

# 2022 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

### **'AHA PŪNANA LEO \***

**Hilo Location:** (808) 935-4304

**Address:** 96 Pu'uhonu Place, Hilo, HI 96720

**Kona Location:** (808) 323-8052

**Address:** 81-1004 Konawaena School Rd., Kealahou, HI 96750

**Website:** <https://www.ahapunanaleo.org/>

#### **Kula Kamali'i Preschool**

**Eligibility:** Children ages 3 - 5. There are Hilo, Kona, and Waimea locations.

**Services Provided:** From the moment a Pūnana Leo 'ohana (family) enters preschool, they are immersed in a rich and stimulating honua (environment) where all must observe the kapu of "Hawaiian language only." The observance of the kapu helps families and their children learn Hawaiian quickly. New preschoolers learn simple phrases, sentences, and songs with the help of fluent kumu (teachers) and older classmates. Many, if not all, Pūnana Leo preschoolers are able to speak Hawaiian within three or four months. Accepts tuition assistance.

#### **Hikaa'o 'Ohana**

**Services Provided:** Self-directed Hawaiian Language for keiki at home. Includes 12 units. Each unit will include a combination of videos, songs, interactive games, writing and math activities. Enroll Online.

#### **Aukukui Niuolahiki, Online Hawaiian Language Courses**

**Services Provided:** In 2009, 'Aha Pūnana Leo developed a flexible and affordable way for anyone to learn 'ōlelo Hawaii from anywhere and anytime. Niuolahiki Distance Learning program is a self-directed, online Hawaiian medium education (HME) program, in which students can learn at their own pace, on their own schedule and register by lesson module. Enroll online.

### **ALU LIKE INC. - EDUCATION, EMPLOYMENT & TRAINING PROGRAM**

**Hilo Location:** (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 14-24. 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. Elderly Services Department provides nutritional support for Native Hawaiians 60 years and older.

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

## **ARC OF HILO- EMPLOYMENT TRAINING SERVICE (ETS)\***

**Hilo Location:** (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 aged 16 or older, 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. The Career Exploration program assists those between the ages of 16 - 22 to explore career options. The Arc of Hilo Organic Farm offers through the Adult Day Health, Supported Employment, and Career Exploration programs an opportunity to learn hydroponic farming, marketing, and distribution of produce.

**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](http://www.health.hawaii.gov/dcab)

## **DEPARTMENT OF HUMAN SERVICES**

**Online SNAP/Financial Assistance App.:** <https://pais-benefits.dhs.hawaii.gov/>

**South Hilo:** (808) 981-2754

**Address:** 1990 Kinoole St. Suite 108 Hilo, HI 96720

**North Hilo:** (808) 933-0331

**Address:** 13 Kekaulike St Hilo, HI 96720

**South Kona:** (808) 323-7573

**Address:** 82-6130 Mamalahoa Hwy, Bldg 2 Captain Cook, HI 96704

**North Kona:** (808) 327-4980

**Address:** 75 Hanama Place, 1105 Kailua, HI 96740

**Kohala:** (808) 889-7141

**Address:** 54-3900 ‘Akoni Pule Hwy Kapa’au, HI 96755

**Ka'ū:** (808) 939-2242

**Address:** 95-5669 Māmalahoa Hwy Na'alehu, HI 96772

**Kamuela-Hāmākua:** (808) 775-8854

**Address:** 45-3380 Māmane St Bldg 1 Rm 110 Honoka'a, HI 96727

**Eligibility:** Meet the income requirements.

**Services Provided:** SNAP, TANF, and other financial help for individuals and families. Call for more details.

## **GOING HOME HAWAII**

**Hilo Location:** (808) 491-2437

**Address:** 80 Pauahi St., Suite #203, Hilo, HI 96720

**Kona Location:** (808) 464-4003

**Address:** 75-5708 Alahou Street, Apt 2C Kailua-Kona, HI 96740

### **Recovery Housing:**

**Eligibility:** All referrals are required to be sent to Going Home Hawai`i via a supervising judicial authority or agency, such as a probation/parole officer, drug court probation officer, furlough case manager, or intake service center.

**Services Provided:** Going Home Hawai`i provides the only facilities on Hawai`i Island serving 100% justice-involved individuals. Housing programs are intended for longer-term stays to provide the time needed for career development, achievement of employment and/or educational goals, securing of permanent housing, and other goals contributing to stabilization and a lasting return to the community.

### **9 Months Window of Hope\***

**Services Provided:** Provides supportive services for pregnant women 18+ years who are struggling with or at risk for alcohol and illicit substance use in the Hilo, Hamakua and Puna districts of Hawaii Island. Services include; financial counseling, career development, degrees/certifications, computer/technology classes, internships/work experience, and more.

## **GOODWILL INDUSTRIES OF HAWAII, INC.**

**Phone:** (808) 933-9675

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

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

### **Employment Services for Low Income Persons:**

**Eligibility:** 18 years of age or older and meets the income criteria

**Services Provided:** Job training in a relaxed classroom environment. Teach the skills necessary to obtain and maintain employment.

### **Employment Services for Legal Permanent Residents:**

**Eligibility:** Legal Permanent Residents who meet the income criteria

**Services Provided:** Job training in a relaxed classroom environment. Teach the skills necessary to obtain and maintain employment.

### **Career Readiness & Education Development Program:**

**Eligibility:** Call office for details.

**Services Provided:** Offers practical job preparation. Help with finding the right career and develop a pathway to satisfactory employment.

### **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](http://www.higoodwill.org)

### **HAWAII COMMUNITY ASSETS\***

**Phone:** (808) 934-0801

**Address:** 1315 Kalanianaʻole Avenue Hilo, HI 96720

**Services Provided:** HCA Financial Opportunity Centers (FOC) are career and financial coaching service centers located across the islands that help our low- to moderate- income residents build smart money habits and focus on the financial bottom line. HCA certified counselors operate FOCs across the state providing free financial counseling, income supports, and employment & entrepreneur coaching.

### **HAWAII YOUTH CHALLENGE ACADEMY**

**Phone:** (808) 369-0950

**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:** voluntarily 16 – 18 year old, At – Risk of dropping out or have already dropped out of high school, U.S. citizen and Hawai'i resident. Must be physically and mentally able to participate in the program and free of any legal court matter (depends on court case).

**Services Provided:** 22 week Drug-free residential program (Phase One), assist youth achieve their high school diploma, learn life, develop coping and job skills, and join community service programs throughout the program. Phase two of the program 52 weeks after completion of the Phase One 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 residential program.

**Website:** <https://dod.hawaii.gov/yca/>

### **JOB CORPS - U.S. DEPARTMENT OF LABOR**

**Phone:** (808) 259-3220 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 they have a dependent child, show commitment and capability. Must be a legal United States resident who has 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:** <https://hawaii.jobcorps.gov/>

## **OFFICE OF HAWAIIAN AFFAIRS – (OHA)**

**Hilo Office:** (808) 933-3106

**Fax:** (808) 933-3110

**Address:** 399 Hualani St Hilo, HI 96720

**Kona Office:** (808) 327-9525

**Fax:** (808) 327-9528

**Address:** 75-1000 Henry Street, Ste. 205 Kailua-Kona, HI 96740

**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 (must be in good standing in credit score) and scholarships. Call for more details or questions.

