

2020 RESOURCE DIRECTORY



NEIGHBORHOOD PLACE OF PUNA

16-105 'Ōpūkaha 'ia St.
Kea 'au, HI 96749
(808)965-5550

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CAREER DEVELOPMENT/EDUCATION AND TRAINING

ALU LIKE - EDUCATION, EMPLOYMENT & TRAINING PROGRAM

Phone: (808) 961-2625

Address: 32 Kinoole St., Suite #102 Hilo, HI 96720

Kona Location: (808) 331-2820

Address: 74-5616 Alapa St. Suite 6A, Kailua-Kona, HI 96740

Hours: Mon. - Fri. 8:00 A.M. - 4:30 P.M.

Eligibility: Native Hawaiians, Alaskan Natives, and American Indians; Income eligibility.

Services Provided: Employment & Training Program provides year round services to eligible adults 18 years or older and youth ages 14-21. They provide a wide range of services which include outreach, intake, assessment, career counseling, work experience, occupational skills training, educational & tuition assistance, tutoring and internships.

Website: <http://www.alulike.org>

ARC OF HILO- EMPLOYMENT TRAINING SERVICE (ETS)

Phone: (808) 935-8534

Address: 1099 Waianuenue Avenue Hilo, HI 96720

Hours: Mon.- Fri. 7:30 A.M- 3:30 P.M

Kona Location: (808) 323-2626

Address: 81-1065 Konawaena School Rd. Kealahou, HI 96750

Hours: Mon. - Fri. 7:30 A.M. - 3:30 P.M.

Puna Location: (808) 965-8464

Address: 15-2866 Pahoia Village Rd. Pahoia, HI 96778

Hours: Mon. – Fri. 7:00 A.M. – 4:30 P.M.

Eligibility: People with developmental and other disabilities. Must be age 16 and over, certified as disabled and referred to "The Arc of Hilo" by the Hawaii State Department of Vocational Rehabilitations (DVR), qualified for a Medical Waiver (Community Support Services) or the LASR program, or wishes to purchase training as an individual or agency.

Services Provided: Prepares individuals with disabilities for competitive employment in the community, identifies the individual's interests, skills and areas that need improvement. Offers hands on training and support for interviews and other job skills for successful transition to employment.

Website: <http://www.arcof hilo.org>

DISABILITY & COMMUNICATION ACCESS BOARD (DCAB)

Phone: (808)586-8121

Address: 1010 Richardson St. Suite 118 Honolulu, HI 96813

Hours: 7:45 A.M. – 4:30 P.M.

Services Provided: DCAB provides advice and recommendation on legislation, rules, policies, procedures, and plans relating to persons with disabilities and their civil rights or service needs.

Website: www.health.hawaii.gov/dcab

EAST AREA WELFARE OFFICE – DEPARTMENT OF HUMAN SERVICES

Phone: (808) 981-2754

Address: 1990 Kino'ole St. Suite 108 Hilo, HI 96720

Hours: Mon. – Fri. 7:45 A.M. - 4:30 P.M. (Interviews before 2 P.M.)

Eligibility: Meet the income requirements.

Services Provided: EBT, medical, financial help individuals and families. Call for more details.

GOODWILL INDUSTRIES OF HAWAII, INC.- FIRST TO WORK

Phone: (808) 933-9675

Address: 200 Kanoelehua Ave. #102 Hilo, HI 96720

Hours: Mon. - Fri. 7:45 A.M. - 4:30 P.M.

GENERAL ASSISTANT (GA) PROGRAM

Eligibility: Referral by TANF/TANOF Worker.

Services Provided: Provides job placement and support programs for people on General Assistance with barriers to employment.

VOCATIONAL REHABILITATION (VR) PROGRAM

Eligibility: Individuals 18-65 (age 16 with State of Hawaii-Dept. of Labor work certificate), with a mental, physical or emotional disability. (Referral from Division of Vocational Rehabilitation)

Services Provided: Individual Goal Plan based on personal work aptitudes, abilities and interests. Teaches appropriate skills required for job readiness and volunteer work experience.

JOB CONNECTIONS PROGRAM

Phone: (808) 934-8118

Eligibility: Individuals, 18 years and older with income at or below the federal poverty guideline.

Services Provided: Job readiness training and job search assistance.

OLA I KA HANA PROGRAM

Phone: (808) 961-0307 ext.1415

Address: 500 Kalanianaʻole Ave., Suite #3 Hilo, HI 96720

Eligibility: Anyone under the age of 21, comes from a low-income family, does not attend school, has no high school diploma but not limited to.

Services Provided: Address's educational goals, job skills, and employability. Participants receive job readiness, job search and interviewing skills, job applications and career interests.

Website: www.higoodwill.org

HAWAII YOUTH CHALLENGE ACADEMY

Phone: (808) 369-0948/ (808) 369-0945 (**Recruiter**)

Fax: (808) 933-9902

Address: 1046 Leilani St. Building 621 Hilo, HI 96720

Hours: Mon. – Fri. 8:00 A.M. – 4:00 P.M.

Eligibility: Voluntary 16 – 18 year old, high school dropout, failing school, U.S. citizen and Hawai'i resident. Must be physically and mentally able to participate in program and free of any legal court matter (depends on court case).

Services Provided: Drug free 22 week residential program phase one, helps youth achieve their high school diploma, learn life, coping, and job skills and join community service program throughout the program. Phase two of the program 52 weeks after completion of the program staff helps youth to attend college, vocational school, find employment and military. This phase is to follow up with the success of completion.

Fees: \$130.00 for the 22 weeks of program

Website: www.ycahawaiihiilo.wixsite.com/Hilo

JOB CORPS - U.S. DEPARTMENT OF LABOR

Phone: (808) 259-6070 1-800-733-JOBS (5627)

Fax: (808) 259-7907

Address: 41- 467 Hihimanu St. Waimanalo, HI 96795

Hours: Mon. - Fri. 8:00 A.M. - 4:00 P.M.

***Services available on Oahu and Makawao Campus**

Eligibility: Disadvantaged young person between 16 - 24 years of age. Minors need signed consent from parent/guardian, meet the Department of Labor's low income Guidelines, be in need of vocational training, education or support, have a child care plan, if have a dependent child, show commitment and capability. Must be legal United States resident who have no court involvements/obligations.

Services Provided: Learn a trade, earn a high school diploma or GED, get help finding a job, develop employability and personal responsibility skills and develop personal career plans.

Website: www.jobcorps.dol.gov

OFFICE OF HAWAIIAN AFFAIRS – (OHA)

Phone: (808) 933-3106

Fax: (808) 933-3110

Address: 399 Hualani St Hilo, HI 96720

Hours: Mon. – Fri. 8:00 A.M. – 4:30 P.M. (Registration hours is till 3:30)

Eligibility: Native Hawaiian ancestry, documents needed birth certificate and photo I.D.

Services Provided: Small business loans, personal loans and must be in good standing in credit score and scholarships. Call for more details or questions.

Website: www.oha.org

ONE STOP CENTER-WORKFORCE DEVELOPMENT DIVISION (WDD)

Phone: (808) 981-2860

Fax: (808) 981-2880

Address: 1990 Kino'ole St., Suite #102 Hilo, HI 96720

Hours: Mon. - Fri. 7:45 A.M. - 4:30 P.M.

Eligibility: Unemployed, displaced workers, immigrants (must prove immigration status).

Services Provided: Adult Program for low income; Dislocated Worker program for those who are displaced through company closures, unlikely to return to work; Job Help Store to attend workshops and learn new skills. Computer area free of charge as work pertains to employment. Free prints for resumes, job applications and computer time for job search or work related use.

Website: www.labor.hawaii.gov/wdd/onestop

SPECIAL EDUCATION DIAGNOSTIC SERVICES - DEPARTMENT OF EDUCATION

Phone: (808) 974-4403

Address: 450 Waiuanue Ave. Rm. 4 Hilo, HI 96720

Hours: 7:45 A.M. - 4:30 P.M.

Kona Location: (808) 323-0015

Address: 81-1080 Konawaena School Rd. Kealahou, HI 96740

Hours: Mon. – Fri. 7:45 A.M. – 4:30 P.M.

Eligibility: Must qualify under the federal law of IDEA

Services Provided: Screening and evaluation as needed for children suspected of having a disability. Free of charge

UPWARD BOUND – UNIVERSITY OF HAWAI‘I HILO

Phone: (808) 932-7517

Fax: (808) 932-7512

Address: 200 W. Kawili St. Building 346 Hilo, HI 96720

Hours: Mon. – Fri. 8:00 A.M. – 4:30 P.M.

Eligibility: Freshman or first semester sophomore at time of application, U.S. citizen, meeting federal low-income criteria, or where neither parent has earned a four-year college degree.

Services Provided: Academic Advising & Counseling, PSAT, Sat & Act Preparation, College And Career Exploration, Academic Skill & Personal Development Workshops, Team Building & Leadership Development, Academic Instruction, Tutoring & Mentoring, Educational, Cultural, Enrichment Field Trips, College Tours, Assistance Completing College Admissions, Financial Aid & Scholarship Applications. Six Week Summer Residential Academic Enrichment Program On The University Of Hawaii At Hilo Campus And Summer Exchange Opportunities To Other Colleges With Upward Bound Programs. * **For questions or applying please call.**

Fees: If qualified upon application process free.

Website: hilo.hawaii.edu/academics/ub/

WIA In-school Youth Program

Phone: (808) 981-2860 Ext. 229

Address: 1990 Kinoole St. Suite 102 Hilo, HI 96720

Hours: Mon. – Fri. 8:00 A.M. – 4:00 P.M.

Eligibility: At least 18 years of age and receiving DHS benefits, or have a child receiving free or reduced lunch.

Services Provided: Employment readiness programs- Work Investment Act

Website: www.paxen.com/programs/career-skills/forward-march

CHEMICAL DEPENDENCY/ADDICTION & RECOVERY

ACCESS CAPABILITIES, INC

Phone: (808) 965-1198

Address: 15-2874 Old Pahoia Rd. Pahoia, HI 96778

Hours: Mon-Thurs: 9:00 A.M. – 5:00 P.M. Fri: 9:00 A.M. – 12:00 P.M.

Kona Location: (808) 334-0979

Address: 74-5583 Pawai Place Suite B-125, Kailua-Kona, HI 96740

Hours: Varies depending on services

Services Provided: The services provided by ACCESS Capabilities INC. are addiction treatment services, DUI classes, Anger Management, an Adolescent Component as well.

Fees: For services NOT covered for Client: \$20.00 per session.

