

URGENT Services Directory for Families

POLICE / FIRE / AMBULANCE

POLICE/ FIRE/ AMBULANCE:911

Police: Non-Emergency/Information and Complaints 935-3311

Hawaii Poison Hotline 1-800-222-1222

The state's central facility to aid with the management of individuals who have been poisoned, to institute poison prevention measures, to provide treatment recommendations to health professionals, and to educate the public about the effects of poisons and poison prevention.

HOSPITALS AND CLINICS

Hale Ho'ola Hamakua Critical Access Hospital	775-7211
Hamakua Health Center (Honokaa)	775-7204
Hilo Medical Center	974-4700
Ka'u Hospital (Pahala)/Rural Health Clinic	928-2050
Kohala Hospital (Kapaau)	889-6211
Kona Community Hospital (Kealahou)	322-9311
North Hawaii Community Hospital (Waimea)	885-4444

Bay Clinic:

Acute and continuing care for illnesses and injuries. Family planning, screening for sexually transmitted diseases. Cancer screening. Sliding scale fee.

Hilo Family Health Center	969-1427 / 934-3280
Ka'u Family Health Center	929-7311
Keaau Family Health Center	930-0400
Pahoa Family Health Center	965-9711
Pahoa Women's Health Center	965-3038
www.bayclinic.org	

Hui Malama Ola Na OIwi Primary Care Clinic:

Primary medical care services. All insurances accepted. Sliding scale fee.

Hilo	935-8484
Ka'u	929-9700
Pahoa	965-5521
Captain Cook	323-3618
Waimea	885-0489

Kapiolani Medical Center for Women and Children 1-808-983-6000

Shriners Hospital for Children:

Pediatric orthopedic specialty care. Free services. Information, support, & referrals. www.shriners.org/shc/honolulu

Oahu 1-888-888-6314

EMERGENCY SHELTERS

Hale 'Ohana Spouse Abuse Shelter:

Hilo (24 Hours) 959-8864

Kihei Pua:

Provides emergency and transitional housing for homeless families and individuals. Offers classes on budgeting, life skills, and parenting.

Hilo (24 Hours) 933-6051

Mental Health Kokua:

Provides affordable housing for adults with mental illness. Offers onsite support services. By referral only.

Hilo 935-7167
Kona 331-1468

Salvation Army Family Intervention Services:

Support to youth and families in developing mutual respect, support, and personal growth. Providing community outreach, academic success, prevention/intervention activities, crisis counseling, and residential services.

Hilo (Islandwide) 959-5855

West Hawaii Domestic Abuse Shelter:

Kona (24 Hours) 322-7233
Crisis Hotline 322-7233

HELP FOR CHILDREN

Catholic Charities Hawaii:

Therapeutic Foster Care
Hilo 961-7000
Kona 327-2720

Child and Family Service:

Providing emergency crisis service through ACCESS line 800-753-6879. Sex abuse treatment service therapeutic foster home program. Alternatives to Violence - ATV.

Hilo 935-2188
Kona 323-2664

Child Welfare Services/DHS:

Provides immediate protective intervention services to prevent child abuse and/or neglect.

Hilo: E. Hawaii Child Welfare Services, Intake and Licensing 933-0350
Hilo: Case Management 933-0650
Kona, Kamuela, Kau, Kohala, Waikoloa 327-4787
Islandwide Child Abuse Reporting 1-800-494-3991

Children and Adolescent Mental Health Division/DOH:

Focus upon special education children with severe emotional disturbances and others who meet certain criteria.

Hilo (children and adolescents only, islandwide) 933-0610
Hilo (adults only) 974-4300
Kona (adults only) 322-4818
Kona (children and adolescents) 322-1541
Waimea (children and adolescents) 887-8100

Children's Justice Center:

Provides a non-threatening environment to alleged child victims of abuse for the purpose of conducting forensic interviews by trained police and CPS investigators.

Hilo 933-1505
Kona 329-5261

Project Hawaii (Christmas Wish Program, Inc.):

Christmas Wish Program is a volunteer sponsored nonprofit providing homeless keiki with clothing, school supplies, emergency living needs year round. During the holidays with gifts, parties, dinners, and special treats.