**Website:** [www.oha.org](http://www.oha.org)

## **SPECIAL EDUCATION DIAGNOSTIC SERVICES - DEPARTMENT OF EDUCATION**

**Hilo Location:** (808) 974-4403

**Address:** 450 Waiianuenue 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 HAWAII 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:** <https://hilo.hawaii.edu/upwardbound/>

## **WAIPAHU COMMUNITY SCHOOL FOR ADULTS**

**Hilo Campus\*:** (808) 974-4100

**Address:** Located at Waiakea High School 155 W Kawili St., Hilo, HI 96720

**Hours:** Mon - Fri: 8:30 A.M. - 4:30 P.M. by appointment only.

**Kona Campus:** (808) 313-3032

**Address:** Located at Kealahou Intermediate School  
74-5062 Onipa'a Street Kailua-Kona, HI 96740

**Hours:** Mon - Fri: 8:30 A.M. - 4:30 P.M. by appointment only.



**Services Provided:** Provides educational opportunities to help individuals improve literacy and numeracy skills; earn a highschool equivalency; and/or transition to post-secondary education, work training, employment and careers.

### **WIA 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:** Must be between the ages of 14 and 21 years and meet one of the following criteria; deficient in basic literary skills, school dropout, homeless, pregnant or a parent, offender, runaway, foster child. Males over 18 must also meet the additional requirement of registration for Military Selective Service.

**Services Provided:** Some of the services provided to Youth Program participants include: tutoring, occupational training, basic skills preparation, internships, job shadowing, and other services.

**Website:** <https://labor.hawaii.gov/wdd/job-seekers/wia/youth/>

### **WORKFORCE DEVELOPMENT COUNCIL- AMERICAN JOB CENTER**

**Phone:** (808) 935-6527

**Address:** 427 Kilauea Avenue 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:** Career counseling, HireNet Hawaii support, skills training, job search assistance and a resource center.

**Website:** <https://labor.hawaii.gov/wdc/american-job-centers/>

# CHEMICAL DEPENDENCY/ADDICTION & RECOVERY

## **ACCESS CAPABILITIES, INC**

**Hilo Location:** (808) 965-1198

**Address:** 601 Laukapu Street Hilo, HI 96720

**Pahoa Location:** (808) 965-1198

**Address:** 15-2874 Pahoa Village Road Pahoa, HI 96778

**Kona Location:** (808) 334-0979

**Address:** 74-5883 Pawai Place Kailua-Kona, HI 96740

**Waimea Location:** (808) 885-8889

**Address:** 64-1040 Mamalahoa Hwy. Kamuela, HI 96743

**Services Provided:** Offers affordable services for the recovery and prevention of substance abuse and recovery including; Clean and Sober living, intensive outpatient services, low intensity outpatient services, outpatient services, early intervention, recovery information, individual & group counseling, family & couples counseling, family recovery skills.

Also offers violence intervention programs that include individual, group, family, and couples counseling.

**Website:** <https://kaupum.wixsite.ocm/accesscapabilities>

## **ALCOHOLICS ANONYMOUS**

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

**East Hawaii Meeting Location:** 16-186 Pili Mua Street Keaau, HI 96749

**Meeting Time:** 2nd Thursday, 5:30 PM

**Website:** <http://easthawaiiiaa.org/>

**West Hawaii Office Location:** 74-5606 Pawai Place, Suite 102 Kailua Kona, Hawaii 96740

**Office Phone:** (808) 329-1212

**Website:** <https://www.westhawaiiiaa.org/>

**Eligibility:** People in recovery from addiction to alcohol, the only requirement for membership is 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.

## **AMERICAN LUNG ASSOCIATION "QUIT LINE" 1-800-548-8252**

## **BIG ISLAND SUBSTANCE ABUSE COUNCIL (BISAC)**

**Administration:** (808) 969-9994

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

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

**East HI Outpatient Treatment:** (808) 935-4927

**Address:** 297 Waiānuenu Avenue Hilo, HI 96720

**West HI Outpatient Treatment:** (808) 322-3100

**Address:** 75-5722 Kuakini Highway #217 Kailua-Kona, HI 96740

**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:** <https://bisac.org/>

## **GOING HOME HAWAII**

**Hilo Location:** (808) 491-2437

**Address:** 80 Pauahi St., Suite #203, Hilo, HI 96720

**Kona Location:** (808) 464-4003ing

**Address:** 75-5708 Alahou Street, Apt 2C Kailua-Kona, HI 96740

**Services Provided:** Reentry/Recovery Housing in Kona & Hilo. Reentry and Recovery Housing has separated housing programs for men & women 18+ years who have been involved with the criminal justice system within the past twenty-four (24) months.

Participants must:

Be employed or actively seeking employment and/or job training, or

Be enrolled in or actively applying for higher education aimed towards employment

Have the ability to pay a monthly program fee of \$400.00 (Hilo) or \$425.00 (Kona)

Be able to live independently

Be relatively self-sufficient, clean and sober from alcohol and/or illegal substances

Be willing to participate in Native Hawaiian cultural classes and activities, including the E Ho`okanaka ("Be a person of worth") curriculum.

## **HUI HO`OLA O NA NAHULU O HAWAII (PROJECT OF DASH)**

**Phone:** (808) 982-9555

**Fax:** (808) 982-9554

**Address:** 15-1926 30<sup>th</sup>/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 conduct 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) 246-0663

**Address:** 140 Puueo St. Hilo, HI 96720

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

**\*Services available online via Zoom\***

**Eligibility:** Referred by Court, Parents, Counselors, Self, Agencies, etc.

**Services Provided:** Alcohol and drug treatment services, medication assisted recovery, laboratory toxicology, family counseling.

**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.

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

**Fees:** Medicaid, Private insurance.

**Website:** <https://www.kualoha.com/>

## **LOKAHI TREATMENT CENTER**

**Hilo Location:** (808) 969-9292

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

**Pahoa Location:** (808) 965-5535

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

**Honoka'a Location:** (808) 775-7707

**Address:** 45-3544 Mamane Street Honokaa, HI 96727

**Kailua-Kona Location:** (808) 331-1175

**Address:** 76-6225 Kuakini Hwy., Suite B105 Kailua-Kona, HI 96740

**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 calls for fees.

**Website:** <http://www.lokahitreatmentcenters.net>

## **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](http://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 & GIRLS CLUB OF THE BIG ISLAND (BGCBI)**

**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 of \$10.

#### **Hilo Club**

**Phone:** (808) 640-6036

**Address:** 100 Kamakahonu St. Hilo, HI 96720

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

#### **Keaau Club**

**Phone:** (808) 437-3827

**Address:** 16-725 Keaau-Pahoa Rd, Keaau, HI 96749

**Hours:** Mon. – Fri. 2:00 P.M. - 5:00 P.M.

#### **Pahoa Club**

**Phone:** (808) 640-1034

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

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

#### **Pahala Club**

**Phone:** (808) 756-5285

**Address:** 96-1149 Kamani Street, 96777

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

#### **Oceanview Club**

**Phone:** (808) 731-9025

**Address:** 92-8924 Leilani Circle, Ocean View, HI 96737

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

#### **Kealakehe Club**

**Phone:** (808) 365-4199

**Address:** 74-5062 Onipaa Street, 96740

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

#### **Kahakai Club**

**Phone:** (808) 437-0455

**Address:** 76-147 Royal Poinciana Dr, Kailua-Kona, HI 96740

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

## **CHILD & ADOLESCENT MENTAL HEALTH DIVISION (CAMHD)**

**Phone:** (808) 974-6006

**Fax:** (808) 94-6000

**Address:** 75 Aupuni St. Suite 201 Hilo, HI 96720

**Eligibility:** Children age 3 and older. Adults up to the age of 20. They can be referred by anyone, but to receive services they must meet the following criteria: Have an Individualized Education Plan (IEP) that identifies the need for mental health services, or Have MedQuest and meet "Support for Emotional and Behavioral Development" (SEBD) program requirements, or Referred by the Office of Youth Services (OYS) and meet program requirements.