Website: www.accesscapabilitiesinc.com

ALCOHOLICS ANONYMOUS

Phone: (808) 961-6133 **Hotline-24hours**

Address: 120 Keawe St. Hilo, HI 96720

Office Hours: Mon & Fri: 9:00 A.M. – 2:00 P.M. Tue: 9:00 A.M. – 4:00 P.M.

Wed: 9:00 A.M. – 3:00 P.M. Thurs: 12:00 P.M – 3:00 P.M.

Eligibility: People in recovery from addiction to alcohol, the only requirement for membership a desire to stop drinking.

Services Provided: Fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism. Primary purpose is to stay sober and help other alcoholics to achieve sobriety.

Website: www.hawaiiiaa.org

AMERICAN LUNG ASSOCIATION “QUIT LINE” 1-800-548-8252

BIG ISLAND SUBSTANCE ABUSE COUNCIL (BISAC)

Phone: (808) 969-9994 (Administration) (808) 935-4927 (Programs)

Physical Address: 297 Waianuenu Ave. Hilo, HI 96720

Mailing Address: 16-179 Melekahiwa St. Keaau, HI 96749

Hours: Mon. - Fri. 8:00 a.m. - 5:00 p.m.

Eligibility: Adults, Adolescents, and Infants and Toddlers.

Services Provided: Wide range of treatment services for substance abuse and mental health for adults, adolescents, and infants and toddlers. Services include day treatment, intensive outpatient, school-based treatment, Moms & Babies, individual counseling, therapeutic nursery, pregnant and post-partum case management. *Transportation available

Fees: Insurance accepted

Website: www.bisac.com

HUI HO`OLA O NA NAHULU O HAWAI`I (PROJECT OF DASH)

Phone: (808) 982-9555

Fax: (808) 982-9554

Address: 15-1926 30th/Puakalo St., Paradise Park, Kea'au, HI 96749

Hours: Mon.-Fri. 8:00 A.M. – 4:30 P.M. (Closed on Weekends)

Eligibility: 18 & older (minors okay with parent consent). Pregnant women and intravenous drug users receive priority for admission. Federal & State Funded Program.

Services Provided: A continuum of outpatient substance abuse treatment services from intensive outpatient to continuing care that is culture-based for recovery from alcohol and drug addiction, integrated with western therapy. Services also include screening, assessment, intake, prevention intervention. They also conducts outreach presentations to community groups on request. Hui Ho'ola provides traditional healing methods and cultural practices to include ho'oponopono (family spiritual counseling), acupuncture, lomilomi (Hawaiian therapeutic massage, "healing with the hands"), and other culture-based art and spiritual activities.

Fees: Program services are free of charge if eligibility criteria are met.

KE ALA PONO / MCKENNA RECOVERY CENTER

Phone: (808) 969-7577

Address: 140 Puueo St. Hilo, HI 96720

Hours: Mon. - Fri. 9:00 A.M. - 5:00 P.M.

Eligibility: Adolescents are referred by Court, Parents, Counselors, Self, Agencies, etc.

Services Provided: Evaluations and assessments, treatment and counseling individual/group for chemical dependent and dual diagnosed adolescents. After-school intensive outpatient and after-care groups for individuals and families.

Fees: Insurances or private payment needed (not Medicaid or Medicare).

Website: <http://www.mckennarecoverycenter.com>

KUALOHA OLA MAU - METHADONE CLINIC (DASH)

Phone: (808) 961-6822

Fax: (808) 934-9360

Address: 900 Leilani St. Hilo, HI 96720

Hours: Mon.-Fri. 5:30a.m. - 1:30p.m., Sat.: 7:30 a.m.- 10:0 a.m.

Puna Location: 808-982-9555

Fax: (808) 982-9554

Hours: Mon.-Fri. 8 a.m. – 4 p.m.

Address: 15-1926 Puakalo Street, Keaau, HI 96749

Services Provided: Treatment, Methadone, Outpatient detox, Intensive outpatient, dually diagnosed, HIV/AIDS, Pregnant women.

Fees: Medicaid, Private insurance.

Website: <http://www.kualoha.org>

LOKAHI TREATMENT CENTER

Phone: (808) 969-9292

Address: 400 Hualani St. Building 10 Suite #195 B Hilo, HI 96720

Hours: Mon. - Fri. 8:00 A.M. - 4:30 P.M.

Puna Location: 808-965-5535

Address: 15-2866 Pahoa Village Rd, Building E, Suite 3, Pahoa, HI 96778

Hours: Mon, Tues & Thurs: 8:00 A.M. – 4:30 P.M.

Services Provided: Evaluations and assessments, intensive outpatient and after-care groups for individuals, parenting, Anger Management, Mental Health counseling, U.A.

Fees: Accepts insurance, also call for fees.

Website: http://www.lokahitreatmentcenters.net/Home_Page.html

NARCOTICS ANONYMOUS

Phone: (808) 769-6016 (Help Line)

Address: Location varies depending on meeting/program choice

Hours: 24-hours

Eligibility: Desire to stop using open to any drug addict, regardless of the particular drug or combination of drugs used.

Services Provided: Narcotics Anonymous provides a recovery process and support network. One of the keys to NA's success is the therapeutic value of addicts working with other addicts. Members share their successes and challenges through the Twelve Steps and Twelve Traditions of NA. **Fees:** Members may contribute to help cover expenses but contributions are not mandatory. **Website:** www.na-hawaii.org

CHILDREN'S SERVICES

See also "Parenting" and "Mental Health"

TO REPORT CHILD ABUSE OR NEGLECT: CHILD WELFARE SERVICE
24 HOUR INTAKE LINE: 1-800-494-3991

BOYS AND GIRLS CLUB OF THE BIG ISLAND

Phone: (808) 961-5536

Address: 100 Kamakahonu St. Hilo, HI 96720

Hours: Mon. – Fri. 2:00 P.M. - 6:00 P.M. (Office: 7:00 A.M – 5:00 P.M.)

Eligibility: Ages 6-17 and application forms.

Services Provided: Various programs including after-school sports and childcare, summer and additional school break care.

Fees: Annual membership fee.

Keaau Elementary School Site

Phone: (808) 756-0934

Address: Keaau Elementary School 16-680 Keaau Pahoa Rd. Keaau, HI 9649

Hours: Mon. – Fri. 2:00 P.M. - 6:00 P.M.

Pahoa Club House Site

Phone: (808) 965-9545

Address: 15-3003 Kauhale St. Pahoa, HI 96778

Hours: Monday – Friday 2:00 P.M. - 5:30 P.M.

Website: www.bgcbi.com

CHILD & ADOLESCENT MENTAL HEALTH DIVISION (CAMHD)

Phone: (808) 974-6006

Fax: (808) 94-6000

Address: 75 Apuni St. Suite 201 Hilo, HI 96720

Eligibility: Varies according to the individual's direct application to their local FFC's.

Services Provided: CAMHD provides services for youth ages 3-20 with complex emotional and behavioral problems. Case management and clinical support is provided by our Family Guidance Centers (FGC's) and clinical treatment for youth with complex emotional and behavioral problems are also provided through CAMHD's contracted services providers.

Website: health.hawaii.gov/camhd/

CHILD CARE CONNECTION-ARBOR

Phone: (808) 961-6807

Address: 101 Aupuni St., Suite 128 Hilo, HI 96720

Hours: Mon. – Fri. 7:45 A.M. - 4:30 P.M. (Closed on state and federal holidays.)

Eligibility: Must meet income guidelines. Childcare assistance for children 0-12 or children between 13-18, who cannot do self-care, do not qualify for DOE special education or are under court supervision. Parent must be employed, attending school or in job training and have hours that overlap with their need for care. Completed application with supporting documents.

Services Provided: Federal subsidy program helping families pay for childcare services, assists in selecting childcare providers, provides information on quality childcare settings and referrals to community resources for other concerns.

Fees: Depends on income

CASE MANAGEMENT AND INFORMATION SERVICES BRANCH DEVELOPMENTAL DISABILITIES DIVISION - DEPARTMENT OF HEALTH

Phone: (808) 974-4280

Address: 46 Keawe St. Hilo, HI 96720

Hours: Mon. – Fri. 7:45 A.M. – 4:30 P.M.

Eligibility: Persons who are diagnosed with mental retardation, developmental disabilities or traumatic brain injury before age 21, must be living at home. To determine eligibility, call for an appointment to do an intake, referral by physician.

Services Provided: Case management and advocacy, family support, respite care, reimburse family for care givers, personal assistance, habilitation, supported employment services, specialized services, specialized medical equipment and supplies, environmental access adaptation, adult day health, skilled nursing, and non-medical transportation. Additional services include: sign language interpreter, bilingual interpreter and TTY hearing impaired telephone services.

CHILDREN WITH SPECIAL HEALTH NEEDS - DEPARTMENT OF HEALTH

Phone: (808) 974-4288 / Fax (808) 974-4285

Address: 75 Aupuni St., Rm. 105 Hilo, HI 96720

Hours: Mon. - Fri. 7:45 A.M. - 4:30 P.M.

Eligibility: Must meet financial criteria, under the age of 21. Referral by doctor, reside in the state of Hawai'i, have a chronic health condition that has lasted (or may last) at least one year and needs specialized medical care.

Services Provided: Helps families obtain specialized medical treatment for kids with certain medical chronic conditions, such as cancer, heart disease, asthma, etc. *Transportation for major treatment.

EASTER SEALS

Phone: (808) 961-3081

Address: 49 Kaiulani St. Hilo, HI 96720

Kea'au Location: (808) 961-3716

Address: 16-204 Melekahiwa St. Suite 3 Kea'au, HI 96749

Hours: Mon. - Fri. 8:00 A.M. - 4:30 P.M.

Eligibility: Early intervention program for ages 3 and under. Physical, occupational, speech/language therapy for kids with special needs (children 3-6 years old).

Services Provided: Early Intervention Programs, Home and Community-Based Services, Assistive Technology, Respite Care, Family & Parent Support Groups, Information and Referral Services, Occupational Therapy, Physical Therapy, Speech Therapy, Equipment Loan Program, Advocacy and Public Education Programs, Toy Lending Program, Camping, Extended School Youth Programs, Individualized Education Program (IEP). FISH program for speech delayed children 3-6 years old.

Website: http://hawaii.easterseals.com/site/PageServer?pagename=HIDR_hiloyouth

FAMILY PROGRAMS HAWAII

Phone: (808) 935-2876

Address: 64 Keawe St. Suite 201 Hilo, HI 96720

Services Provided: Prevention, Support, and Transition services to Hawaii's Children and Families.

Website: <http://familyprogramshawaii.org/>

FAMILY VISITATION CENTERS- YMCA

Phone: (808) 935-3721

Address: 300 West Lanikaula St. Hilo, HI 96720

Hours: Mon. - Fri. 8:00 A.M. - 4:00 P.M.