Keaau 982-8128
Fax 982-8128

Community Services for the Developmentally Disabled/DOH:

For children & adults who have developmental disabilities or mental retardation.

Hilo 974-4280
Kona 322-1906
Waimea 887-8142

Easter Seals Hawaii:

Early intervention services for ages 0 - 3 years.

Hilo 961-3081

Family Support Hawaii:

Providing infant/toddler home visitation programs, child welfare services and supervised visitation, youth development & outreach programs, enhancement of parent/school involvement, family centers for information & referrals.

Kona Office 326-7778
Parent Center 327-4300 Ext. 2432
Ka'u Family Center 929-9611
Hilo Office 934-9823
Waimea Office 885-0086

Ka Hale O Na Lima/Hilo Medical Center Extended Care Facility:

Assistance for children or adults who are determined to be developmentally disabled, mentally challenged, or with traumatic brain injury. Support for families.

Hilo 974-6975

Kona Early Childhood Service Program/DOH:

Early intervention services for ages 0 - 3 years.

Kona 322-4883

(The) Neighborhood Place of Kona:

Focus on the well being of children and families. Prevention of child abuse and neglect in the West Hawaii Community. Referrals.

Kona 331-8777
Fax 331-8774
Email: neighborh001@hawaii.rr.com

(The) Neighborhood Place of Puna:

Focus on the well being of children and families. Prevention of child abuse and neglect in the Puna Community. Referrals.

Puna 965-5550
Fax 965-5109
Email: npp2020@hawaii.rr.com

The Parent Line:

Free statewide confidential telephone line which offers support and information to parents and other caregivers.

Oahu 526-1222
Neighbor Islands Toll Free 1-800-816-1222

Partners in Development Foundation, HUI Holomalu:

Contracted by DHS for foster care recruitment and training.

Hilo 987-5988
Oahu 441-1117

P.A.T.C.H.: People Attentive to Children:

Resources for families and children, and referral of available child care providers in specific areas. Offering various levels of training for interested individuals in the Early Childhood field and those interested in starting a child care business in their homes and training for parents.

Resource and Referral Lines: Hilo 961-3169
Kona 322-3500
Administrative Phone Lines: Hilo 961-3169
Kona 322-3500

Pregnant Teen Program:

During the school year only. A DOE program with pre-natal and post-natal care. Referrals through school counselors.

Hilo High School 974-4021 Ext. 2267
Waiakea High School 974-4888
Konawaena High School 329-3433
Kealakehe High School 327-4300
Ka'u High School 928-2046
Honokaa High School 775-8800
Pahoa High & Intermediate School 965-2126 Ext. 173
Waiakea High School Infant and Toddler Center 974-4888

Queen Liliuokalani Children's Center:

Child welfare and community building services for part Hawaiian children, orphaned through death of a parent.

Hilo 935-9381
Kona 329-7336

W.I.C. (Women, Infants, and Children):

Program that assists with supplemental/nutritional needs of pregnant/postpartum women breastfeeding and infants/children under age 5.

Hilo 974-4270
Kona 322-4888

The Island of Hawaii YMCA:

The YMCA maintains two branches on Hawaii Island: the Waiakea Settlement YMCA and the Kona Family YMCA. Each with unique programming focus and clientele from preschool, child care services, after school services and health and fitness.

Hilo 935-3721
Kona 329-9622

YMCA Family Visitation Centers:

Centers providing safe and neutral environments where parents can visit with children when there is a restraining order or pending criminal case, or when other concerns exist about the safety of unsupervised visits during custody disputes or instances of family violence and abuse.

Hilo 935-3721

YWCA Healthy Start Program:

Self/Agency referred. Outreach services, intake newborn to 3 years.

Hilo 961-3877

SUPPORT SERVICES

Adult Protective Services/DHS:

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

Hilo 933-8820
Fax 969-4917
Kona 327-6280
Fax 327-6292

Alu Like, Inc.:

Services to Hawaiians, information and referrals, employment and training, job counseling and placement, technical assistance and education.

Hilo 961-2625

Alzheimer's Association:

Provides reliable information about Alzheimer's disease and related dementias, care giving issues, and community resources; caregiver workshops and training; community presentations; Safe Return 24/7 wanderer's registry; and support groups

to improve the overall quality of life for the person with the disease, their families and caregivers throughout the disease process, care consultation 24/7 information and referral.