**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/](http://health.hawaii.gov/camhd/)

## **CHILD CARE CONNECTION HAWAII**

**Hilo Location:** (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.)

**Kona Location:** (808) 334-6101

**Address:** 74-5620 Palani Rd 208, Kailua-Kona, HI 96740

**Eligibility:** Must meet income guidelines. Child Care 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. Parents 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 child care 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 intellectual disabilities, 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:** <https://www.eastersealshawaii.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 Waiianuenue 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](http://www.pacthawaii.org)

## **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 children 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](http://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 classes (How to Talk So Kids Will Listen & Kamalama). Here to support and strengthen families when needed.

**Website:** [npkona.org](http://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. – 4:00 P.M.

**Website:** [www.neighborhoodplaceofpuna.org](http://www.neighborhoodplaceofpuna.org)

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

**Services Provided:** Provides information and support, and linkages to community resources. All services are free, voluntary, and confidential.

### **Family Resource Center (FRC)\***

**Services Provided:** The FRC is a hub of resources, referrals, and information. When a family becomes a member of the FRC they receive services at no cost. This includes family basics (hygiene items, diapers & wipes, children’s clothing), housing navigation, and parenting support.

### **Hale ‘Iki Family Assessment Center**

**24 hr Shelter Hotline:** (808) 345-0202

**Services Provided:** Hale Iki Family Assessment Center is a temporary emergency shelter for families with minor children who are homeless, at-risk of homelessness, or fleeing domestic violence. Our staff uses the Housing First Approach. This means that we are participant-centered and work with you to address your barriers towards permanent housing. Hale Iki is a low barrier program; we do not require sobriety, mental health treatment, good credit, or any other “housing ready” requirements for you to enter our shelter.

## **NEST FOR FAMILIES \***

**Phone:** (808) 707-8116

**Address:** 81-6493 Mamalahoa Hwy, Kealahou, HI

**Services Provided:** Provides support for parents and families in the first 1,000 days of their child’s life. Through a secure, semi-automated texting platform, Nest provides parents with information on growth and development, breastfeeding, community resources, and more.

**Website:** <https://nestfamilies.org/index.html>

## **PARTNERS IN DEVELOPMENT FOUNDATION\***

**Phone:** (808) 595-2752

**Admin Address:** 2040 Bachelot St, Honolulu, HI 96817

**Services Provided:** Tūtū and Me provides learning opportunities for many aspects of children's development and seeks to meet the needs of anyone involved with keiki and their development. Our curriculum is organized around learning themes and, most importantly, serves to meet the diverse cultural needs of the keiki by integrating Hawaiian values and culture. There are locations island wide. Call to find the closest location to you.

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

**Phone:** (808) 961-3169

**Address:** 26 Waiuanue 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](http://www.PatchHawaii.org)

### **QUEEN LILIUOKALANI CHILDREN'S CENTER (QLCC)**

**Hilo Location:** (808) 935-9381

**Address:** 919 Ululani St. Hilo, HI 96720

**Kona Location:** (808) 329-7336

**Address:** 74-5490 Makala Blvd. Kailua-Kona, HI 96740

**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**

**Hilo Location:** (808) 959-5855

**Address:** 1786 Kinoole St. Hilo, HI 96720

**Kona Location:** (808) 323-8081

**Address:** 82-6130 Mamalahoa Hwy Captain Cook, HI 96745

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

#### **Emergency Shelter:**

**Services Provided:** These two emergency shelter programs on the East and West sides of the Big Island provide a sanctuary to youth ages 12 to 17 for up to 90 days of residence. The youth learn life skills including cooking, positive communication skills, personal hygiene, and socialization skills. While in residence, the youth's behavior, school and academic performance are monitored. Transportation is provided to school, appointments and program activities within city limits.

#### **Prevention Programs:**

**Services Provided:** Youth Service Centers assist youths ages 5 to 18 through in-school and after-school programs throughout the school year, including a summer program. The Centers

offer educational development, mentoring, opportunities for community services, youth leadership, and positive alternative activities. Additional prevention programs include teenage pregnancy and family strengthening, tobacco prevention and METH prevention program.

**Na Ho'ola Pono (Independent/Transitional Living Skills Program):**

**Services Provided:** Na Ho'ola Pono is an independent living program that provides life skills services to youth ages 12 to 21. It teaches self-development, home management, nutrition, personal finance, literacy, social competency, educational support, as well as career and employment exploration and readiness. Youth participate in individual and group sessions where they learn pro-social skill development, post-secondary preparation and employment.

**Noho Olu (Safe House for Girls - Hilo):**

**Services Provided:** This long-term program is a four-bed Safe House Group Home for girls ages 13 through 17. The goal is for the girls to learn decision making, independent living and social and life skills. The Home provides residential, recreational, peer-intensive, pro-social and cultural community-based services. There is also an on-site educational component. The Home also offers individual, group and family counseling to assist in developing positive peer, family and community relationships utilizing the cognitive behavioral approach.

**Ke Kama Pono (Safe House for Boys - Kona):**

**Services Provided:** This long-term program is a four-bed Safe House Group Home for boys ages 13 through 17. The goal is for the boys to learn decision making, independent living and social and life skills. The Home provides residential, recreational, peer-intensive, pro-social and cultural community-based services. There is also an on-site educational component. The Home also offers individual, group and family counseling to assist in developing positive peer, family and community relationships utilizing the cognitive behavioral approach.

**YWCA OF HAWAII ISLAND\***

**Kilauea Location:** (808) 935-7141

**Address:** 1382 Kilauea Avenue, Hilo, HI 96720

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

**Ululani St. Location:** (808) 930-5703

**Address:** 145 Ululani Street, Hilo, HI 96720

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

**Website:** <https://www.ywcahawaiiisland.org/>

**Healthy Families Hawai'i Island\***

**Eligibility:** For pregnant women and their newborns through age 3.

**Services Provided:** Healthy Families provides home visiting services to eligible families. Program staff partner with parents to address individual needs, set and support goals, build a home environment around the baby and connect parents with helpful services and information that supports learning, safety, and developmental stimulation. The services are free, voluntary, and confidential.

**Developmental Preschool \***

**Eligibility:** Children ages 2 - 5.

**Services Provided:** The YWCA Preschool offers a safe, nurturing, sensory-rich environment that supports a child's emotional, physical and cognitive needs and prepares him or her for kindergarten.