Eligibility: Court order or a signed agreement of all adults involved. Self, agency or attorney referral

Services Provided: Provides a safe and neutral environment where parents can visit with children when there is a restraining order, pending criminal case, or when other concerns exist about the safety of unsupervised visits during custody disputes or instances of family violence and abuse. *Call for fees.

FIRST TO WORK- DEPARTMENT OF HUMAN SERVICES

Phone: (808) 981-7290

Address: 1990 Kino'ole St. Suite 109 Hilo, HI 96720

Hours: Mon. – Fri. 7:45 A.M. – 4:30 P.M.

Eligibility: Anyone who meets the income limits.

Services Provided: Childcare help, job seekers, mileage coverage. Call for more details.

HEAD START PROGRAM

Phone: (808) 961-0570 **Central Office**

Fax: (808) 961- 0575

Address: 27 Waianuenue Ave. Hilo, HI 96720

Hours: Mon. – Fri. 8:00 A.M. – 4:30 P.M.

Eligibility: Pre-school children (3 -5 years), must meet eligibility guidelines by filling out application, provide proof of age (Birth Certificate, Hospital Record or Baptismal Certificate), verification of income, student status verification, medical and dental form for child, and T.B. clearance.

Services Provided: Federal program for preschool children from low-income families. Children receive healthy meals and snacks, and enjoy playing indoors and outdoors in a safe setting. ***Notes:** Parents who work part or full time or go to school may choose to enroll their child in the full day program. Parent participation at school is encouraged.

Website: www.pacthawaii.org

HEAD START PROGRAM - HAWAIIAN BEACHES

Phone: (808) 965-3120

Address: 15-360 N. Puni Makai St. (Hawaiian Beaches) Pahoa, HI 96778

Programs: 8:00 A.M.- 2:00 P.M and 8:00 A.M.- 12:00 P.M

HEAD START PROGRAM – KEAAU ELEMENTARY INCLUSION

Phone: (808) 982-4210 ext. 243

Address: 16-680 Keaau-Pahoa Rd. Keaau, HI 96749

Programs: Full Day

HEAD START PROGRAM – MT.VIEW ELEMENTARY INCLUSION

Phone: (808) 968-1420

Address: 18-1235 Volcano Hwy. Mt. View, HI 96771

Programs: Full Day

HEALTHY START –YWCA

Phone: (808) 961-3877 ext. 114

Address: 1382 Kilauea Ave. Hilo, HI 96720

Hours: Mon. – Fri. 8:00 A.M. – 4:30 P.M.

Eligibility: From beginning of pregnancy to 3 years old. Call and ask for Family Assessment team for intake.

Services Provided: Early intervention program for families who are overburdened or under considerable stress. Provide weekly home visits, advocacy, support transportation, child growth and development information, and positive parenting education.

HAWAII KEIKI INFORMATION SERVICES SYSTEM (H-KISS)

Phone: 1-800-235-5477

Address: 1350 South King St. Suite 200, Honolulu, HI 96814

Hours: Mon. - Fri. 8:30 A.M. - 3:00 P.M.

Eligibility: Families with concerns about their child who is under age 3 with developmental delays or special health care needs; Families with a child 3-5 years old in need of information on how to access the Dept. of Ed. Special education preschool and other options

Services Provided: Statewide information and referral for families of special needs kids, developmental disabilities and mental health for children 3 years of age and under. Information and referral system to connect families with a "care coordinator" who can help answer questions and get child evaluated for developmental delays or other special needs, and link families to needed services and other parents.

NATIONAL CENTER FOR MISSING AND EXPLOITED CHILDREN 1-800-843-5678

NATIONAL FOSTER PARENT ASSOCIATION (NFPA)

Phone: 1-800-557-5238

Eligibility: Persons caring for foster children.

Hours: Mon. – Fri. 7:00 A.M. -3:30 P.M.

Services Provided: Supports foster parents in achieving safety, permanence and well-being for the children and youth in their care.

Website: www.nfpainc.org

NEIGHBORHOOD PLACE OF KONA

Phone: (808) 331-8777

Address: 75-166 Kalani St. Suite 104 Kailua-Kona, HI 96740

Hours: Mon. – Fri. 7:30 A.M. – 4:30 P.M.

Eligibility: Walk-ins and referral by child welfare.

Services Provided: Supportive case management, information referrals, and parenting guidance. Here to support and strengthen families when needed.

Website: npkona.org

NEIGHBORHOOD PLACE OF PUNA

Phone: (808) 965-5550

Address: 16-105 Opukahaia St. Keaau, HI 96749

Hours: Mon. – Fri. 8:00 A.M. – 4:30 P.M.

Eligibility: Referral by CWS, CFS, School or self-referred, must have a child.

Services Provided: Provides information and support, and linkages to community resources. This is a voluntary, and free, home visitor program that provides early intervention to strengthen families. For families who are not currently active with CWS. Free, short-term, family outreach and home visits. Talk story counseling, assistance with parenting concerns.

Website: www.neighborhoodplaceofpuna.org

PARKS AND RECREATION

Phone: (808) 961-8311 Admin.

Address: 101 Pauahi Street, Suite #6 Hilo, HI 96720

Pahoa: (808) 965-2710 **Keaau:** (808) 966-5801 **Shipman:** (808) 966-5803

Hours: Vary by site and program.

Services Provided: Recreational activities for youth and adults, activities vary from community center sites. Activities include girls' and boys' basketball, baseball and volleyball, adult ceramics, aerobics, arts and crafts.

Fees: Vary by program.

PAHOA AQUATIC CENTER

Phone: (808) 965-2700

Address: 15-2910 Puna Road Pahoa, HI 96778

Hours: Mon.-Fri. 9:00 A.M.- 5:30 P.M. - Adult Lap & Recreational Swimming and
11:00 P.M.-5:40 P.M. - Public Recreational Swimming

Sat.-Sun. 9:00 a.m. - 4:40 P.M.-Public Recreational Swimming

Website: www.hawaiicounty.gov/pr-aquatics

PEOPLE ATTENTIVE TO CHILDREN (P.A.T.C.H.)

Phone: (808) 961-3169

Address: 26 Waianuenue Ave. Hilo, HI 96720

Hours: Mon. - Fri. 7:30 A.M. – 4:30 P.M. and Monday Extended Hours: 7:30 A.M. – 5:30 P.M.

Eligibility: For anyone who is seeking childcare. DHS licensed childcare provider or care center or temporary unlicensed childcare provider. You may receive training. First priority will be offered to special needs four year old children from a Special Population Referral (e.g homeless children, children who speak limited English, children with developmental delays, children with physical or mental impairments who are not enrolled by the Department of Education for Preschool. Families will be income-ranked. ***Applications:** Are accepted during the open enrollment period.

Services Provided: Resources for families and children, and referral of available childcare providers in specific areas. Various levels of training for interested individuals in the Early Childhood field and those interested in starting a childcare business in their home, and training for parents.

Fees: Varies. Contact for more info.

Website: www.PatchHawaii.org

QUEEN LILIUOKALANI CHILDREN'S CENTER (QLCC)

Phone: (808) 935-9381

Address: 919 Ululani St. Hilo, HI 96720

Hours: Mon. - Fri. 8:00 A.M. - 4:30 P.M.

Eligibility: Hawaiian children from birth through 18 years, orphaned, half-orphan or destitute.

Services Provided: Individual family building and strengthening services, which strive to assist families to provide a safe, nurturing and permanent home for orphan, half-orphan children.

Informational and referral services, individual or family counseling, incorporation of other specialized resources as needed (legal, medical, other state and private social services), supplementary, limited financial assistance, permanency planning. Group services, which offers help to children and those influential in their lives such as parents and grandparents to support and educate them in areas of interest or concern. Community Building is a long-term approach which strengthens the systems of care available to orphan children in their neighborhoods by fostering relationships with other resources and partners in the community.

Website: <http://www.qlcc.org/>

SALVATION ARMY FAMILY INTERVENTION – YOUTH SERVICES CENTER

Phone: (808) 959-5855

Address: 1786 Kinoole St. Hilo, HI 96720

Hours: Mon. - Fri. 8:00 A.M. – 4:30 P.M.

Eligibility: Referred by counselor (for 7th through 12th graders), social services or self-referral.

Services Provided: Opportunities are provided for youth to challenge their lifestyles through development of appropriate social skills, academic success and personal resiliency. Outreach prevention/intervention service which provides an in-school "LEAD" Team program. The Center offers educational development, mentoring, community services, youth leadership (S.M.A.R.T. Moves) and positive alternative activities. The centers offer educational development, mentoring, opportunities for community services, youth leadership, and positive alternative activities. Teen Pregnancy Prevention, Tobacco Prevention and Outreach Case Management.

SALVATION ARMY- INTERIM HOME

Phone: (808) 959-5855

Eligibility: For youth ages 10-19 who are referred by Police and not involved with the courts and/or child welfare services (CWS).

Services Provided: This program provides a group home environment with long-term residential treatment for youth ages 12 to 19. With youth functioning as a family unit sharing in the upkeep of the household, each one is encouraged to modify his/her present situation and adequately cope with life challenges in a positive way. The program assists them in developing social skills, completing their high school GED, enhancing self-esteem, and for some, gaining self-sufficiency. The programs goal is family reunification and connection to services that help support the family.

THE INSTITUTE FOR FAMILY ENRICHMENT (TIFFE) – CHILD AND FAMILY SERVICES

Phone: (808) 935-2188

Address: 1045 #A Kilauea Ave. Hilo, HI 96720

Hours: Mon. – Fri. 8:00 A.M. – 4:30 P.M. *Extended hours to meet client's schedule and 24-hour services available for certain referral clients.

Eligibility: Referral by DHS, DOH and DOE Felix Contract.

Services Provided: School, community, and home based meeting. Diagnostic evaluation, psychological testing/evaluation, treatment and behavioral plans, individual and family counseling, autism consulting, autism curriculum development, autism skills training, anger management classes, life skills training, medication management, mentoring, intensive home based services, keiki play morning (targets children 0-5 yrs.)

Parenting Classes: "Nurturing Families" and "Nurturing Fathers".

TURNING POINT FOR FAMILIES

Services Provided: Alternatives to Violence (ATV) provides Domestic Violence Intervention Services for the whole family. A Psycho-educational group for batterers, support and changing groups for victims, anger management and Social Skills Building Groups for children and adolescents, Therapeutic Groups for children who are victims of/or witnesses to domestic violence, Parenting Programs, Rural Outreach Services for isolated victims, and a Hawaiian Demonstration Research Program for Hawaiian batterers and victims. They also provide TRO services and court advocacy for victims.