Hilo 981-2111
www.aiz.org/hawaii

Apria Home Health Care:

Provides complete respiratory and durable medical equipment and supplies for home patients.

Hilo 969-1211

ARC of Hilo:

Serves people with disabilities with education, vocational and skill training; provides employment and residential help.

Hilo 935-7644

Big Island Substance Abuse Council (BISAC):

Self/Court referred, individual counseling, group counseling, outpatient services, therapeutic living program (community supportive living) and clean and sober housing.

Hilo 935-4927
Kona 322-3100
Waimea 887-2175

Case Management Works:

Provides case management for individuals with work-related disabilities.

Hilo 961-5590

Child and Family Service, Alternatives to Violence:

Peer counseling, education groups and legal help for women and children. Advocacy and help for battered women. Court mandated groups for men/women who batter.

Hilo (Islandwide) 969-7798
Kona: Adults & Groups for Youth 326-1607

Sexual Assault Support Services/YWCA Hawaii Island:

Free counseling, crisis intervention, prevention, and education for adults and children. Islandwide Rape/Sexual Assault Crisis Line (24 hours) 935-0677

Hilo 961-3877
Fax (Hilo) 961-9140 / Fax (Kona) 334-0406
Kona 334-1624

Food Basket:

Hilo 933-6030
Kona 322-1418

Hawaii Access Line/Crisis and Help Hotline:

Suicide hotline, referrals and outreach for youth and adults. Islandwide (24 Hours) 1-800-753-6879

Hawaii Island Adult Care:

Provide day care service for elderly adults and adults with Alzheimers and dementia.

Hilo 961-3747

Hawaii Island HIV/AIDS Foundation:

Support, information, and referrals. Free, anonymous HIV AIDS testing.

Hilo 982-8800
Kona 331-8177
Fax (Hilo) 982-8802 (Kona) 331-0762

HeleOn Bus:

Provides public transportation throughout the Island of Hawaii.

Hilo 961-8744

Hospice Programs:

Emotional support, counseling, psychological and social recreation for terminally ill persons and their families. Periodic in home health nursing services. 24 hour access.

Hilo 969-1733
Kona 324-7700
North Hawaii 885-7547

Hui Malama Ola Na Oiwai:

Services to all native Hawaiians, including disease prevention, promotion of family health, primary care clinic and medical care services, and traditional healing practices. Goal is to help Hawaiians make healthy lifestyle choices. All insurances accepted. Sliding scale fee.

Hilo 935-8484
Ka'u 929-9700
Pahoa 965-5521
Captain Cook 323-3618
Waimea 885-0489

Kona Community Hospital Lactation Center:
Provides advice and support to mothers who are breastfeeding.
Islandwide 322-4482

Ke Ala Pono Recovery Center:
Providing substance abuse/dual diagnosis assessments and outpatient treatment for adults and adolescents; includes individual, group and family therapy. Referrals from Justice system, health service agencies, educational and other providers, also self referrals.
Hilo 969-7577

La Leche League:
Provides advice, education and support to mothers who are breastfeeding.
Islandwide 325-3055

Maternal and Child Support Services:
Health information and referral, emphasis is on maternal and child health.
Hilo 974-4291

Meals on Wheels:
Provide home delivered meals to home bound due to illness, 60 plus.
Hilo 961-8726

Mental Health America of Hawaii:
Voluntary citizen's organization that promotes mental health and the prevention of mental illnesses through education and advocacy and works to improve the care, treatment and participation of individuals with mental illnesses.
Islandwide 1-808-521-1846

Adult Protective and Community Services (Dept. of Human Services):
Investigates adult abuse; psychological, sexual, caregiver neglect, self-neglect, and financial exploitation.
Hilo 933-8820
Kona 327-6280

Office of Aging:
Responsible for planning, coordination, advocacy, and program development in Hawaii County.
Hilo 961-8600
Kona 327-3597

Hope Services Hawaii:
Provides mobile outreach and basic medical services to homeless individuals and families on the Big Island. Also offers financial assistance to eligible homeless individuals and families. Care-A-Van. Medical/Dental referral.
Hilo 935-3050