## 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](http://www.auw211.org)

### **DOMESTIC VIOLENCE ADVOCATE - CHILD & FAMILY SERVICE**

**Hilo Location:** (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.)

**Kona Location:** (808) 323-2664

**Address:** 81-6587 Mamalahoa Hwy. Bldg. C Kealahou, HI 96750

**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 FAMILY SERVICES- CHILD & FAMILY SERVICES**

**Hilo Location:** (808) 935-2188

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

**Kona Location:** (808) 323-2664

**Address:** 81-6587 Mamalahoa Hwy. Bldg. C Kealahou, HI 96750

**Eligibility:** Self Referrals. Families involved with Child Welfare Services (CWS), Voluntary Case Management Services (VCM), or Family Strengthening Services (FSS) who are in need of services to address domestic violence.

**Services Provided:** Domestic Violence Services for Families offers a full spectrum of individual, group and family services to men, women and children to aid in the intervention and prevention of domestic violence in families and to strengthen child resilience and overall wellbeing.

## **DOMESTIC VIOLENCE ACTION CENTER**

**Phone:** (808) 534-0040 (office) 1-800-690-6200 (help line) (605) 956-5680 (text)

**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**

**Hilo Location:** (808) 935-2188 (Office) (808) 322-7233 (Hotline)

**Address:** 1045 Kilauea Ave. Hilo, HI 96720

**Kona Location:** (808) 323-2664 (Office) (808) 959-8864 (Hotline)

**Address:** 81-6587 Mamalahoa Hwy. Bldg. C Kealahou, HI 96750

**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)**

**Text:** Text "START" to 88788

**Website:** <https://www.thehotline.org/>

## **VICTIM WITNESS ASSISTANCE PROGRAM – OFFICE OF THE PROSECUTING ATTORNEY**

**Hilo Location:** (808) 934-3306

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

**Kona Location:** (808) 322-2552

**Address:** 81-980 Haleki'i St., Suite 150 Kealahou, HI 96750

**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/](http://www.hawaiicounty.gov/prosecuting-attorney/)

## **VOLUNTEER LEGAL SERVICES HAWAII**

**Phone:** (808) 313-8210

**Hours:** Mon. - Fri. 8:00 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/>

## FINANCIAL COUNSELING

### HAWAIIAN COMMUNITY ASSETS

**Phone:** (808) 934-0801

**Address:** 1315 Kalanianaʻole Ave. Hilo, HI 96720

**Services:** “One-stop-shops” for financial counseling; income support; career coaching; and referrals to grants, loans and affordable mortgage financing – all to increase income and assets for kamaʻaina. We specialize in helping our people become financially qualified for rentals and homeownership.

**Renter Assistance:** Emergency loan, housing counseling, renter and financial education, matching grants and loans (up to \$25,000). **Homebuyer Assistance:** Homebuyer education, pre-purchase counseling, down payment assistance, loans (up to \$100,000), mortgage assistance.

**Family Financial Opportunities:** Financial health check, build a daily spending and savings plan, receive a one-time savings match up to \$2,000 for childcare, and childcare tuition assistance.

**Native Hawaiian Farmers Support:** Help qualifying for rental (1st month & security deposit) or mortgage loans

**Homeowner Assistance:** Grants to help with past due mortgage payments or reduce monthly payments (**Hawaii island and Kauai residents only**).

**Website:** <https://www.hawaiiancommunity.net/>

### HAWAII COMMUNITY LENDING

**Phone:** (808) 587-7656

**Address:** 200 N Vineyard Boulevard, Suite B140, Honolulu, HI 96817

**Services:** Homeowners assistance during financial hardship (**Hawaii island and Kauai residents only**), foreclosure workshop, emergency grants or loans for past due mortgage assistance, property taxes, or HOA fees. Also offers consumer loans, affordable housing loans, and small business loans.

**Website:** <http://hawaiicommunitylending.com/>

## **HAWAII FIRST FEDERAL CREDIT UNION**

**Waimea Location:** (808) 885-7349

**Address:** 67-1187 Mamalahoa Highway, Kamuela, HI 96743

**Hilo Location:** (808) 933-7349

**Address:** 1221 Kilauea Avenue, Suite 160, Hilo, HI 96720

**Hilo Community Resource Center:** (808) 933-6600

**Address:** 1221 Kilauea Avenue, Suite 150, Hilo, HI 96720

**Hours:** Mon. - Thurs. 9:00 A.M. - 4:00 P.M., Fri. 9:00 A.M. - 6:00 P.M.

**Services:** The Hawai'i County Financial Empowerment Center (FEC) offers professional, one-on-one financial counseling as a free public service to enable residents to address their financial challenges, needs, and plan for their futures. Residents receive free, one-on-one professional counseling assistance with money management, budgeting, reducing debt, establishing and improving credit, connecting to safe and affordable banking services, building savings and referrals to other services and organizations.

**Website:** <https://www.hawaiifirstfcu.com/>

## **HAWAII COUNTY FINANCIAL EMPOWERMENT CENTER**

**Hawaiian Community Assets**

**Phone:** (808) 934-0801

**Hawaii First Federal Credit Union**

**Phone:** (808) 933-6600

**Services:** Free one-on-one financial counseling session to address financial challenges/needs and plan for the future. Counselors help with taking control of debt, improving credit, building savings, creating a budget and a plan to stick to it, finding safe and affordable financial products, and other services based on needs.

**Website:**

<https://www.hawaiicounty.gov/departments/office-of-housing/financial-empowerment-center>



## FARMERS MARKET

### **HILO FARMERS MARKET**

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

**When:** Wednesday & Saturday 6:00 A.M. - 4:00 P.M.

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

### **KEA'AU FARMERS MARKET**

**Where:** 16-0573 Old Volcano Road, Keaau, HI

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

**Hours:** Tue - Sat 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 9:00 A.M. - 2:00 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:** Friday 11:00 A.M. - 4:00 P.M. & 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

### **KONA VILLAGE FARMERS MARKET**

**Where:** At the intersection of Hualalai Rd. and Ali'i Dr., in the parking lot next to the Kona

Public Library (across from Hale Halawai) in Kailua-Kona

**When:** Wednesday to Sunday 7:00 AM - 4:00 PM

**Details:** Plenty of fresh fruits and vegetables, flowers and hand-made local arts and crafts.

### **ALI'I GARDEN MARKET PLACE**

**Where:** 75-6129 Ali'i Drive, Kailua-Kona

**When:** Tuesday – Sunday 10:00 AM - 5:00 PM

**Details:** There are many stands here selling local arts and crafts (souvenirs!), as well as some good places for a quick bite

### **KEAUHOU FARMERS MARKET**

**Where:** 78-6831 Alii Drive, Kailua-Kona, HI 96740-2440

**When:** Saturdays 8:00 AM - 12 PM

**Details:** Find locally raised produce, honey, flowers, Kona coffee, macadamia nuts, meat and eggs, handmade breads, jams, and so much more.

