



Year 8 1 June 2006 to 31 May 2007

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: 1,609

(June-August 335/September-November 245/December-February 276/March-May 753)

Demographics of Callers

Female	81%
Male	14%
Unknown	5%
0-17 years old	1%
18-39 years old	59%
40-59 years old	34%
60+ years old	1%
Unknown	5%
Calling for self	50%
Family member or friend	44%
Agency calling for customer	3%
Unknown	3%

How They Heard about Children's Health Insurance

Have called AUW 211 in the past	24%
First time callers	76%

Of first time callers, where they heard about it

Agency/Community Organization	43%
School	9%
Family/Friend/Neighbor	9%
Radio	6%
Physician	5%
Bus Poster	3%
Child Care Center	3%
Newspaper	3%
Television	3%
Social Worker	2%
Telephone Book/Yellow Pages	2%
Work/Employer	2%
Web Site/Internet	2%
Aloha United Way 211	1%
Athletic Group/Coach	1%
Community Health Center	1%
DOH Immunization Campaign	1%
HMSA	1%
Mail Sent to Home	1%
Newsletter	1%
School Field Trip Form	1%

Number of Referrals to Agencies and Programs

DHS Med-QUEST Offices (Total = 1,516)

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

Hawai’i (East)	105
Hawai’i (West)	63
Kaua’i	58
Lāna’i	3
Maui	134
Moloka’i	8
O’ahu (Honolulu)	632
O’ahu (Kapolei)	513

Other Sites (Total = 104)

Bay Clinic—Hilo	17
Hāmākua Health Center	1
Hāna Community Health Center	2
Ko’olau Loa Community Health Center	9
Wai’anae Coast Comprehensive Health Center	14
Waimānalo Health Center	22
Waipahu Clinic	39

HMSA Children’s Plan **14**

Applications Mailed

Island	Number
Hawai’i	54
Kaua’i	21
Lāna’i	1
Maui	58
Moloka’i	5
O’ahu	550

TOTAL = 689



Year 9 1 June 2007 to 31 May 2008

Aloha United Way 211 Children's Health Insurance Calls

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Number of Calls Concerning Children's Health Insurance

Total: 1,580

(June-August 903/September-November 276/December-February 181/March-May 220)

Demographics of Callers

Female	84%
Male	14%
Unknown	2%
0-17 years old	0%
18-39 years old	56%
40-59 years old	42%
60+ years old	2%
Unknown	0%
Calling for self	52%
Family member or friend	43%
Agency calling for customer	3%
Unknown	2%

How They Heard about Children's Health Insurance

Have called AUW 211 in the past	42%
First time callers	58%
<i>Of first time callers, where they heard about it</i>	
Agency	35%
Government Office	27%
School	10%
Family/Friend/Neighbor	7%
Newspaper	6%
Bus Poster	2%
Physician	2%
Radio	2%
Web Site/Internet	2%
Aloha United Way 211	1%
Newsletter	1%
Other (Police/Newsletter/Child Care Center)	1%
Social Worker	1%
Telephone Book/Yellow Pages	1%
Television	1%
Work/Employer	1%

Number of Referrals to Agencies and Programs

DHS Med-QUEST Offices (Total = 1,503)

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

Hawai'i (East)	87
Hawai'i (West)	87
Kaua'i	33
Lāna'i	1
Maui	136
Moloka'i	1
O'ahu (Honolulu)	673
O'ahu (Kapolei)	485

Other Sites (Total = 92)

Bay Clinic—Hilo	5
Hāmākua Health Center	3
Hāna Community Health Center	11
Kaua'i Community Health Center	6
Ko'olau Loa Community Health Center	10
Wai'anae Coast Comprehensive Health Center	8
Waimānalo Health Center	7
Waipahu Clinic	39
West Hawai'i Community Health Center	3

HMSA Children's Plan 18

Applications Mailed

Island	Number
Hawai'i	69
Kaua'i	8
Lāna'i	1
Maui	72
Moloka'i	3
O'ahu	474

TOTAL = 627



Year 10 1 June 2008 to 31 May 2009

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: 1,100

(June-August 287 / September-November 277 / December-February 278 / March-May 258)

Demographics of Callers

Female	82%
Male	15%
Unknown	3%
0-17 years old	0%
18-39 years old	52%
40-59 years old	45%
60+ years old	2%
Unknown	1%
Calling for self	62%
Family member or friend	31%
Agency calling for customer	4%
Unknown	3%