Website: <http://www.tiffe.org/index.php>

DOMESTIC VIOLENCE

See also "Legal"

24-HOUR DOMESTIC VIOLENCE LINE: (808) 959-8864

ALOHA UNITED WAY - 211 HEALTH AND HUMAN SERVICES HOTLINE

Administrations: (808) 536-1951 Ext.211

Address: 200 North Vineyard Blvd. Suite 700, Honolulu, HI 96817

Services Provided: Aloha United Way is filling the gap between emergencies and non-emergency requests for items like rent assistance, shelter, food, childcare, and many more. It includes over 4,000 programs and services to meet your needs.

Website: www.auw211.org

DOMESTIC VIOLENCE ADVOCATE - CHILD & FAMILY SERVICE

Phone: (808) 935-2188

Address: 1045 #A Kilauea Ave. Hilo, HI 96720

Hours: Mon.-Fri.: 8:00 a.m.-4:30 p.m. (TRO 8:00 A.M. – 1:00 P.M.)

Eligibility: Referral through Income Maintenance Worker at DHS – BESSD division.

Services Provided: Domestic violence assessment, may be eligible for 6-month domestic violence exemption, safety plan, individual service plan, case management, linkages to community resources. Domestic Violence Advocacy (DVA) Services is designed to provide a range of supportive services to help individuals involved in domestic abuse situations to become self-sufficient. These services include: Assessment, safety plan, individual service plan, case management, domestic violence information, counseling, community referrals, transitioning to First-to-Work, financial planning, time management, referrals for legal assistance etc.

Website: <http://www.childandfamilyservice.org/index.php>

DOMESTIC VIOLENCE ACTION CENTER

Phone: (808) 534-0040 (office) 1-800-690-6200 (help line)

Address: P.O. Box 3198 Honolulu, HI 96801-3198

Hours: Mon.-Fri.: 8:00 a.m. - 5:00 p.m. (Office)

Mon.-Fri.: 8:30 a.m. – 4:30 p.m. (Helpline)

Eligibility: Assessed as victim of domestic violence.

Services Provided: Help with legal questions regarding TRO, divorce, paternity, etc. Referral to domestic violence agencies or other legal services.

Website: <http://www.stoptheviolence.org/>

DOMESTIC VIOLENCE/SEXUAL ASSAULT UNIT HAWAII COUNTY POLICE DEPARTMENT - JUVENILE AID SECTION

Phone: (808) 961-2254

Address: 349 Kapiolani St. Hilo, HI 96720

Hours: Mon.-Fri.: 7:45 a.m. - 4:30 p.m.

Eligibility: Criminal Domestic Violence/Sexual Assault cases.

Services Provided: Liaison between victim, police and prosecutor. Follow up on domestic violence criminal cases. Victims may call with questions regarding police procedure or concerns about their case. Referrals to domestic violence and sexual assault services.

HALE OHANA DOMESTIC ABUSE SHELTER - CHILD & FAMILY SERVICE

Phone: (808) 959-6118 – Office (808) 959-8864 – Hotline

Physical Address: 1045 Kilauea Ave. Hilo, HI 96720

Mailing Address: P.O. Box 7022 Hilo, HI 96720

Hours: 24-hours

Eligibility: Victims of domestic violence and their children.

Services Provided: Temporary shelter (food and housing) for a maximum of 90 days, for women and their children who are victims of domestic violence. Transportation available. Open to the public via the 24-hour hotline for support services, referrals and resources regarding domestic violence.

Fees: Based on ability to pay (But will not be turned away if cannot pay).

IMMIGRATION AND NATURALIZATION- NA LOIO NO NA KANAKA

Phone: (808) 961-8220 (Rose Bautista)

Address: 25 Aupuni St. Hilo, HI 96720

Hours: Mon.-Fri.: 7:45 a.m. - 4:30 p.m.

Eligibility: Anyone

Services Provided: Provides legal services for those who cannot afford a private attorney in immigration and naturalization matters, representation in deportation, exclusion, and political asylum cases as well as a limited number of civil rights cases. Legal representation for abused immigrants. Work to achieve permanent legal residency for victims of domestic violence. Bilingual access line.

Fees: Client covers all filing fees.

LEGAL AID SOCIETY OF HAWAII

Phone: (808) 961-2851 (Intake Line: 1-800-499-4302)

Office Hours: Mon.-Fri.: 8:00 a.m.-4:30 p.m. (except holidays)

Intake Line Hours: Mon. – Fri.: 9:00 a.m. – 11:30 a.m., 1:00 p.m.-3:30 p.m.

Address: 305 Wailuku Dr. Hilo, HI 96720

Eligibility: Income eligible.

Services Provided: Provides legal services for those who cannot afford a private attorney. Indigent legal assistance, housing, family law, etc. Free services to senior (60+).

Fees: Client covers all filing fees. ***Notes:** Need documents pertaining to case, application process is on a case by case basis.

Website: <http://www.legalaidhawaii.org/>

NATIONAL DOMESTIC VIOLENCE HOTLINE 1-800-799-SAFE (7233)

TURNING POINT FOR FAMILIES

Phone: (808) 935-2188

Hours: Mon. – Fri. 8:00 A.M. – 4:30 P.M.

Address: 1045 #A Kilauea Ave. Hilo, HI 96720

Services Provided: Alternatives to Violence (ATV) provides Domestic Violence Intervention Services for the whole family. A Psycho-educational group for batterers, support and changing groups for victims, anger management and Social Skills Building Groups for children and adolescents, Therapeutic Groups for children who are victims of/or witnesses to domestic violence, Parenting Programs, Rural Outreach Services for isolated victims, and a Hawaiian Demonstration Research Program for Hawaiian batterers and victims. They also provide TRO services and court advocacy for victims.

Website: <http://www.tiffe.org/index.php>

VICTIM WITNESS ASSISTANCE PROGRAM – OFFICE OF THE PROSECUTING ATTORNEY

Phone: (808) 934-3306

Address: Aupuni Center, 655 Kilauea Ave. Hilo, HI 96720

Hours: Mon.-Fri. 7:45 A.M. - 4:30 P.M.

Eligibility: All victims and witnesses of crime.

Services Provided: Explain judicial process, assistance in court appearances and court proceedings, information to victim about the case, property return assistance, restitution recovery, help with obtaining witness fees, referrals to community agencies, assistance with criminal injuries compensation, victim impact statement, crisis and short term counseling, employer intercession, assistance in requesting notification when defendant is released into the community, etc.

Website: www.hawaiicounty.gov/prosecuting-attorney/

VOLUNTEER LEGAL SERVICES HAWAII

Phone: 1-800-839-5200 (Hawaii Island: 808-313-8210)

Address: 545 Queen Street, Suite 100, Honolulu, HI 96813 (Office Address)

Hours: Mon. - Fri. 9:00 A.M. – 4:00 P.M.

Eligibility: Income eligibility. All victims of domestic violence, whether the abuse took place in the past or recently, may apply for services and representation.

Services Provided: Divorce clinics, bankruptcy clinic, advice and counsel, intake and referral, housing support legal project, low-income taxpayer's clinic, etc. Civil legal representation for domestic violence victims with legal issues who would otherwise be unrepresented. Connection to social services.

Website: <http://www.vlsh.org/>

FARMERS MARKET

HILO FARMERS MARKET

Where: Corner of Mamo St. and Kamehameha Ave. in Hilo

When: Mon. – Sat. 6:00 A.M. – 4:00 P.M. and Sun. 7:00 A.M. – 4:00 P.M.

Details: Fresh produce, hand crafted items, homemade food, and EBT accepted.

KEA'AU FARMERS MARKET

Where: Located on the main road across from Foodland plaza in Kea'au.

When: Friday when the official market occurs but any day is good to pick up fresh produce or get lunch.

Hours: Everyday 7:00 A.M. – 5:00 P.M.

Details: Produce, specialty foods, and ready to eat food most days of the week. SOME EBT accepted.

KINO'OLE FARMERS MARKET

Where: 1990 Kino'ole St. (By Kawate Seed Shop) Hilo, HI 96720

When: Saturday 6:30 A.M. – 12:00 P.M.

Details: Fresh produce, plants and homemade food items. EBT accepted.

MAKU'U FARMERS MARKET

Where: Highway 130

When: Sunday's from 8:00 A.M. – 2:00 P.M.

Details: Produce, artists, flea market items, several food vendors, and live music. EBT accepted.

MARKET AT THE MILL

Where: Hilo Coffee Mill, Mountain View

When: Saturday 8:00 A.M. - 1:00 P.M.

Details: Weekly farmer's market with fresh fruit, produce, bread, pasta, plants, flowers, food and live entertainment. EBT accepted.

PANAEWA FARMERS MARKET

Where: Panaewa Homestead, Railroad Avenue, Hilo

When: Saturday 7:00 A.M.- 2:00 P.M.

Details: Produce, plants, arts and crafts, food available, open to vendors and free parking.

PAHOA FARMERS MARKET

Where: Back of the parking lot in downtown Pahoia behind Luquin's.

When: Sunday 7:00 A.M. – Early afternoon

Details: Produce, specialty foods, ready to eat foods, kava bar

FOOD PANTRY/HOT MEAL

FOOD BASKET

Phone: (808) 933-6030

Address: 40 Holomua St. Hilo, HI 96720

Kona Location: (808) 322-1418

Address: 79-1016 East Honalo St. Kailua-Kona, HI 96740

Services Provided: Provides a one-time emergency food distribution to an individual, and then refers them to other agencies. Also distributes to agencies that are serving those in need.

***Call for hot meals or pantry locations and times.**

FRIENDS FEEDING FRIENDS

Physical Address: Volcano Cooper Center 19-4030 Wright Rd. Volcano, HI 96785

Hours: Last Thursday of every month from 4:00 P.M. – 6:00 P.M.

Services Provided: Hot meals for everyone.

GRACE BAPTIST CHURCH

Phone: (808) 966-6998

Address: 2575 Kilauea Avenue Hilo, HI 96720

Hours: 2nd and 4th Thursday of the month at 12:15 P.M. ***Call on Wednesday**

Eligibility: I.D. for all household members and if first time bring verification of income.

Services Provided: Emergency cases for people with children she will deliver in Puna. They give a box of food worth a couple of days or more. Families can come to food bank twice a month.

HAWAII COUNTY NUTRITION PROGRAM

Phone: (808) 961-8726

Address: 1055 Kino'ole St. Suite 102, Hilo, HI 96720

Hours: Mon. – Fri. 7:45 A.M. – 4:30 P.M. (Sites: 8:30 A.M. – 12:30 P.M.)

Eligibility: Seniors 60 and older homebound or with a disability.

Services Provided: Morning activities and lunches congregated settings for seniors 60 and older. Also "Meals on Wheels" are available for seniors 60 and older who are homebound due to an illness or disability.