### **PALISADES FARMERS MARKET**

**Where:** 73-4261 Laui St, Kailua-Kona, HI 96740

**When:** Every first Saturday of the month from 8 a.m. to 2 p.m

**Details:** Tucked away on a mango farm at the bottom of Palisades close to the Kona airport, the Palisades farmers market is the newest market on the island. Since their opening April 2021 they now have 30+ vendors including local farmers, artisans, small businesses, great food and live music

### **HO'OULU COMMUNITY FARMERS MARKET**

**Where:** 78-128 Ehukai Street, Kailua-Kona, HI. 96740

**When:** Wednesday 9:00 AM - 2:00 PM

**Details:** Find between 20 and 40 vendors who sell local produce, coffee, macadamia nuts, and locally produced arts and crafts.

## FOOD PANTRY/HOT MEAL

### **FOOD BASKET**

**Hilo Location:** (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 or Visit Website for hot meals and pantry locations & times.**

**Website:** <https://www.hawaiifoodbasket.org/find-food-now>

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

**Hilo Location:** (808) 974-4270

**Address:** 88 Kanoelehua Ave., Suite 201 Hilo, HI 96720

**Pahoa Location:** (808) 965-3030

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

**Kona Location:** (808)322-4888

**Address:** 81-980 Halekii Street Kealahou, HI 96750

**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:** (808) 973-0712

**Address:** 234 Waiānuenu Ave., Suite 105 Hilo, HI 96720

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

**Website:** [www.alohacare.org](http://www.alohacare.org)

### **AMERICAN LUNG ASSOCIATION**

**Help Line:** 1-800-LUNG-USA (1-800-586-4872)

**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\***

**Hilo Family Health Center:** (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)

**Hilo Pediatrics:** (808) 333-3600

**Address:** 450 Kilauea Ave., Suite 103, Hilo, HI 96720

**Hours:** Mon, Tue, Thur, Fri: 9:00 A.M. - 5:00 P.M.

Wed: 9:00 A.M. - 12:00 P.M.

**Wailuku Family Health Center:** (808) 965-3047

**Address:** 305 Wailuku Drive, Hilo, HI 96720

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

**Hilo Family Dental:** (808) 333-3600

**Address:** 1257 Kilauea Avenue, Hilo, HI 96720

**Hours:** Mon - Fri 7:00 A.M. - 6:00 P.M.

(First Thursday of the month: 9:00 A.M. - 6:00 P.M.)

**Hilo Women's Health Center:** (808) 333-3600

**Address:** 73 Pu'uhonu Place, Suite 204 Hilo, HI 96720

**Hours:** Mon - Fri: 7:00 A.M. - 6:00 P.M.

(First Thursday of the month: 9:00 A.M. - 6:00 P.M. Third Thursday of the month 8:00 A.M. - 6:00 P.M.)

**Kea'au Family Health Center:** (808) 333-3600

**Address:** 16-192 Pili Mua Street, Kea'au, HI 96740

**Hours:** Mon - Fri: 7:00 A.M. - 6:00 P.M.

(First Thursday of the month: 9:00 A.M. - 6:00 P.M. Third Thursday of the month 8:00 A.M. - 6:00 P.M.)

**Pāhoa Family Health Center:** (808) 333-3600

**Address:** 15-2866 Pāhoa Village Road, Pāhoa, HI 96778

**Hours:** Mon - Fri: 7:00 A.M. - 6:00 P.M.

(First Thursday of the month: 9:00 A.M. - 6:00 P.M. Third Thursday of the month 8:00 A.M. - 6:00 P.M.)

**Ka'ū Family Health & Dental Center:** (808) 333-3600

**Address:** 95-5583 Māmalahoa Hwy. Nā'ālehu, HI 96772

**Hours:** Mon - Fri: 7:00 A.M. - 5:30 P.M.

(First Thursday of the month: 9:00 A.M. - 5:30 P.M. Third Thursday of the month 8:00 A.M. - 5:30 P.M.)

**Eligibility:** Persons in need of medical or dental assistance.

**Services Provided:** Providing affordable, high-quality, and comprehensive health care services to East Hawai'i residents. Services include; pharmacy, behavioral health, cancer screening, dental care, family planning, immunization, pediatrics, prenatal care, primary care, walk-in services, and uninsured care.

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

### **HMSA- QUEST**

**Phone:** 1-800-782-6140

**Address:** 303 Makaala Street, Hilo, HI 96720

**Hours:** Mon - Fri 9 A.M. - 6 P.M.

**Website:** [www.hmsa.com](http://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>

## **KONA URGENT CARE**

**Phone:** (808) 327-4357

**Address:** 77-311 Sunset Dr, Kailua-Kona, HI 96740

**Hours:** Mon - Fri 8 A.M. - 5 P.M. Sat 9 A.M. - 5 P.M.

**Website:** <https://www.urgentcareofkona.com/>

## **KUMUKAHI HEALTH + WELLNESS\***

**Hilo Location:** (808) 982-8800

**Address:** 101 Aupuni St ph 1014c, Hilo, HI 96720

**Kona Location:** (808) 331-8177

**Address:** 74-5620 Palani Rd 101, Kailua-Kona, HI 96740

### **Aiaola Sexual Health Clinic**

**Services Provided:** The HIV clinic is offered on Thursdays in the Kona office and all other weekdays in the Hilo office. The Aiaola Sexual Health Clinic began in June 2020 and has been working hard to meet the ever-changing challenges of HIV medical care on the Big Island. Services include; HIV Medical Care, PrEP services, STD treatment, Hepatitis C Treatment, Trans Health Services.

**Fees:** Free, Insurance, Sliding Scale

### **HIV Case Management**

**Services Provided:** Our Client Services Department has case managers that can assist with many services, including connecting you to an HIV specialist, a Primary Care provider, and access to HIV medicines. Once a person is qualified for financial assistance, we can help pay for co-pays for medications, doctor visits and/or health insurance premiums. We also work with clients to qualify them for housing rental subsidy assistance. We provide counseling referrals for mental health and substance challenges. KH+W also has support groups and a food pantry to access weekly.

**Fees:** Free

## **MA`I MOVEMENT\***

**Phone:** (808) 425-2441

**Address:** 44-436 Hoolokahi St, Honokaa, HI 96727

**Hours:** Saturday & Sunday 9:00 AM - 6:00 PM

**Services Provided:** Ma'i Care Kits program allows individuals to request a monthly pack of disposable period products. It consists of 12 day pads, 5 night pads, 5 tampons, 5 pantliners, and 5 feminine wipes.

## **MED-QUEST DIVISION**

**East Hawaii:** (808) 933-0339

**Address:** 1404 Kilauea Ave. Hilo, HI 96720

**West Hawaii:** (808) 327-4970

**Address:** 75-5591 Palani Road, Suite 3004 Kailua-Kona, HI 96740-3633

**Services Provided:** Medicaid is a joint federal-state program that provides health coverage or nursing home coverage to certain categories of individuals, including children, pregnant

women, parents of eligible children, low income adults, former foster care children, aged, blind and disabled individuals.