How They Heard about Children's Health Insurance

Have called AUW 211 in the past	57%
First time callers	43%
<i>Of first time callers, where they heard about it</i>	
Agency	46%
Government Office	13%
School	11%
Family/Friend/Neighbor	7%
Physician	4%
Web Site/Internet	4%
Work/Employer	3%
Aloha United Way 211	2%
Bus Poster	2%
Social Worker	2%
Television	2%
Newspaper	1%
Radio	1%
Telephone Book/Yellow Pages	1%
Other (Child Care Center/Mail Sent to Home)	1%

Number of Referrals to Agencies and Programs

DHS Med-QUEST Offices (Total = 1,063)

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

Hawai’i (East)	73
Hawai’i (West)	61
Kaua’i	51
Lāna’i	1
Maui	108
Moloka’i	6
O’ahu (Honolulu)	518
O’ahu (Kapolei)	245

Other Sites (Total = 75)

Bay Clinic—Hilo	2
Community Clinic Maui	9
Kalihi-Pālama Health Center	8
Kaua’i Community Health Center	2
Ko’olau Loa Community Health Center	4
Lāna’i Community Health Center	1
Nānākuli Clinic	4
Pāhoa Family Health Center	2
Wai’anae Coast Comprehensive Health Center	1
Waikīkī Health Center	7
Waimānalo Health Center	7
Waipahu Clinic	20
West Hawai’i Community Health Center	8

Keiki Care / HMSA Children’s Plan **16**

Applications Mailed

Island	Number
Hawai’i	100
Kaua’i	22
Lāna’i	0
Maui	60
Moloka’i	4
O’ahu	338

TOTAL = 524

Post Office	Island	Zip Code	Year 8 06/06 to 05/07	Year 9 06/07 to 05/08	Year 10 06/08 to 05/09	TOTAL
Captain Cook	Hawai'i	96704		2	4	6
Hakalau	Hawai'i	96710				0
Hawai'i National Park	Hawai'i	96718				0
Hāwī	Hawai'i	96719		2	4	6
Hilo	Hawai'i	96720	15	18	20	53
Hilo P. O. Boxes	Hawai'i	96721	2		3	5
Hōlualoa	Hawai'i	96725		4	1	5
Hōnaunau	Hawai'i	96726	1			1
Honoka'a	Hawai'i	96727			1	1
Honomū	Hawai'i	96728			1	1
Kailua-Kona	Hawai'i	96740	10	18	15	43
Kailua-Kona P. O. Boxes	Hawai'i	96745	1	2	3	6
Kamuela	Hawai'i	96743	2	5	5	12
Kapa'au	Hawai'i	96755			7	7
Kea'au	Hawai'i	96749	7	5	6	18
Kealakekua	Hawai'i	96750	2	3	7	12
Keauhou	Hawai'i	96739				0
Kurtistown	Hawai'i	96760	1	1		2
Laupāhoehoe	Hawai'i	96764				0
Mountain View	Hawai'i	96771	1		5	6
Nā'ālehu	Hawai'i	96772	1		2	3
Nīnole	Hawai'i	96773				0
Ocean View	Hawai'i	96737	2	2	2	6
'O'ōkala	Hawai'i	96774				0
Pā'auhau	Hawai'i	96775				0
Pa'auilo	Hawai'i	96776			1	1
Pāhala	Hawai'i	96777			2	2
Pāhoa	Hawai'i	96778	7	4	5	16
Pāpa'aloa	Hawai'i	96780				0
Pāpa'ikou	Hawai'i	96781		2		2
Pepe'ekeo	Hawai'i	96783	1			1
Volcano	Hawai'i	96785			1	1
Waikoloa	Hawai'i	96738	1	1	5	7
Anahola	Kaua'i	96703	3		1	4
'Ele'ele	Kaua'i	96705		2	1	3
Hanalei	Kaua'i	96714	3		1	4
Hanamā'ulu	Kaua'i	96715		1		1
Hanapēpē	Kaua'i	96716				0
Kalāheo	Kaua'i	96741	2			2
Kapa'a	Kaua'i	96746	3	1	7	11
Kaumakani	Kaua'i	96747				0
Keālia	Kaua'i	96751				0
Kekaha	Kaua'i	96752		1		1
Kīlauea	Kaua'i	96754	5	1	4	10
Kōloa	Kaua'i	96756		1		1