Website: co.hawaii.hi.us

KINGS FELLOWSHIP

Address: P.O. Box 1539 Keaau, HI 96749

Hours: Call Wednesday afternoons or by Thursday 12:00 P.M. (This is "On Call" Emergency Pantry)

Eligibility: I.D. Needed

Services Provided: Food bank distribution

KURTISTOWN ASSEMBLY OF GOD

Phone: (808) 896-2064

Address: 17-550 Volcano Rd. Kurtistown, HI 96760

Services Provided: Free meals: Tues. Dinner 5:00 P.M. – 6:00 P.M. Food distribution: 9:00 A.M. – 11:00 A.M. 3rd & 4th Fridays of the month - Given a 3 day food supply. *** Closed the 1st**

Tuesday of every month.

MALIA PUKA O KALANI CHURCH

Phone: (808) 935-9338

Address: 326 Desha Ave. (Keaukaha) Hilo, HI 96720

Eligibility: Bring photo ID for each member being provided for.

Services Provided: Food pantry every last 2 Wednesdays of the month from 10:30 P.M. – 2:30 P.M.

MALU AINA

Phone: (808) 966-7622

Hours: Call ahead of time (**This is "On Call" Emergency Pantry**)

Puna location: Serving Upper Puna area of Keaau, Kurtistown, Mt. View, etc.

Services Provided: Food Pantry (will meet at designated area, such as Kurtistown Park).

NEW HOPE- HILO

Phone: (808) 959-7700 Call ahead

Address: 840 Kupulau Rd. Hilo, HI 96720

Hours & Services: Food distribution: For members only

(Sundays: Breakfast for purchase from 7:00 A.M. – 12:00 P.M.; Wednesdays: Dine in Dinner from 5:15 P.M.–6:15 P.M. for \$3.00)

*Also call for emergency food pantry (Tues-Fri: 9:00am-5:00pm)

PEANUT BUTTER MINISTRY/HILO UNITED METHODIST CHURCH

Phone: (808) 935-2144

Address: 374 Waianuenue Ave. Hilo, HI 96720

Office Hours: Tues. - Fri. 9:00 A.M. – 2:00 P.M.

Free Meal: Dinner Tuesdays and Thursdays - 5:30 P.M.

SALVATION ARMY

Phone: (808) 935-1277

Address: 219 Ponahawai St. Hilo, HI 96720

Eligibility: I.D, Proof of income, proof of house members and expense verification.

Services Provided: Lunch: Mon., Wed., and Fri. 12:00 P.M. - 1:00 P.M. **Dinner:** Sundays at 5:00 P.M. Food Distribution: 2nd and 4th Thursdays of every month - 9:00 A.M. – 11:00 A.M. (First 30 people)

ST. JOSEPH CHURCH

Phone: (808) 935-1153 Mario (Call ahead of time)

Address: Social Ministry Center: 78 Kapiolani St. Hilo, HI 96720

Eligibility: I.D needed for all adult members of household.

Services provided: Food distribution weekly Mon. 11:30 A.M. – 2:00 P.M. and call ahead for hot meals.

ST. THERESA'S CATHOLIC CHURCH

Phone: (808) 968-6233

Address: 18-1355 Volcano Hwy. Mt. View, HI 96771

Hours: Every 4th week on a Thursday

Eligibility: ID needed (EBT, SSN, etc...)

Service: Pantry

W.I.C. - DEPARTMENT OF HEALTHY WOMEN, INFANTS AND CHILDREN

Phone: Pahoia (808) 965-3030

Address: 15-2866 Pahoia Village Rd. Building F, Suite A (Behind Pahoia Family Health Clinic)
Pahoia, HI 96778

Hours: Mon – Thurs: 8:00 A.M. – 5:00 P.M.

Ka'u: 808-965-3030

Hours: Fri. 9:00 A.M. – 5:00 P.M.

***Closed from 12:30 P.M. – 1:30 P.M. (ALL LOCATIONS)**

Eligibility: Income eligible (TANF, Food Stamps or Quest Medical) pregnant women, nursing/postpartum women or infants/children under age five.

Services Provided: Comprehensive nutrition and health services, referral services, milk and other staple supplemental foods and diet counseling. *Six months of checks if abortion or miscarriage from the date it happens.

HEALTH/MEDICAL

ALOHA CARE-QUEST

Phone: 1-800-434-1002

Address: 1221 Kilauea Ave. Suite 50 Hilo, HI 96720

Hours: Mon. – Fri. 7:45 A.M. – 5:00 P.M.

Website: www.alohacare.org

AMERICAN LUNG ASSOCIATION

Phone: 1-808-537-5966

Address: 810 Richards Street, Suite 750. Honolulu, HI 96813

Hours: Varies.

Services Provided: Promotes lung health and prevention of lung disease. Counseling and support groups for those with asthma, chronic bronchitis and smoking education.

Website: <http://www.ala-hawaii.org>

BAY CLINIC

Phone: (808) 969-1427

Address: 1178 Kino'ole Street, Bldg. B Hilo, HI 96720

Hours: Mon – Fri: 7:00 A.M. – 6:00 P.M.

(first Thurs: 9:00am-6:00pm, third Thurs: 8:00am-6:00pm)

Eligibility: Persons in need of medical or dental assistance.

Services Provided: Acute and continuing care for illnesses and injuries. Well and sick child visits, low-cost immunizations and physicals. Family planning/reproductive health care at all centers. Breast and cervical cancer control programs, screening for sexually transmitted diseases. Dental services are available.

Fees: HMSA, Aloha Care Quest, or Private Insurance. Sliding scale fee (No one will be turned away if person does not have insurance.)

HILO FAMILY DENTAL CENTER

Phone: (808) 333-3600

Address: 1257 Kilauea Avenue, Suite 100 Hilo, HI 96720

Hours: Mon. – Fri. 7:00 A.M. – 6:00 P.M. Closed for lunch from 12 noon - 1pm

***1st Thursday of the month 9:00am - 6pm**

KEAAU FAMILY HEALTH CENTER

Phone: (808) 930-0400

Address: 16-1192 Pili Mua St. Keaau, HI 96749

Hours: Mon. - Wed. & Fri. 7:00 A.M. -7:00 P.M. and Thurs. 9:30 A.M. – 7:00 P.M.

BAY CLINIC- PAHOA FAMILY HEALTH CENTER

Phone: (808) 965-9711 / (808) 965-3031

Address: 15-2866 Pahoia Village Road, Building C, Suite A. Pahoia, HI 96778

Mailing Address: P.O. Box 1455 Pahoia, HI 96778

Hours: Mon.-Wed & Fri. 7:00 A.M. - 5:00 P.M. and Thurs. 9:00 A.M. – 5:00 P.M.

BAY CLINIC PAHOA-TEEN CLINIC**Eligibility:** Teen's ages 14-19**Services Provided:** Medical and counseling services for teen's ages 14-19 including birth control methods, sexually transmitted disease testing, pregnancy testing, etc.**Fees:** Free**Website:** <http://www.bayclinic.org/keaaufamilyhealthcenter.asp>**HAWAII ISLAND HIV/AIDS FOUNDATION (HIHAF)****Phone:** (808) 982-8800**Address:** 16-204 Melekahiwa Place Suite 1 Keaau, HI 96749**Hours:** Mon. - Fri. 8:00 A.M. – 4:00 P.M.**Eligibility:** Persons diagnosed with HIV/AIDS**Services Provided:** HIV care and case management, counseling and free testing, community education and outreach, HIV community care program for Medicaid waiver.**Website:** www.hihaf.org**HMSA- QUEST****Phone:** 1-800-440-0640**Hours:** 24/7**Website:** www.hmsa.com**HUI MALAMA OLA NA OIWI****Phone:** (808) 969-9220 Administration**Address:** 1438 Kilauea Ave. Hilo, HI 96720**Hours:** Mon. - Fri. 8:00 A.M. - 4:30 P.M.**Eligibility:** Native Hawaiian Families or Individuals.**Services Provided:** The organization offers a variety of health programs that target specific health issues which affect Native Hawaiians. Health and dietary concerns for Hawaiians and their families, weight management, diabetes education, pre-natal class, high blood pressure information, transportation to medical appointments, social security.* Referrals to other agencies as well.**HILO URGENT CARE****Phone:** (808) 969-3051**Address:** 670 Kekuanaoa St. Hilo, HI 96720**Hours:** Mon. – Fri. 8:30A.M.- 8:30 P.M. / Sat. and Sun. 8:30 A.M. – 4:00 P.M.**Website:** <http://www.hilourgentcare.com/>**KEA'AU URGENT CARE****Phone:** (808) 966-7942**Address:** 16-590 Old Volcano Rd. Kea'au, HI 96749**Hours:** Mon. - Fri. 8:30 A.M. - 6:30 P.M. and Sat.-Sun. 8:30 A.M. - 4:30 P.M.**Website:** <http://www.hilourgentcare.com/>**KAUKA EXPRESS- URGENT CARE CLINIC****Phone:** (808) 981-1700**Address:** 2100 Kanoelehua Ave. (Puainako shopping center) Hilo, HI 96720**Hours:** Mon. – Fri. 9:00 A.M. – 6:45 P.M. / Sat. and Sun. 9:00 A.M. – 2:45 P.M.

MED-QUEST DIVISION

Phone: (808) 933-0339

Address: 1404 Kilauea Ave. Hilo, HI 96720

Services Provided: Qualify for one of our health plans Medicaid fee for service, Hawai'i quest, pregnant women, and long term care.

Fees: Varies on qualifications and medical plan.

Website: <http://www.med-quest.us/>

POISON CONTROL

Phone: 1-800-222-1222

Hours: **24-HOURS**

Website: www.aapcc.org

PUNA COMMUNITY MEDICAL CENTER

Phone: (808) 930-6001

Address: 15-2662 Pahoa Village Rd, Suite 306. Pahoa, HI 96778

Hours: Mon. - Sat. 8:00 A.M. -5:00 P.M. and Sun. 8:00 A.M. – 2:00 P.M.

*** Closed from 12:00 P.M. – 1:00 P.M.**

Eligibility: HMO Members need referral from their PCP except for services provided during PCP's non-working hrs. ***For more information call the clinic.**

Services: Acute Care, Urgent Care & Physicals

Fees: Most Insurance accepted.

Website: <http://www.punahealth.org>

PUBLIC HEALTH NURSING-PAHOA

Phone: (808) 965-9711

Hours: Mon, Tues, Fri: 7:00 A.M. – 5:00 P.M.

1st Thursday: 9:00 A.M.

3rd Thursday: 8:00 A.M.

Puna Location: 15-2866 Building C, Suite A

Services Provided: Child health guidance including childhood immunizations, TB tests, growth and development screenings and referral, health education, counseling, chronic disease management, general health promotion and information on communicable disease prevention.