**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](http://www.aapcc.org)

### **PUBLIC HEALTH NURSING- TB TESTING & SCREENING**

**Hilo State Building:** (808) 974-6025

**Address:** 75 Aupuni Street Hilo, HI 96720

**Naalehu Health Center:** (808) 939-2400

**Address:** 94-5669 Mamalahoa Highway Naalehu, HI 96722

**Kona Health Center:** (808) 322-1500

**Address:** 79-1015 Haukapila Street Kealahou, HI 96750

**Waimea Health Center:** (808) 887-8116

**Address:** 67-5189 Kamamalu Street Kamuela, HI 96743

**North Kohala Civic Center:** (808) 889-7135

**Address:** 54-3900 'Akoni Pule Highway Kapa'au, HI 96755

**Honoka'a State Building:** (808) 775-8844

**Address:** 3380 Mamane Street Honoka'a, HI 96727

### **PROJECT VISION HAWAII \***

**Phone:** (808) 430-0388

**Website:** <https://www.projectvisionhawaii.org/>

**Services Provided:** Better Vision for Keiki program provides free vision screening to students in Title I schools throughout the state of Hawai'i. Mobile hygiene trailers have provided hot showers and opportunities for individuals facing homelessness throughout Hawai'i Island, Oahu, and Kaua'i.

### **WAIMEA URGENT CARE**

**Phone:** (808) 885-0660

**Address:** 651230 A Mamalahoa Hwy, Waimea, HI 96743

**Hours:** Mon - Fri 8:30 A.M. - 6 P.M. Sat & Sun 8:30 A.M. - 4:30 P.M.

**Website:** <https://waimeaurgentcare.com/>

## HOUSING/SHELTER

### **ARC OF HILO- LOW INCOME HOUSING**

**Hilo Location:** (808) 935-8534

**Address:** 1099 Waiianuenue 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. Kealahakua, HI 96750

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

**Puna Location:** (808) 965-8464

**Address:** 15-2866 Pahoa Village Rd. Pahoa, 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:** The Arc of Hilo developed three housing complexes to offer housing security to low-income seniors and adults with disabilities. Hale Ulu Hoi I & II are located at 1303 and 1305 Ululani Street, Hilo, Hawai'i 96720. Hale Ulu Hoi III is located at 485 Laukapu Street, Hilo, Hawai'i 96720.

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

### **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 an application form, meet income limits, good rental references, and a 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

### **COUNTY OF HAWAII- OFFICE OF HOUSING AND COMMUNITY DEVELOPMENT**

**Phone:** (808) 323-4306

**Address:** 1990 Kinoole Street Suite 102, Hilo, HI 96720

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

#### **Residential Repair Program \***

**Services Provided:** Offers 3% interest loans to low and moderate income households on the island of Hawai'i. The purpose of this program is to increase the economic life of existing dwelling units and ensure safe and healthy living environments.



### **Housing Choice Voucher Program**

**Services Provided:** Helps low-income, families, individuals, seniors, and people with disabilities pay their monthly rent in privately owned apartments or houses.

### **Family Self-Sufficiency Program**

**Services Provided:** Families who participate in the Housing Choice Voucher Program are eligible to be part of the FSS program. FSS is a voluntary program that helps families become economically independent. Through this program households learn to set goals that always include employment and often include home ownership.

### **Homeownership Option Program**

**Services Provided:** This program makes Housing Assistance Payments available for mortgage payment to allow eligible individuals low-income, first-time homebuyer Housing Choice Voucher participants the ability to purchase an existing dwelling unit to be used as their primary residence.

## **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, must be referred through HMIS.

**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 a 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:** <http://dbedt.hawaii.gov/hhfdc/>

## **HOPE SERVICES HAWAII**

**Phone:** (808) 935-3050

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

**Hilo Address:** 357 Waianuenu Ave, Hilo, HI 96720

**Kona Address:** 74-5593 Pawai Pl, Kailua-Kona, HI 96740

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

**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 every person seeking shelter.

### **Homeless Prevention and Diversion\***

**Services Provided:** Diversion is a strategy that prevents homelessness for people seeking shelter by helping them identify immediate alternate housing arrangements and, if necessary, connecting them with services and financial assistance to help them return to permanent housing

### **Outreach Services\***

**Services Provided:** HOPE's outreach team engages with people experiencing homelessness, who are disconnected from available resources. They may be living on the streets, in cars, in the bushes, or in emergency shelters. They assist them in accessing health, housing and social services. Even if they can't get them into shelter right away, they follow up with them, keeping in regular contact as they work together toward permanent housing.

### **Shelter Services:**

**Services Provided:** HOPE Services offers a variety of shelters for individuals and families experiencing homelessness. Each shelter is temporary and the main goal is to get participants into housing quickly.

#### Kiehi Pua:

Phone: 808-937-1837

Address: 115 Kapiolani St. Hilo, HI 96720

Services: Kihei Pua Family Shelter in Hilo accepts families with children, single females and couples. Priority is given to those with minor children.

#### Hale Maluhia Men's Shelter:

Phone: 808-443-4717

Address: 110 Ululani St, Hilo, HI 96720

Services: This emergency shelter offers beds for single males. Service animals are accepted with proper documentation.

#### Ohea House Veterans Shelter:

Phone: 808-934-8658

Address: 21 W Ohea St, Hilo, HI 96720

Services: Providing a safe place in our home for homeless veterans, including private and semi-private rooms, three meals a day, while helping secure a more permanent place to live at no cost.

#### Keolahou:

Phone: 808-935-2973

Address: 34 Rainbow Drive, Hilo, HI 96720

Services: Keolahou is an emergency shelter and assessment center for single men, and is Hawai'i Island's first 'ohana zone.

#### Sacred Heart Shelter:

Phone: 808-936-8415

Address: Akeakamai Loop, Pāhoa, HI 96778

Services: Constructed in just 30 days, Sacred Heart Shelter was a swift response to an immediate need. HOPE Services, in conjunction with several community partners jumped into action to build this 20 unit shelter for displaced seniors.

### **Housing/Residential Services:**

**Services Provided:** The housing team provides financial assistance for individuals and families in need, and HOPE case managers provide support when they move into housing. HOPE's team walks them through the process to ensure a smooth transition from homelessness into permanent housing.

**Rapid Rehousing:** Provides short-term financial assistance with rent and/or utilities, security and utility deposits, case management services, housing search, Renter's Education Classes that include Tenant Rights and Responsibilities, Goal Setting, Housekeeping, Budgeting, 6 months follow-up home visits.

**Affordable Housing:** HOPE is partnering with members of our community to provide more long-term affordable housing solutions for our kūpuna at Sacred Heart Community in Pāhoa. HOPE also offers a master leasing program for landlords who believe all people should have access to affordable housing.

**TANF Housing Placement Program:** Provides pre and post rental housing counseling, housing placement services to TANF eligible families with a new Section 8 voucher or those transition from homelessness to permanent housing.

**Permanent Supportive Housing:** Permanent Supportive Housing offers long-term affordable housing assistance and case management for families and individuals with the greatest needs. Participants must meet the criteria for Chronic Homelessness meaning they've been homeless for more than a year, and have a documented disability.

### **KAUHALE OLU APARTMENTS (PEPEEKEO)**

**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 requirements 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.

