'i	20
Lāna'i	3
Maui	112
Moloka'i	11
O'ahu (Honolulu)	558
O'ahu (Kapolei)	231

Other (Total = 339)

Bay Clinic—Hilo	41
Hāmākua Health Center	3
Hāna Community Health Center	12
Kalihi-Pālama Health Center	14
Pāhoa Family Health Center	3
Wai'anae Coast Comprehensive Health Center	65
Waimānalo Health Center	52
Waipahu Clinic	149

Applications Mailed

Island	Number
Hawai'i	66
Kaua'i	14
Lāna'i	1
Maui	66
Moloka'i	2
O'ahu	467
Other	
CA	1

TOTAL = 617



Year 7 1 June 2005 to 31 May 2006

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: 1,032

(June-August 312/September-November 264/December-February 213/March-May 243)

Demographics of Callers

Female	71%
Male	15%
Unknown	14%
0-17 years old	1%
18-39 years old	44%
40-59 years old	44%
60+ years old	3%
Unknown	8%
Calling for self	36%
Family member or friend	47%
Agency calling for customer	4%
Unknown	13%

How They Heard about Children's Health Insurance

Have called AUW 211 in the past	23%
First time callers	77%

Of first time callers, where they heard about it

Agency/Community Organization	22%
School	16%
Family/Friend/Neighbor	11%
Telephone Book/Yellow Pages	8%
Television	8%
Physician	6%
Bus Poster	4%
Child Care Center	4%
Newspaper	4%
School Lunch Form	3%
Work/Employer	2%
Aloha United Way 211	1%
Community Event	1%
Community Health Center	1%
DOH Immunization Campaign	1%
Newsletter	1%
Pharmacy	1%
Radio	1%
Satellite City Hall	1%
Shopping Mall	1%
Social Worker	1%
Unemployment Office/Work Links	1%
Web Site/Internet	1%

Number of Referrals to Agencies and Programs

Hawai’i Covering Kids Local Projects (Total = 31)

Kahuku	19
Kaua’i	12

DHS Med-QUEST Offices (Total = 851)

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

Hawai’i (East)	48
Hawai’i (West)	59
Kaua’i	19
Lāna’i	2
Maui	129
Moloka’i	2
O’ahu (Honolulu)	367
O’ahu (Kapolei)	225

Other (Total = 167)

Bay Clinic—Hilo	24
Hāmākua Health Center	1
Hāna Community Health Center	9
Kalihi-Pālama Health Center	15
Ke’eau Family Health Center	2
Kokua Kalihi Valley Comprehensive Family Services	3
Pāhoa Family Health Center	3
Wai’anae Coast Comprehensive Health Center	24
Waikīkī Health Center	10
Waimānalo Health Center	14
Waipahu Clinic	62

Applications Mailed

Island	Number
Hawai’i	63
Kaua’i	16
Lāna’i	1
Maui	55
Moloka’i	1
O’ahu	372
Other	
CA	2

TOTAL = 510

Post Office	Island	Zip Code	Year 4 06/02 to 05/03	Year 5 06/03 to 05/04	Year 6 06/04 to 05/05	Year 7 06/05 to 05/06	TOTAL
Captain Cook	Hawai'i	96704	5	5	3		13
Hakalau	Hawai'i	96710					0
Hawai'i National Park	Hawai'i	96718	1				1
Hāwī	Hawai'i	96719	2	1	1	1	5
Hilo	Hawai'i	96720	9	8	10	16	43
Hilo P. O. Boxes	Hawai'i	96721	1	2			3
Hōlualoa	Hawai'i	96725	2	2	1	3	8
Hōnaunau	Hawai'i	96726	1				1
Honoka'a	Hawai'i	96727	1	1	2	1	5
Honomū	Hawai'i	96728					0
Kailua-Kona	Hawai'i	96740	5	12	12	8	37
Kailua-Kona P. O. Boxes	Hawai'i	96745		3	5	2	10
Kamuela	Hawai'i	96743	6	6	2	2	16
Kapa'au	Hawai'i	96755			1		1
Kea'au	Hawai'i	96749	6	3	6	8	23
Kealakekua	Hawai'i	96750	4	4	7	1	16
Keauhou	Hawai'i	96739				2	2
Kurtistown	Hawai'i	96760	4		1	1	6
Laupāhoehoe	Hawai'i	96764		1	2	1	4
Mountain View	Hawai'i	96771	1	1		2	4
Nā'ālehu	Hawai'i	96772	2	1		4	7
Ninole	Hawai'i	96773					0
Ocean View	Hawai'i	96737	2			1	3
'O'ōkala	Hawai'i	96774					0
Pā'auhau	Hawai'i	96775					0
Pa'auilo	Hawai'i	96776			1		1
Pāhala	Hawai'i	96777	2		1	3	6
Pāhoa	Hawai'i	96778	5	5	7	5	22
Pāpa'aloa	Hawai'i	96780					0
Pāpa'ikou	Hawai'i	96781					0
Pepe'ekeo	Hawai'i	96783				1	1
Volcano	Hawai'i	96785	1	1			2
Waikoloa	Hawai'i	96738	2	1	4	1	8
Anahola	Kaua'i	96703	1			1	2
'Ele'ele	Kaua'i	96705					0
Hanalei	Kaua'i	96714	2	1	1		4
Hanamā'ulu	Kaua'i	96715		1			1
Hanapēpē	Kaua'i	96716		1		1	2
Kalāheo	Kaua'i	96741	1	2			3
Kapa'a	Kaua'i	96746	7	7	4	3	21
Kaumakani	Kaua'i	96747		1		1	2
Keālia	Kaua'i	96751					0
Kekaha	Kaua'i	96752				1	1
Kīlauea	Kaua'i	96754	1	2	1	1	5
Kōloa	Kaua'i	96756		1		3	4