HOUSING/SHELTER

BIG ISLAND HOUSING FOUNDATION

Phone: (808) 969-3327

Address: 688 Kinoole St., Suite #212 Hilo, HI 96720

Office Hours: Mon. - Fri. 8:30 A.M. – 4:30 P.M. (Closed for Lunch: 12:30 – 1:15 P.M.)

Eligibility: To qualify, you must first fill out application form, meet income limits, good rental references, and good criminal background check. For the Elderly housing projects applicants must be 62+ years or disabled 18+ years (must be deemed mentally or physically disabled by doctor).

Services Provided: Property Management of: E Komo Mai Apartments, Riverside Apartments, Kamana Elderly Apartments, Papa'aloa Elderly Apartments, Waimea Elderly Apartments and Kea'au Elderly Housing.

Fees: Deposit after approve

HAWAII ISLAND HOME FOR RECOVERY

Phone: 808-934-7852

Physical Address: 440 Kapiolani St. Hilo, HI 96720 (AOF Lodge)

Hours: Mon. – Fri. 8:00 A.M. - 5:00 P.M.

Eligibility: Homeless or at risk for homelessness

Services Provided: Transitional housing with a structured, family-like atmosphere free of alcohol and illegal drugs. Helps residents find employment and network with other social service agencies.

Fees: Call for current fees.

HOUSING AND COMMUNITY DEVELOPMENT CORPORATION OF HAWAII (HCDCH) AKA HAWAII HOUSING

Phone: (808) 933-0474

Address: 600 Wailoa St. Hilo, HI 96720

Hours: Mon. - Fri. 7:45 A.M. - 4:30 P.M.

Eligibility: To qualify must first fill out Public Housing Application form, rental amount based on income (not eligible if income is more than allowed amount). Must have eviction free history, positive rental references, credit criteria and criminal free background. May be eligible for utility allowance that will be deducted from monthly rent. "Family", elderly (age 62+), "disabled" (age 18+), "handicapped" (age 18+) or a "displaced family" as defined by Housing and Community Development Corporation of Hawaii.

Services Provided: Public Housing and Federal Rental Assistance Program.

Fees: Security deposit is equal to monthly rent.

Website: www.hcdch.hawaii.gov

HOPE SERVICES HAWAII / OFFICE OF SOCIAL MINISTRY (OSM)

Phone: (808) 935-3050

Toll free: 1-877-935-3050 (Calling from payphone without money)

Address: (Admin Office) 296 Kilauea Ave. Hilo, HI 96720

Hours: Mon. - Fri. 8:00 A.M. - 4:00 P.M. (closed for Mission Day)

Eligibility: Unsheltered homeless, living in an emergency shelter, homeless persons coming out of substance abuse treatment, homeless coming out of hospital, homeless with mental disabilities, homeless in transitional housing and persons receiving a 45 day eviction from their landlord.

Services Provided: Homeless Outreach Staff members provide emergency food, clothing, blankets and hygiene supplies for those who are in need. Members work with each family or individual in their given situation identifies their strengths and resources to create a plan to improve their living situation. Housing Specialists provide Tenant Education classes and support while transitioning into permanent housing.

MENTAL HEALTH OUTREACH

Services Provided: Staff works specifically with persons who are homeless and has a severe/persistent mental illness (SPMI), linking them to DOH, Adult Mental Health Division (AMHD) for further mental health services. Homeless in need of mental health services will hook up with Hale O Puna or other support services. * Will also assist in finding housing.

REPRESENTATIVE PAYEE SERVICES

Services Provided: Financial management services for 200 chronically mentally ill individuals which includes but not limited to: aiding/facilitating the payment of essential bills, providing weekly, biweekly, or monthly allowances. Regular budget meetings, budgeting and financial management classes for individuals or households that meet the disability criteria and receive SSI/SSDI benefits are also provided.

HUD'S SHELTER PLUS CARE KUKUI PROGRAM

Services Provided: Pre and post rental counseling, housing placement, move-in assistance, and rental subsidies to homeless individuals and families experiencing homelessness and having an eligible disability including mental health, substance abuse, co-occurring, developmental disability and/or HIV/AIDS. Staff also provides supportive case management, home visits, advocacy, and landlord/tenant mediation. Must be willing to accept supportive services from their case manager and housing specialist.

TANF HOUSING PLACEMENT PROGRAM

Services Provided: TANF case manager and housing specialist work together to assist homeless TANF eligible families into housing. Rental deposits, pro-rated rent and utility deposit assistance is available. Housing support offered to landlords through "tenant solutions" 24/7 with an accessible contact #.

KIHEI PUA (Women's Shelters)

Address: 115 Kapiolani St. Hilo, HI 96720

Hours: Mon. – Fri. 8:00 A.M. – 4:00 P.M.

Services Provided: Emergency shelter, transitional housing, housing assistance, budgeting and financial classes.

Website: www.womenshelters.org/det/kihei-pua-emergency-shelter

EMERGENCY SHELTER

Services Provided: 24/7 short-term emergency shelter services to homeless individuals and families. Shelter for individuals and/or families with on-site pantry, clothing bank and laundry facilities available. Offers classes on budgeting, life skills and parenting.

BEYOND SHELTER

Services Provided: Transitional housing services for families with minor children who are experiencing homelessness or transitioning from another shelter program. On site classes include renters' education, linkage to community resources, budget management, financial literacy and health education.

WILDER & KULEANA TRANSITIONAL HOUSING PROGRAMS

Services Provided: Transitional housing services to families with minor children that are currently homeless or transitioning out from another shelter program. *Preference for pregnant women – 18 years or older.

PONAHAWAI OLA HOMELESS SHELTER

Services Provided: Reintegration program for previously incarcerated men and women returning to our community from incarceration. Program is staffed 24/7 and is a sober living environment.

KAUHALE OLU (PEPEEKEO) APARTMENTS

Phone: (808) 964-5015

Address: 28-2926 Kumula St. Pepeekeo, HI 96783

Hours: Mon. - Fri. 9:00 A.M. - 3:00 P.M.

Eligibility: To qualify must first fill Resident Screening and Selection Criteria form. Rental amount based on 30% of income (not eligible if income is more than allowed amount). Must have eviction free history, positive rental references, credit criteria, criminal free background. May be eligible for utility allowance that will be deducted from monthly rent.

Services Provided: Federally Subsidized Rental apartments in Pepeekeo.

MUTUAL SELF-HELP HOUSING PROGRAM – HAWAII ISLAND COMMUNITY DEVELOPMENT CORP.

Phone: (808) 969-1158

Address: 100 Pauahi St., Suite 204 Hilo, HI 96720

Eligibility: Have stable employment (ability to repay mortgage), acceptable credit record, meet income guidelines, and ability to provide 40 hours a week for labor requirement on weekends.

Services Provided: Develop suitable building sites, package house loan applications, provide house plans, and oversee land acquisition. Supervise and train participants of proper construction of homes, provide power tools, organize clients into self-help groups, solicit labor and material bids, and maintain accounting of mortgage funds and all bill paying.

Fees: Call for more information.

SALVATION ARMY FAMILY INTERVENTION SERVICES PROGRAM

Phone: (808) 959-5855 (Intake Program: 808-981-0316)

Address: 1786 Kino'ole St. Hilo, HI 96720

Hours: Office: 8:00 A.M. – 4:30 P.M. (Intake Program: 24/7)

Eligibility: Youth age 12-17, referred by Family Court, DHS, Police, and self or family referral.

Services Provided: Sanctuary to youth ages 12-17, up to 90 days placement. Youth learn life skills, i.e. cooking, positive communications, personal hygiene, household and socializing skills. Monitor school attendance, behavior and academics while they reside. Transportation to school, appointments and program activities. *Works toward family reunification.

SEAWIND REALTY, INC.

Phone: (808) 935-5031

Address: 116 Hualalai St. Suite 200. Hilo, HI 96720

Hours: Mon. - Fri. 8:00 A.M.- 4:30 P.M.

Eligibility: To qualify, you must first fill out application form, meet income limits, good rental references, and good criminal background check.

Services Provided: Property Management for low income housing including:Lincoln Courtside

Fees: Deposit required after approved.

LEGAL

AFFORDABLE LAWYERS PROJECT

Phone: (808) 536-4302 / 808-527-8027

Address: 924 Bethel Street, Honolulu, HI 96813

Hilo: 1-800-499-4302

Address: 305 Wailuku Dr. Hilo, HI 96720

Hours: Mon. – Fri. 9:00 A.M. – 11:30 A.M. and 1:00 P.M. – 3:30 P.M.

Eligibility: Low to medium income persons who do NOT meet Legal Aid’s income eligibility guidelines but fall between 125% & 250% of the federal poverty guidelines, known as the “Gap Group.”

Services Provided: Adoptions, Advanced Health Directives/ Living Wills/ Simple Wills Bankruptcy, Child Custody / Child Support / Visitation Modifications, Conservatorship / Guardianship of Minors or Incapacitated Persons, Divorces, Legal Separations, Paternity, Powers of Attorney, Name Changes.

Fees: Flat fee for uncontested cases, \$100.00 per hr. for contested cases (will accept a lump sum initial and monthly payments thereafter for services provided for contested cases.)

Do-it-yourself clinics for some services are also available for a small fee.

Website: <http://www.legalaidhawaii.org>

ARRESTED ADULTS INFORMATION

Phone: (808) 961-2213 *Police Receiving Desk 24/7*

Services Provided: Provides information regarding people currently under arrest.

DOMESTIC VIOLENCE/SEXUAL ASSAULT UNIT HAWAII COUNTY POLICE DEPARTMENT - JUVENILE AID SECTION

Phone: (808) 961-2254

Address: 349 Kapiolani St. Hilo, HI 96720

Hours: Mon. - Fri. 7:45 A.M. - 4:30 P.M.

Eligibility: Criminal Domestic Violence/Sexual Assault cases.

Services Provided: Liaison between victim, police and prosecutor. Follow up on domestic violence criminal cases. Victims may call with questions regarding police procedure or concerns about their case. *Referrals to domestic violence and sexual assault services.

HILO SELF-HELP CENTER

Phone: (808) 961-0609

Address: 777 Kilauea Ave. State Courthouse, 1st Floor. Hilo, HI 96720-4212

Hours: Mon. & Fri. 11:15 A.M. – 12:45 P.M. (Walk-in only, no appointments taken)

Services Provided: Volunteer attorneys will provide limited legal information to self-represented litigants on civil matters at no charge.

IMMIGRATION AND NATURALIZATION: NA LOIO NO NA KANAKA

Contact Person: Rose Y. Bautista

Phone: (808) 961-8220

Address: 25 Aupuni St. Hilo, HI 96720-8220

Hours: Mon. - Fri. 8:00 A.M. - 4:30 P.M.