**Website:**

<https://www.hauolimauloa.org/partner/hawaii-island-community-development-corporation-hic-dc>

## **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.

## **ULU WINI FAMILY ASSESSMENT CENTER**

**Phone:** 808-731-3541

**Address:** 73-4180 Ulu Wini Pl, Kailua-Kona, HI 96740

**Eligibility:** Families with minor children, for housing family must be literally homeless

**Services:** 18 transitional units on property for families with minors that are literally homeless, 5 DV units families with minor children fleeing domestic violence. Case management: housing applications, county housing, assist with filling out applications, help fill out legal documents, etc.

## 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.

### **SELF-HELP CENTER**

**Hilo Location:** (808) 909-2845

**Address:** 777 Kilauea Ave. State Courthouse, 1<sup>st</sup> Floor. Hilo, HI 96720-4212

**Hours:** Tue. & Fri. 11:15 A.M. – 12:45 P.M.

**Kona Location:** (808) 909-2843

**Address:** 74-5451 Kamakaeha Avenue Kailua-Kona, Hawaii 96740

**Hours:** Wednesday 11 A.M - 1 P.M.

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

## **KU'IKAHI 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.hawaiimediation.org](http://www.hawaiimediation.org)

## **LEGAL AID SOCIETY OF HAWAII**

**Hilo Location:** (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 an 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**

**Hilo Location:** (808) 934-3306

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

**Kona Location:** (808) 322-2552

**Address:** 81-980 Haleki'i St., Suite 150 Kealahou, HI 96750

**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) 313-8210

**Hours:** Mon. - Fri. 8 A.M. - 4 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/>

## MENTAL HEALTH

### SEE ALSO "CHILDREN'S SERVICES"

**CRISIS ACCESS LINE- 24- HOUR CRISIS LINE: 1-800-753-6879**  
**TEXT LINE: 741741 (ALOHA IF IN CRISIS)**

### **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.**

**Hilo Location:** (808) 930-0777

**Address:** 21 Kalanianaʻole Avenue Bldg. C · Hilo, HI 96720

**Kona Location:** (808) 327-6500

**Address:** 74-5620 Palani Road· Suite 212· Kailua-Kona, HI 96740

**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) 838-7752

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

**Hawai'i County Address:** 101 Aupuni 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**

**East HI Location:** (808) 933-0610

**Address:** 88 Kanoelehua Ave. Suite B #107 Hilo, HI 96720

**West HI Location:** (808) 887-8100

**Address:** 65-1230 Mamalahoa Highway, Suite A-1 Kamuela, HI 96743

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

**Eligibility:** Children age 3 and older. Adults up to the age of 20. They can be referred by anyone, but to receive services they must meet the following criteria: Have an Individualized Education Plan (IEP) that identifies the need for mental health services, or Have MedQuest and meet "Support for Emotional and Behavioral Development" (SEBD) program requirements, or Referred by the Office of Youth Services (OYS) and meet program requirements.

**Services Provided:** Focus upon special education children with severe emotional disturbances and others who meet certain criteria. Will refer the child to a contracted provider. Coordinates mental health services. Accesses funds and services for all clients: therapeutic individual and group homes, hospitalizations, intensive home-based services, therapeutic aids 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**

**Phone:** (808) 682-1511

**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 who 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:** <https://www.hifamilies.org/>

**Email:** hfaa.ohana@gmail.com

## **HILO VET CENTER**

**Phone:** (808) 969-3833

**Hours:** Mon - Fri 8:00 A.M. - 4:30 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](http://www.va.gov/directory/guide/facility.asp?ID=440)

## **KONA VET CENTER**

**Phone:** (808) 329-0574

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

**Address:** 73-4976 Kamanu Street Suite 207 Kailua-Kona, HI 96740

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

**Fee:** Free

**Website:** <https://www.va.gov/kona-vet-center/>

## **HAWAII STATE DEPARTMENT OF HEALTH- ADULT MENTAL HEALTH DIVISION**

**Phone:** (808) 586-4686

**Address:** 1250 Punchbowl Street, Room #256 Honolulu, Hawaii 96813

**Eligibility:** 18 years and older. Must be a resident of the state of Hawaii. Diagnosed with a mental illness, court ordered to treatment, uninsured or underinsured, victims of natural disasters/terrorism, and those who are in a state of crisis and need help for a short period of time.

**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**

**Phone:** (808) 935-7949

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

**Address:** 69 Railroad Ave. Unit A3 Hilo, HI 96720

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

**Eligibility:** Children and Adolescents.

**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:** <https://hibh.org/our-services/mental-health/>

## **HAWAII CARE CHOICES**

**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:** <https://www.hawaiicarechoices.org>

## **HOSPICE OF KONA**

**Phone:** (808) 324-7700

**Address:** 75-5925 Waiolu Road, Kailua-Kona, HI 96740

**Services Provided:** Hospice is designed to bring personalized, sensitive, compassionate health care and support to individuals and their families facing the advanced stages of a life-limiting illness. Hospice recognizes that a patient who is dealing with the end of life seeks and deserves comfort in every aspect of his/her life. Hospice embraces the reality that, when a cure is not possible, the end of life can still be filled with love and comfort.

**Website:** <https://hospiceofkona.org/>

## **VOCATIONAL REHABILITATION: DEPARTMENT OF HUMAN SERVICES**

**Hilo Location:** (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 for 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](http://www.ssa.gov)

## PARENTING / PARENT GUIDANCE

### **SEE ALSO "CHILDREN'S SERVICES"**

#### **CATHOLIC CHARITIES**

**Hilo Location:** (808) 961-7050

**Address:** 62 Kinoole St. Hilo, HI 96720

**Kona Location:** (808) 961-7050

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

**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.

**Website:** [www.CatholicCharitiesHawaii.org](http://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:** <https://hawaii.younglife.org/>

#### **KEIKI O KA AINA FAMILY LEARNING CENTER\***

**Hilo Location:** (808) 933-2933

**Address:** 421 Kalanikoa Street, Suite 203 Hilo, HI 96720

**Kona Location:** (808) 339-7979

**Address:** Kona 75-127 Lunapule Road, Suite 8A Kailua-Kona, HI 96740

**Website:** <https://www.koka.org/>

#### **Keiki- Children's Programs**

**Services Provided:** Home Instruction for Parents of Preschool Youngsters (HIPPPY); offers home based early childhood education for three, four and five year old children working with their parent(s) as their first teacher. Parents as Teachers (PAT); offers a home-based program for families that begins before your keiki is born until a keiki turns three. Through these home visits, we support parents with practical, research-based strategies and activities to support the importance of enhancing school readiness during these critical and formative years of a keiki's life.

#### **Ohana- Family Programs**

**Services Provided:** Healthy Marriages; designed to bring married couples closer together, away from the daily hustle and bustle, to reach out and share with each other on a whole

new level. Strengthening Families Affected by Incarceration; serves children and youth with a parent or parents in prison, family members who are taking care of the children and youth and the incarcerated parent. Lailima Giving Program; Keiki O Ka Aina partners with KHON2 to assist struggling and deserving families, elderly and individuals including: children with special needs, families affected by incarceration and single parents through donations of goods, cash equivalents, enriching experiences, and advocacy.