Post Office	Island	Zip Code	Year 4 06/02 to 05/03	Year 5 06/03 to 05/04	Year 6 06/04 to 05/05	Year 7 06/05 to 05/06	TOTAL
Lāwa'i	Kaua'i	96765	1				1
Lihu'e	Kaua'i	96766	4	3	4	3	14
Makaweli	Kaua'i	96769		1	1		2
Princeville	Kaua'i	96722	2		3	1	6
Waimea	Kaua'i	96796		2		1	3
Lāna'i City	Lana'i	96763	1	1	1	1	4
Ha'ikū	Maui	96708	9	3	6	3	21
Hāna	Maui	96713	3	2	2	1	8
Kahului	Maui	96732	9		12	3	24
Kahului	Maui	96733	1	2	2	1	6
Kihei	Maui	96753	11	15	14	18	58
Kula	Maui	96790	6	2	4	2	14
Lāhainā	Maui	96761	8	11	14	10	43
Lāhainā P.O. Boxes	Maui	96767					0
Makawao/Pukalani	Maui	96768	10	7	3	3	23
Pā'ia	Maui	96779	5	1	1	3	10
Pukalani P. O. Boxes	Maui	96788	3				3
Pu'unēnē	Maui	96784	2	1	2	1	6
Wailuku	Maui	96793	8	8	6	10	32
Ho'olehua	Moloka'i	96729	3	1			4
Kalaupapa	Moloka'i	96742					0
Kaunakakai	Moloka'i	96748	6	1			7
Kualapu'u	Moloka'i	96757		1		1	2
Maunaloa	Moloka'i	96770			2		2
'Aiea	O'ahu	96701	29	24	24	15	92
'Āina Haina P. O. Boxes	O'ahu	96824		1		1	2
'Ewa Beach	O'ahu	96706	44	26	25	28	123
Hale'iwa	O'ahu	96712	7	8	6	6	27
Hau'ula	O'ahu	96717	6	5	2	3	16
Hawai'i Kai	O'ahu	96825	18	15	6	5	44
Honolulu (Chinatown) P. O. Boxes	O'ahu	96827					0
Honolulu (Downtown)	O'ahu	96813	21	17	15	6	59
Honolulu (Downtown)	O'ahu	96814	13	19	11	11	54
Honolulu (Downtown) P. O. Boxes	O'ahu	96801					0
Honolulu (Downtown) P. O. Boxes	O'ahu	96802					0
Honolulu (Downtown) P. O. Boxes	O'ahu	96803					0
Honolulu (Downtown) P. O. Boxes	O'ahu	96804			2		2
Honolulu (Downtown) P. O. Boxes	O'ahu	96805					0
Honolulu (Downtown) P. O. Boxes	O'ahu	96806					0
Honolulu (Downtown) P. O. Boxes	O'ahu	96807					0
Honolulu (Downtown) P. O. Boxes	O'ahu	96808					0
Honolulu (Downtown) P. O. Boxes	O'ahu	96809	1		1		2
Honolulu (Downtown) P. O. Boxes	O'ahu	96810				2	2
Honolulu (Downtown) P. O. Boxes	O'ahu	96811	1	1			2
Honolulu (Downtown) P. O. Boxes	O'ahu	96812			1		1

Post Office	Island	Zip Code	Year 4 06/02 to 05/03	Year 5 06/03 to 05/04	Year 6 06/04 to 05/05	Year 7 06/05 to 05/06	TOTAL
Honolulu (Main) P. O. Boxes	O'ahu	96820	1				1
Honolulu (Military Areas)	O'ahu	96818	42	37	19	13	111
Honolulu (Uptown) P. O. Boxes	O'ahu	96837	1			1	2
Ka'a'awa	O'ahu	96730	3		1	1	5
Kahuku	O'ahu	96731	1	1			2
Kailua	O'ahu	96734	30	19	15	13	77
Kāne'ōhe	O'ahu	96744	38	24	23	16	101
Kapa'au	Oahu	96755	3	2			5
Kapahulu P. O. Boxes	O'ahu	96835				19	19
Kapālama	O'ahu	96817	36	36	30	25	127
Kapālama	O'ahu	96819	68	40	24	16	148
Kapolei	O'ahu	96707	23	14	25		62
Kapolei	O'ahu	96709		1			1
Kunia	O'ahu	96759			1		1
Lā'ie	O'ahu	96762	2	2	2	9	15
Makiki	O'ahu	96822	29	37	21	16	103
Makiki	O'ahu	96826	29	39	36	24	128
Makiki P. O. Boxes	O'ahu	96823					0
Mānoa P. O. Boxes	O'ahu	96839					0
Mililani	O'ahu	96789	24	22	14	16	76
Mō'ili'ili P. O. Boxes	O'ahu	96828	1	1			2
Pearl City	O'ahu	96782	32	11	16	16	75
Schofield Barracks	O'ahu	96857					0
Wahiawā	O'ahu	96786	28	27	20	16	91
Wa'ialae Kāhala	O'ahu	96816	21	25	21	19	86
Wa'ialae Kāhala	O'ahu	96821	6	1	3	1	11
Waialua	O'ahu	96791	9	6	5	7	27
Wai'anae	O'ahu	96792	34	23	28	20	105
Waikīkī	O'ahu	96815	25	28	22	11	86
Waikīkī (Eaton Square) P. O. Boxes	O'ahu	96836					0
Waikīkī P. O. Boxes	O'ahu	96830			1	3	4
Waimānalo	O'ahu	96795	9	4	3	2	18
Waipahu	O'ahu	96797	57	35	44	31	167
AK/AL/AZ/CA/CO/NV/Saipan			3	2	1	2	8

TOTAL

861

688

617

510

2,676