Eligibility: Low-income immigrants and their families.

Services Provided: Provides legal services for those who cannot afford a private attorney in immigration and naturalization matters, representation in deportation, exclusion, and political asylum cases as well as a limited number of civil rights cases. Legal representation for abused immigrants, work to achieve permanent legal residency for victims of domestic violence and bilingual access line. Office does not give legal advice

Fees: Client covers all filing fees.

KU'IKAHU MEDIATION CENTER

Phone: (808) 935-7844

Address: Hilo Lagoon Building 101 Aupuni St., Suite PH 1014-B2 Hilo, HI 96720

Hours: Mon. – Thurs. 9:00 A.M. - 4:30 P.M.

Services Provided: Trained volunteer mediators and support staff assist individuals, families, and businesses who are in a dispute to develop positive outcomes.

Website: www.hawaiiimmediation.org

LEGAL AID SOCIETY OF HAWAII

Phone: (808) 536-4302

Intake Line: (808) 934-0678 Mon. – Fri. 9:00 A.M. – 11:30 A.M. and 1:00 P.M. - 3:30 P.M.

Address: 924 Bethel St. Honolulu, HI 96813

Kona Location: (808) 329-3910

Intake Line: 1-808-499-4302 (Mon. – Fri. 9:00 A.M. – 11:30 A.M. and 1:00 P.M. - 3:30 P.M.)

Address: 75-170 Hualalai Rd, Suite B, Rm 303A, Kailua-Kona, HI 96740

Hours: Mon. - Fri. 8:00 A.M. - 4:30 P.M.

Eligibility: Income eligible.

Services Provided: legal services for those who cannot afford a private attorney. Indigent legal assistance, housing, family law, etc. Free services to senior (60+).***Note:** Need documents pertaining to case and application process is on a case by case basis.

Fees: Client covers all filing fees.

Website: <http://www.legalaidhawaii.org>

NOTARY PUBLIC SERVICES

Phone: (808) 989-0981

Hours: Call for appointment. (Office: Sat. 9am-2pm/Sun. anytime)
24/7 service when needed

Services Provided: Notary Services, process serving

Fees: Call for current rate.

VICTIM WITNESS ASSISTANCE PROGRAM – OFFICE OF THE PROSECUTING ATTORNEY

Phone: (808) 961-0466

Address: 655 Kilauea Ave. Hilo, HI 96720

Hours: Mon. - Fri. 7:45 A.M. - 4:30 P.M.

Eligibility: All victims and witnesses of crime.

Services Provided: Explain judicial process, assistance in court appearances and court proceedings, information to victim about the case, property return assistance, restitution recovery, help with obtaining witness fees, referrals to community agencies, assistance with criminal injuries compensation, victim impact statement, crisis and short term counseling, employer intercession, assistance in requesting notification when defendant is released into the community, etc.

VOLUNTEER LEGAL SERVICES HAWAII

Phone: 808-528-7050 **Intake Number:** 808-528-7046

Hours: Mon. - Fri. 9:00 A.M. – 4:00 P.M. (Walk-ins: 9:00 A.M. – 12:00 P.M.)

Address: 545 Queen St. Suite 100. Honolulu, HI 96813

Eligibility: Income eligibility. All victims of domestic violence, whether the abuse took place in the past or recently, may apply for services and representation.

Services Provided: Divorce clinics, bankruptcy clinic, advice and counsel, intake and referral, housing support legal project, low-income taxpayer's clinic, etc. Civil legal representation for domestic violence victims with legal issues who would otherwise be unrepresented. Connection to social services.

Website: <http://www.vlsh.org/>

MENTAL HEALTH

SEE ALSO "CHILDREN'S SERVICES"

ACCESS LINE- 24- HOUR CRISIS LINE: 1-800-753-6879

ALOHA INDEPENDENT LIVING HAWAII

Phone: (808) 936-2327 or 800-385-2454

Address: P.O. Box 283 Pearl City, HI 96782

Hours: Mon. – Fri. 8:00 A.M. – 2:00 P.M.

Hilo Office: 808-339-7297

Address: 1055 Kinoole St. Unit 202

Hours: Mon. – Fri. 9:00 A.M. – 4:00 P.M.

Eligibility: Any person with a disability that prohibits them from performing at least two every day, normal daily activities.

Services: Information & Referral, Peer Counseling, Advocacy, Independent Living Skills.

Website: <http://www.alohailhawaii.org>

CARE HAWAII, INC.

Phone: (808) 930-0777

Address: 891 Ululani St. Hilo, HI 96720

Kona Location: (808) 327-6500

Address: 79-7446 Mamalahoa Hwy. Bldg. A, Kealahou, HI 96750

Eligibility: Depends on insurance providers.

Services Provided: Care Hawaii Inc. provides services to promote physical, emotional and educational development of all identified students and their families.

ADULT SERVICES

Adult services are provided for individuals with serious mental illness including schizophrenia, bi-polar illnesses, depression and dual-diagnosis disorders. Services include crisis mobile outreach, crisis support management, intensive case management, assertive community treatment, psycho-social rehabilitation, specialized residential rehabilitation, and licensed crisis residential services. **Addiction Services:** Intensive outpatient treatment program for individuals having a chemical dependency. Treatment includes assessment, education, individual and group therapy, introduction to self-help support groups, family support and aftercare. DD & Crisis Network Services CARE Hawaii provides both Medicaid Waiver & Non-waiver services for any participant who meets Developmental Disability criteria.

CHILDREN'S SERVICES

Phone: (808) 533-3936

Address: 875 Waimanu St. Honolulu, HI 96813

Hours: 8:00 A.M. – 5:00 P.M.

Children's services are provided to youth identified as in need of mental health services in order to benefit from their educational experience. Services include assessment, outpatient counseling provided in the school, home, or community setting, intensive services for children with autism and other pervasive developmental disorders, and intensive family based services for youth experiencing significant challenges in the home and school setting.

Website: <http://www.carehawaii.com/>

EPIC INC. - `OHANA CONFERENCING

Phone: (808) 961-9880

Address: 1130 North Nimitz Hwy, Suite C210. Honolulu, HI 96817

Hawai'i County Address: 101 Apuni St. Suite 140 Hilo, HI 96720

Hours: Mon.-Fri.: 9:00 a.m.-5:30 p.m.

Eligibility: Anyone receiving services through Child Welfare Services can ask for a conference. Youth Circle, teens that have been in the foster system.

Services Provided: Family group conferencing consisting of three parts, 1) information sharing, 2) private family time, and 3) Agreement in writing. Opens up the decision making process to families, community service providers and legal representatives for parents and children to create an opportunity for everyone to learn about the CWS (aka CPS) system. Parents, extended family members and community professionals learn what their roles and responsibilities are as part of a support team to keep children safe. Those who attend `Ohana Conferences become part of the process of supporting family reunification or finding safe permanent homes for children. Provides a process and place for everyone to meet, share information, brainstorm options, and develop plans that are based on what is best for the children.

Website: <http://www.epicohana.org>

FAMILY GUIDANCE CENTER -DEPARTMENT OF HEALTH CHILDREN AND ADOLESCENT MENTAL HEALTH SERVICES

Phone: (808) 933-0610

Address: 88 Kanoelehua Ave. Suite A #204 Hilo, HI 96720

Hours: Mon.-Fri.: 7:45 a.m. – 4:30 p.m.

Eligibility: Ages 3 - 18; age 21 for IDEA students. Must be enrolled with DOE and Felix class eligible children and adolescents only, island wide who are referred by DOE or Court System.

Services Provided: Focus upon special education children with severe emotional disturbances and others who meet certain criteria. Will refer child to contracted provider. Coordinates mental health services. Accesses funds and services for all clients: therapeutic individual and group homes, hospitalizations, intensive home-based services, therapeutic aides for community, individual and family and group therapy, respite services, residential care referral and creative options for treatment through "Wraparound" funding. Provides intensive therapeutic care management.

HAWAII FAMILIES AS ALLIES WARM LINE - DEPARTMENT OF HEALTH

Hours: Mon.-Fri.: 8:30 a.m. – 4:30 p.m.

Mailing Address: PO Box 9171 Aiea, HI 96701

Eligibility: Open to everyone with a child that seems emotionally or behaviorally different or challenged.

Services Provided: Person to person talk story "warm" line five days a week. A Parent Partner will assist you with Emotional Support & Technical Assistance. Parenting classes, informational classes on ADHD, conduct disorder, effective bookkeeping.

Website: <http://www.hfaa.net>

Email: hfaa.ohana@gmail.com

HILO VET CENTER

Phone: (808) 969-3833

Hours: Mon. 7:00 A.M.-5:00 P.M, Tues. Wed. and Fri. 7:00 A.M- 4:30 P.M and thur. 7:00 A.M-8:00 P.M

Address: 70 Lanihuli St. Suite 102 Hilo, HI 96720

Services Provided: Information, counseling and advocacy for veterans and their families.

Fee: Free

Website: www.va.gov/directory/guide/facility.asp?ID=440

HILO COUNSELING CENTER- DEPARTMENT OF HEALTH COMMUNITY MENTAL HEALTH (ADULT MENTAL HEALTH)

Phone: (808) 974-4300 Hilo Emergency/After-hours: 1-800-753-6879

Address: 37 Kekaulike St. Hilo, HI 96720

Hours: Mon. - Fri. 7:45 A.M. - 4:30 P.M.

Puna Location: (808) 965-2240

Address: 15-2886 Pahoia Village Rd. Pahoia, HI 96778 (Behind Pahoia Bay Clinic)

Hours: Mon. – Fri. 7:45 a.m. – 4:30 p.m.

Eligibility: Adults with designated diagnoses (serious mental illness) and level of functioning, eligibility determination interview.

Services Provided: Provides comprehensive services to persons in acute mental health crisis or who are suffering from a serious mental illness. Provides psychiatric evaluation and treatment, counseling and psychotherapy, case management, outreach, crisis intervention, and psychosocial rehabilitation. *Families will receive free, short-term, home visiting services, confidential, informative.

Fees: Vary depending on services provided. Insurance accepted Medicaid, Medicare, private carriers; no one will be turned away if unable to pay.

HAWAII BEHAVIORAL HEALTH- FOSTER PARENT PROGRAM

Phone: (808) 935-7949

Emergency/After Hours: 1-800-753-6879

Address: 69 Rail Road Ave. Unit A3 Hilo, HI 96720

Hours: Mon.-Fri.: 7:30 a.m. - 4:30 p.m.

Eligibility: Felix class children and adolescents. * Referral required by DOH Child & Adolescent Mental Health - Family Guidance Centers.