Post Office	Island	Zip Code	Year 8 06/06 to 05/07	Year 9 06/07 to 05/08	Year 10 06/08 to 05/09	TOTAL
Lāwā'i	Kaua'i	96765	1		2	3
Līhu'e	Kaua'i	96766	2	1	3	6
Makaweli	Kaua'i	96769				0
Princeville	Kaua'i	96722	1		2	3
Waimea	Kaua'i	96796	1		1	2
Lāna'i City	Lana'i	96763	1	1		2
Ha'ikū	Mauī	96708	4	1	2	7
Hāna	Mauī	96713	3	1	3	7
Kahului	Mauī	96732	12	13	7	32
Kahului	Mauī	96733	1	4		5
Kīhei	Mauī	96753	17	17	14	48
Kula	Mauī	96790	7	3	3	13
Lāhainā	Mauī	96761	7	16	10	33
Lāhainā P.O. Boxes	Mauī	96767		1		1
Makawao/Pukalani	Mauī	96768	3	8	9	20
Pā'ia	Mauī	96779		2	5	7
Pukalani P. O. Boxes	Mauī	96788			1	1
Pu'unēnē	Mauī	96784				0
Wailuku	Mauī	96793	4	6	6	16
Ho'olehua	Moloka'i	96729	1	1	1	3
Kalaupapa	Moloka'i	96742				0
Kaunakakai	Moloka'i	96748	4	2	3	9
Kualapu'u	Moloka'i	96757				0
Maunaloa	Moloka'i	96770				0
'Aiea	O'ahu	96701	23	27	16	66
'Āina Haina P. O. Boxes	O'ahu	96824				0
'Ewa Beach	O'ahu	96706	44	32	26	102
Hale'iwa	O'ahu	96712	6	8	5	19
Hau'ula	O'ahu	96717	3	3	3	9
Hawai'i Kai	O'ahu	96825	5	13	2	20
Honolulu (Chinatown) P. O. Boxes	O'ahu	96827				0
Honolulu (Downtown)	O'ahu	96813	9	13	13	35
Honolulu (Downtown)	O'ahu	96814	14	17	11	42
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				0
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	1			1
Honolulu (Downtown) P. O. Boxes	O'ahu	96809				0
Honolulu (Downtown) P. O. Boxes	O'ahu	96810				0
Honolulu (Downtown) P. O. Boxes	O'ahu	96811				0
Honolulu (Downtown) P. O. Boxes	O'ahu	96812				0

Post Office	Island	Zip Code	Year 8 06/06 to 05/07	Year 9 06/07 to 05/08	Year 10 06/08 to 05/09	TOTAL
Honolulu (Main) P. O. Boxes	O'ahu	96820		3	2	5
Honolulu (Military Areas)	O'ahu	96818	12	18	9	39
Honolulu (Uptown) P. O. Boxes	O'ahu	96837			1	1
Ka'a'awa	O'ahu	96730	3			3
Kahuku	O'ahu	96731	1	1	1	3
Kailua	O'ahu	96734	21	17	14	52
Kāne'ōhe	O'ahu	96744	36	20	18	74
Kapahulu P. O. Boxes	O'ahu	96835				0
Kapālama	O'ahu	96817	32	18	16	66
Kapālama	O'ahu	96819	31	25	18	74
Kapolei	O'ahu	96707	22	11	11	44
Kapolei	O'ahu	96709	3		1	4
Kunia	O'ahu	96759				0
Lā'ie	O'ahu	96762	8	3	1	12
Makiki	O'ahu	96822	17	18	18	53
Makiki	O'ahu	96826	27	31	24	82
Makiki P. O. Boxes	O'ahu	96823				0
Mānoa P. O. Boxes	O'ahu	96839	1	1		2
Mililani	O'ahu	96789	27	12	11	50
Mō'ili'ili P. O. Boxes	O'ahu	96828	2	2		4
Pearl City	O'ahu	96782	26	12	6	44
Schofield Barracks	O'ahu	96857		1		1
Wahiawā	O'ahu	96786	33	20	15	68
Wa'ialae Kāhala	O'ahu	96816	20	26	12	58
Wai'ālae Kāhala	O'ahu	96821	3	3	4	10
Waialua	O'ahu	96791	5	6	3	14
Wai'anae	O'ahu	96792	37	36	16	89
Waikīkī	O'ahu	96815	20	16	11	47
Waikīkī (Eaton Square) P. O. Boxes	O'ahu	96836				0
Waikīkī P. O. Boxes	O'ahu	96830		2	4	6
Waimānalo	O'ahu	96795	7	2	6	15
Waipahu	O'ahu	96797	51	57	40	148
Other				1		1

TOTAL

689 628 524 1,841

Hawai'i	54	69	100	217
Kaua'i	21	8	22	51
Lāna'i	1	1	0	2
Maui	58	72	60	190
Moloka'i	5	3	4	12
O'ahu	550	474	338	1362
Other	0	1	0	1