Ohana Counseling Services: Alcohol and Addictions Program:
Counseling for potential users. Adult out-patient drug rehabilitation.
Hilo 935-4412

Peanut Butter Ministry:
Provides hot dinners for homeless, and anyone in need.
Hilo 935-2144

Planned Parenthood of Hawaii:
Pregnancy testing, gynecological exams, abortion services, and counseling. Treatment for sexually transmitted diseases for both males and females. Fee for service.
Kona 329-8211

Salvation Army:
Emergency assistance: food and clothing to persons without resources. Special meals and food bags. Assistance in locating missing persons.
Hilo 935-1277
Kona 326-2330

State of Hawaii DHS/Financial Assistance:
North Hilo Unit #1 933-0331
North Hilo Unit #2 933-0324
North Hilo Unit #3 933-8857
South Hilo Unit #1 981-2754
South Hilo Unit #2 981-2785
South Hilo Unit #3 981-2800
Kohala 889-7141
Ka'u 939-2421
Hamakua/Kamuela 775-8854
North Kona 327-4980
South Kona 323-7573

State of Hawaii DOH Counseling Services/Mental Health:
Hilo 974-4300
Honokaa 775-8835
Ka'u 929-7331
Kona 322-4818
Puna 965-2240
Waimea 885-1220

State of Hawaii DOH/Public Health Nursing:
Child health guidance including immunizations, developmental screening, and referral, health education, counseling and communicable disease prevention.
Hilo 974-6025
Kona 322-1500
Honokaa 775-8844
Ka'u/Naalehu 939-2400
Kohala 889-7135
Waimea 887-8116

Tutu's House:
Community health resource center. Support groups, informational programs, lending library, and Internet access focused on health-related topics. Not a referral or treatment center.
Waimea 885-6777
www.tutushouse.org
Email: tutus@tutushouse.org

Vocational Rehabilitation Services For the Blind:
Help the people with this disability get a job.
Hilo 974-6444
Kona 323-0025

West Hawaii Community Health Center:
Mobile Dental Van 323-8005

HOUSING REFERRAL ASSISTANCE

Catholic Charities Community Services:
Provides transitional housing for qualified applicants. Primarily for homeless families who have legal custody of at least one child under 18.
Kawaihae Transitional Shelter 882-7609

County of Hawaii/Office of Housing and Community Development:
Rental assistance programs.
Hilo 959-4642

Home for Recovery:
Drug free housing 934-7852

Hawaii Center for Independent Living:
Peer counseling, independent living skills counseling, attendant referral, financial benefits, housing, advocacy, and public education.
East Hawaii 935-3777
www.hawaii-cil.org

Hawaii Public Housing Authority:
Public housing projects.
Hilo 933-0474
Fax 933-0479

EMPLOYMENT AND TRAINING

Alu Like, Inc.:
Services to Hawaiians, information and referrals, employment and training, job counseling and placement, technical assistance and education.
Hilo 961-2625
HHOP-OEOP (program for ex-offenders) 969-7057

BISAC's Employment Core Service Program (ECSP):
ECSP teaches the skills needed for self-sufficiency and provides support to its participants through education and job counseling. Our programs are free and open to the community.
Hilo 935-4927 Ext. 240

Big Island Workplace Connection - Workforce Development Division (BIWC - WDD):
Provides no cost services for job placement, job readiness workshops, testing, employment counseling and labor market information as well as access to a full service state of the art resource center. Training is also available.
Hilo BIWC 981-2860
Kona BIWC 327-4770
www.Istop4youths.com

Catholic Charities Hawaii - Immigration and Employment Core Services:
 Assistance is provided to newly arrived and economically disadvantaged immigrants by offering employment preparation and placement, English language classes, and immigration services.
 Hilo 961-7030

Goodwill Industries of Hawaii, Inc.:
 Provides Job Readiness Training, Job Developing, Job Placement and Retention services for participants and employers. Serves low-income adults, out of school youth, and people with disabilities. Visit our Retail Store!
 Main office 961-0307
 Retail Store 961-6427
 www.higoodwill.org

Hawaii County Economic Opportunity Council (HCEOC):
 Provides Employment Readiness and Job Placement and Retention services for low income persons and for immigrants. HCEOC offers services ranging from transportation to educational programs for children and youth.
 Main office 961-2681