Services Provided: Provides child, adolescent, family, individual and group therapy and counseling. Also provides psychological evaluations, therapeutic foster care program, after school and summer day programs, and a therapeutic aide.

Website: <http://www.hibh.org/index.html>

HOSPICE OF HILO

Phone: (808) 969-1733

Address: 1011 Waianuenue Ave. Hilo, HI 96720

Hours: Mon. - Fri. 8:00 A.M.- 4:30 P.M.

Services Provided: Compassionate medical and nursing care for terminally ill adults and children at no cost to patient or family. Counseling, respite, groups and other supportive services for family members, grief counseling for community-at-large.

Fee(s): Most insurance plans have a Hospice benefit. The overall fees will vary according to financial status. ***NOTE:** Nurses on call 24-hours/day for enrolled Hospice patients.

Website: <http://www.hospiceofhilo.org/>

VOCATIONAL REHABILITATION: DEPARTMENT OF HUMAN SERVICES

Phone: (808) 974-6444

Address: 75 Aupuni St. Hilo, HI 96720

Kona Location: (808) 323-0025

Address: P.O. Box 459 Captain Cook, HI 96704

Services Provided: Individuals with disabilities who are seeking employment. Call or walk in to make a referral/request services.

SOCIAL SECURITY ADMINISTRATION

Phone: (808) 959-1504

Administration: 1-800-772-1213 Toll Free

Address: 111 East Puainako St. Suite 710 (Prince Kuhio Plaza) Hilo, HI 96720

Hours: Mon. Tues. Thurs. Fri. 8:30 A.M.-2:30 P.M and Wed. 8:30 A.M.- 11:30 P.M.

Services Provided: Retirement income available, monthly benefits to their survivors and to the disabled.

Website: www.ssa.gov

PARENTING / PARENT GUIDANCE

SEE ALSO "CHILDREN'S SERVICES"

CATHOLIC CHARITIES- FAMILY PROGRAMS

Phone: (808) 935-4673

Phone: 808-961-7050 (Elizabeth Murph, Hawaii Island Community Director)

Address: 62 Kinoole St. Hilo, HI 96720

Hours: 8:00 A.M- 4:00 P.M (**Closed for lunch 12:00 – 1:30**)

Service Provided: Family Programs: Comprehensive Counseling and Support, Voluntary Case Management, Resource Family (foster care), Inner-state compact services of place of child, Immigration services program, Support for Veteran Families, Medication Management, Hawaii Island Community, Intake information referral, and counseling with fees.

Eligibility: court referrals, DHS

Kona Location: (808) 327-2720

Address: 73-5618 Maiau St., Suite B-201 Kailua-Kona, HI 96740

Hours: Mon. - Fri. 7:45 A.M. – 4:30 P.M.

Website: www.CatholicCharitiesHawaii.org

HAWAII ISLAND YOUNG LIFE

Phone: (808) 969-9074

Address: 116 Hualalai St., Suite #100 Hilo, HI 96720

Hours: Mon. – Fri. 9:30 A.M. – 3:30 P.M.

Eligibility: Referral through family court or other agencies and self-referral okay.

Services Provided: Teenagers, junior high to high school, and teen moms. They meet during the week for club activities or meeting. Summer camps junior high participants go to Oahu and high school participants go to the mainland.

Fees: Free.

Website:

[msites.younglife.org/ layouts/InformationSplashPage/default.aspx?OfficeOrClubID=C-735](http://msites.younglife.org/layouts/InformationSplashPage/default.aspx?OfficeOrClubID=C-735)

PARENT LINE

Phone: 808-526-1222 (Neighbor Islands: 1-800-816-1222)

Mailing Address: 91-1841 Fortweaver Rd. Ewa Beach, HI 96706

Hours: Mon.-Fri.: 8:00 a.m. - 6:00 p.m.; Sat. 9:00 a.m.-1:00 p.m.

Eligibility: Anyone with concerns and or question(s) about parenting.

Services Provided: Support for Parents/Caregivers with children 0-20 years, expectant parents, grandparents and other family, teachers, childcare providers, etc. Phone line staff will help problem-solve parenting challenges and child and adolescent behavior, etc. Web site offers "The Teddy Bear Post", with helpful information regarding child development and child rearing, links to resource directory for parents of young children.

Website: www.theparentline.org

PARENTS, INC.

Phone: (808) 934-9552

Address: 120 Pauahi St. Suite 210 Hilo, HI 96720

Services Provided: Family Strengthening, prevention and treatment of child abuse and neglect. Full range of prevention, education, treatment services for men, women and children.

*Parenting Groups: Call for schedule.

Website: <http://www.hawaiiparents.org>

TURNING POINT FOR FAMILIES – ALTERNATIVES TO VIOLENCE

Phone: (808) 969-7798

Hours: Mon. – Fri. 8:00 A.M. – 4:30 P.M.

Address: 1045 Kilauea Ave. Hilo, HI 96720

Services Provided: Alternatives to Violence (ATV) provides Domestic Violence Intervention Services for the whole family. A Psycho-educational group for batterers, support and changing groups for victims, anger management and Social Skills Building Groups for children and adolescents, Therapeutic Groups for children who are victims of/or witnesses to domestic violence, Parenting Programs, Rural Outreach Services for isolated victims, and a Hawaiian Demonstration Research Program for Hawaiian batterers and victims. They also provide TRO services and court advocacy for victims.

Website: <http://www.tiffe.org/index.php>

SEXUAL ASSAULT

24-HOUR SEXUAL ASSAULT LINE: (808) 935-0677

ADULT PROTECTIVE SERVICES- DEPARTMENT OF HUMAN SERVICES

Phone: (808) 933-8820

Address: 1055 Kinoole St. Suite #201 Hilo, HI 96720

Hours: Mon.-Fri.: 7:45 a.m. to 4:30 p.m.

Eligibility: Must be a dependent adult.

Services Provided: Provides protective services to abused, neglected, or financially exploited dependent adults, ages 18 or older.

SEX ABUSE TREATMENT SERVICES (SATS) - CHILD AND FAMILY SERVICE

Phone: (808) 935-2188

Address: 1045 A Kilauea Ave. Hilo, HI 96720

Hours: Mon. – Fri.: 8:00 a.m. - 5:00 p.m.

Eligibility: Victims of intra-familial sex abuse, their siblings, non-offending parents, and offenders. Most must be referred by DHS – some programs such as Adults Molested as Children can be self-referred.

Services Provided: Provides group counseling, individual counseling, couples counseling and family counseling services for victims of incest, their siblings, non-offending parents and offenders. Non-Offending caretakers group (NOC) is a 10-week psycho-educational group for non-offending parent. Provides group therapy for child victims ages 3-18 including groups for both the child victims and his/her siblings. (AMAC) Adults Molested as Children is a group therapy and support program for adults who were molested as children.

Website: <http://www.childandfamilyservice.org/>

YWCA- SEXUAL ASSAULT SUPPORT SERVICE (SASS)

Phone: (808) 935-0677, 24-Hours

Hilo Office: (808) 961-3877

Address: 1382 Kilauea Ave. Hilo, HI 96720

Office Hours: Mon. – Fri. 8:00 A.M. - 4:30 P.M.

Eligibility: Victim of Sexual Abuse/Assault

Services Provided: Confidential counseling, crisis intervention, emotional and moral support during a medical exam, assistance in decision of whether to file a police report, 24-hour crisis line, community education, therapeutic services and awareness & prevention activities.

Website: <http://ywcahawaiiisland.org/>

TRANSPORTATION

ALOHA CARE- QUEST (TRANSPORTATION)

Phone: 1-877-973-0712

Eligibility: Taxi coupons by doctor note or high-risk visit, are seeing a specialist for consultation, or are seeing a behavioral health provider. It is not to be used for a person who usually has transportation. Persons needing transportation must speak to their doctor and doctor will call at least 72 hours in advance to Aloha Care Quest. Aloha Care Quest will coordinate transportation needs with taxi service and eligible client.

HCEOC- TRANSPORTATION DEPARTMENT

Phone: (808) 961-2681 Ext.503- Administration

Address: 47 Rainbow Dr. Hilo, HI 96720

Office Hours: Mon.-Fri.: 8:00 a.m.-4:00 p.m.

Transport Hours: Varies.

Eligibility: Elderly or disabled adult applicants (18+ only, no children without permission of Transportation Department supervisor). Complete and submit HCEOC Application form. Form found on website or call

Services Provided: Passenger Van. Curb to curb transportation for medical, employment, shopping, and recreational purposes.

Website: <http://www.hceoc.net>

HELE ON BUS- HAWAII COUNTY MASS TRANSIT

Phone: (808) 961-8744

Address: 1266 Kamehameha Ave., Suite #A-2 Hilo, HI 96720 (Hilo Ironworks Bldg.)

Office Hours: Mon.-Fri.: 7:45 a.m.-4:30 p.m. ***See bus schedule for hours of operation.**

Services Provided: Public Transportation on the Island of Hawaii.

SHARE RIDE TAXI PROGRAM- HAWAII COUNTY- Flexible shared ride taxi program, door-to-door transportation service within the urbanized area of Hilo and Kona. Call or see website for list of carriers.

Fees: Call for bus rates and coupon books

Website: www.heleonbus.org

HMSA- QUEST

Phone: 1-800-440-0640

Eligibility: Person must speak to Primary Care Physician (PCP) and inform the doctor of transportation problems.

Services Provided: If person is currently enrolled with HMSA Quest, PCP will call in request and HMSA Quest will generate referral and coordinate with taxi service. PCP may also fax in request for travel. Also, if a person was Air Ambulanced to Honolulu and was released, the hospital may contact HMSA Quest to request travel back to the island.

HUI MALAMA OLA NA OIWI - TRANSPORTATION

Phone: Administration (808) 969-9220

Address: 1438 Kilauea Ave. Hilo, HI 96720

Hours: Mon. and Fri. 8:00 a.m.-4:30 p.m.

Eligibility: Must be a Registered Client.

Services Provided: Two days available for transport, Monday or Friday, **for medical appointments only.** ***NOTE:** Please call at least one week ahead of time to schedule pick up and to register if not a client.

Website: www.huimalamaolanaoiwi.org

THIS DIRECTORY IS NOT MEANT TO BE ALL INCLUSIVE.

IF YOU NEED ASSISTANCE IN FINDING ADDITIONAL

**RESOURCES, CALL NEIGHBORHOOD PLACE OF PUNA, AT
(808) 965-5550**

OR CALL

ALOHA UNITED WAY, AT 2-1-1

**PLEASE NOTE: HOURS OF OPERATION AND ACCESS MAY
CHANGE DUE TO STATE COVID-19 PROTOCOLS**

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