### **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. Website 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](http://www.theparentline.org)

### **PARENTS, INC.**

**East HI Location:** (808) 934-9552

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

**Ka'u Location:** (808) 333-3460

**Address:** 95-5657 Mamalahoa Hwy. Unit 5 Na'alehu, HI 96772

**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.hawaiiiparents.org>

## SENIOR ASSISTANCE

### **COORDINATED SERVICES FOR THE ELDERLY**

**East HI Location:** (808) 961-8777

**Address:** 1055 Kino'ole Street, Suite 106 Hilo, HI 96720

**West HI Location:** (808) 323-4320

**Address:** 74-5044 Ane Keohokalole Hwy Kailua-Kona, HI 96740

**Services Provided:** offers senior citizens 60 years and older a wide variety of services. This includes: Determining particular needs; Making referrals & Follow up; Providing information about programs and services; Issuing the County Senior Citizen ID card which offers discounts from various business establishments; in-home chore (which includes light housekeeping, laundry, meal planning, cooking, shopping assistance, personal care, running errands, escort, etc.), transportation, friendly visiting, letter reading/writing, translating/interpreting, counseling, financial affairs, housing assistance, client advocacy and outreach activities. \*There are multiple locations throughout Hawaii County\*

**Website:**

<https://www.parks.hawaiicounty.gov/divisions/elderly-activities/coordinated-services-for-the-elderly-cse>

### **HAWAII ADULT CARE, INC (HIAC) - HIGH QUALITY ADULT DAY CARE AND CAREGIVER SUPPORT**

**Hilo Location:** (808) 961-3747

**Address:** 561 Kupuna Place, Hilo, HI 96720 at the Harry and Jeanette Weinberg Hilo Adult Day Center in the Mohouli Senior Housing complex

**Services Provided:** A warm and welcome home away from home for participants in a brand new, state of the art facility, Nutritious breakfast, lunch and snack daily, Quiet, comfortable rest areas for relaxing, Incontinence Care, Assistance with transportation arrangements, Support and education for family caregivers, Tuition assistance for low income participants, Referral of clients with other needs to a variety of health and information resources, Free visitation for those interested in the program.

**Website:** <https://www.hawaiiislandadultcare.org/>

### **HAWAII COUNTY OFFICE OF AGING**

**Hilo Location:** (808) 961-8626

**Address:** 1055 Kinoole St, Hilo, HI 96720

**Kona Location:** (808) 323-4392

**Address:** 74-5044 Ane Keohokalole Highway, Bldg B Kailua-Kona, HI 96740

**Services Provided:** home to information and services for residents aged 60 years and older, persons with disabilities, and their caregivers. The HCOA staff are experts on aging and disability service delivery.

**Website:** <https://www.hcoahawaii.org/home>

## **HCEOC- SENIOR FARMERS MARKET NUTRITION PROGRAM**

**Phone:** (808) 932-2721

**Address:** 47 Rainbow Dr. Hilo, HI 96720

**Eligibility:** At least 60 years of age, permanent resident of Hawaii, and meets income requirements.

**Services Provided:** Provides seniors transportation and vouchers to farmer's markets across the island in an effort to increase community access to fresh, local food. Can apply online or mail/fax a paper application.

**Website:** <https://hceoc.net/food/sfmnp/>

## **KUPUNA PANTRY- THE FOOD BASKET**

**Phone:** (808) 933-6030

**Address:** 40 Holomua St, Hilo, HI 96720

**Eligibility:** 60 years and older, must meet federal low-income criteria

**Services Provided:** Kupuna Pantry participants receive monthly food boxes that include a variety of foods, such as milk, juice, oats, rice, pasta, peanut butter, dry beans, canned meat, poultry, or fish, and canned fruits and vegetables.

## 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.

### **HO'OLA NA PUA\***

**Phone:** (808) 284-0051

**Address:** 399 Hualani Street 13D, Hilo, HI 96720

**Eligibility:** Ages 8 - 24.

**Services Provided:** The Starfish Mentoring program aims to create new, healthy connections through mentorship to guide mentees toward self-efficacy and empowered living. The long term goal is to provide a critical piece of the continuum of care in order to reduce victimization/revictimization and support healthy social reintegration.

**Website:** <https://hoolanapua.org/>

### **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)\***

**Hilo Office:** (808) 930-5762, **24-hr line:** (808) 935-0677

**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/>



## SMALL BUSINESS

### **HAWAII SMALL BUSINESS DEVELOPMENT CENTER**

**Hilo Location:** (808) 933-0776

**Address:** 100 Pauahi Street – Suite 109 Hilo, HI 96720

**Kona Location:** (808) 333-5000

**Address:** 73-970 Makakō Bay Drive – Suite 108 Kailua-Kona, HI 96740

**Services Provided:** State-wide business assistance organization. Confidential business services at no charge includes; business advice, training & events, research & analysis.

**Website:** <https://www.hisbdc.org/>

### **HAWAII SMALL BUSINESS GRANTS**

**Services Provided:** A list of recent state funding opportunities for small businesses in Hawaii.

**Website:** <https://www.usgrants.org/hawaii/small-business-grants>

### **OFFICE OF HAWAIIAN AFFAIRS**

**Hilo Location:** (808) 933-3106

**Address:** 484 Kalanikoa St. Hilo, HI 96720

**Kona Location:** (808) 327-9525

**Address:** 75-1000 Henry Street, Suite 205 Kailua-Kona, HI 96740

**Services Provided:** The Mālama Loan Program (also known as the Native Hawaiian Revolving Loan Fund, or NHRLF) is designed to help provide all people of Native Hawaiian ancestry better access to credit, capital, and financial services and skills as part of a larger effort to create jobs, wealth, and economic and social well-being for all the people of Hawai'i.

### **STATE OF HAWAII - STARTING A BUSINESS**

**Website:** <https://portal.ehawaii.gov/business/starting-a-business/>

**Services Provided:** Steps to starting a business, business name search, register a business online, registration forms/fees, and the business action center.

### **U.S. SMALL BUSINESS ADMINISTRATION**

**Phone:** (808) 541-2990

**Address:** 500 Ala Moana Blvd. Suite 1-306 Honolulu, HI

**Services Provided:** The U.S. Small Business Administration for Hawaii has business guides, funding help, learning center, and local assistance.

# 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. For medical transportation only.

## **ANGEL FLIGHT WEST\***

**Phone:** (310) 390-2958

**Website:** <https://www.angelflightwest.org/>

**Services Provided:** Through a network of volunteer pilots and commercial airline partners, Angel Flight West delivers health and hope by arranging free flights for children and adults who must travel long distances to access non-emergency medical care. In addition to medical flights, we also arrange transportation for other needs: individuals and families escaping domestic violence, injured military personnel taking part in therapeutic programs, and flying youngsters and teens to specialty camps like those for burn survivors or kids with cancer.

## **HCEOC- TRANSPORTATION DEPARTMENT**

**Address:** 47 Rainbow Dr. Hilo, HI 96720

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

**Transport Hours:** Varies.

**East HI Transportation Office:** (808) 935-5219

**West HI Transportation Office:** (808) 322-3429

**Eligibility:** Hawai'i Island residents who are elderly, disabled, or low-income. Must complete HCEOC Application found online 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](http://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 a 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 Ambulance 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](http://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-  
COORDINATION CENTER, AT  
(808) 501-1413**

**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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