LEGAL HELP

Hawaii County Prosecuting Attorney's Office:
 Presentation of criminal cases before the courts.
 Hilo 961-0466
 Kealahou 322-2552

Hawaii Disability Rights Center:
 Hawaii's protection and advocacy system for people with disabilities.
 Hawaii's client assistance program.
 Honolulu 1-800-882-1057
 www.info@hawaiidisabilityrights.org

Hawaii State Child Support Enforcement Agency:
 Assistance in establishing paternity, child support, and enforcement of support. Enforcement of spousal support via child support court order.
 Islandwide 933-8802
 Fax 933-0300
 State of Hawaii/Child Support link: www.hawaii.gov/ag/csea

Hawaii State Office of the Public Defender:
 Free defense if charged with a crime punishable by jail and if income qualified.
 Hilo 974-4571
 Kona 322-1945

Legal Aid Society of Hawaii:
 Free consultation if income qualified. Uncontested divorces, child custody, senior program.
 Hilo 961-2851
 Kona 329-3910

Victim Witness Assistance Program:
 Victim support and counseling.
 Hilo 934-3306
 Kona 322-2552

OTHER HELPFUL SERVICES

ACCESS (24 hours):
 Crisis services and access to adult mental health division services for the State of Hawaii.
 Statewide 1-800-753-6879

Aloha United Way 211:
 Operates a help line which provides information on and referrals to community service agencies and programs that are statewide.
 Statewide 211

American Cancer Society:
 Offers services and referrals for cancer patients and their families, cancer related information, community education, and volunteer opportunities.
 East Hawaii Office 935-0025
 West Hawaii Office 334-0010
 National 24-hour Call Center 1-800-227-2345
 www.cancer.org

American Heart Association of Hawaii:
 Health screening, information and referral, health education, speaker's bureau, stroke information, and training.
 Hilo 961-2825
 Fax 961-2827
 Shauna.tuohy@heart.org
 www.americanheart.org

American Lung Association of Hawaii:
 Education to prevent lung disease and promote lung health.
 Hilo 935-1206

American Red Cross:
 Services to victims of disaster, community education.
 Hilo 935-8305
 Kona 326-9488

Crime Stoppers:
 Hilo 961-8300
 Kona 329-8181

F.B.I. (Federal Bureau of Investigation):
 Honolulu 1-808-566-4300
 Kona 329-5106

Hawaii County Civil Defense:
 Business Hours 935-0031
 After Hours 935-3311

Immigration Services:
 Immigration and Naturalization Services:
 Hawaii County Office of Immigration 961-8220
 USCIS (formerly INS) Toll Free 1-800-375-5283

Ku'ikahi Mediation Center:
 Conflict resolution mediations for business, landlord/tenant, real estate, human resources and domestic issues including custody, visitation and divorce.
 East Hawaii 935-7844
 Fax 961-9727

United States Coast Guard:
 Search/Rescue Center 933-6934
 Or Emergency on Water 1-800-552-6458

United States Federal Marshals Service:
 Honolulu 1-808-541-3000

United States Secret Service:
 Honolulu 1-808-541-1912

VASH Hawaii Island (Visitor Aloha Society of Hawaii):
 Assistance to visitors who are victims of crime, accidents or death
 Hilo 756-1472
 Kona 756-0785
 Emergency Bereavement Support 756-0785

DEAFNESS SERVICES

Sprint Relay Service for the Hearing and Speech Impaired:
 (Voice) 711 or 1-877-447-5991
 Text (TTY) 711 or 1-877-447-5990
 Voice Carry Over (for the hard of hearing) 1-877-447-5992
 Speech to Speech 1-877-447-8711
 Department of Human Services -
 - Division of Vocational Rehabilitation & Services for the Blind 974-6444

VETERANS SERVICES

Office of Veteran Services:
 Providing referral and information for veterans; advocates.
 Hilo 933-0315

Hilo Veterans Center:
 Individual/couple/family counseling, groups, referrals.
 Hilo 969-3833
 Kona 329-0574

Veterans Primary Care Clinic:
 Medical services for eligible veterans.
 Hilo 935-3781
 Kona 329-0774

WEBSITES

State of Hawaii www.state.hi.us
 Hawaii County www.co.hawaii.hi.us