URGENT Services Directory for Families

POLICE / FIRE / AMBULANCE: ..........911

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`oola Hamakua Critical Access Hospital .................................................. 932-4100
Hamakua Health Center (Honomakua) ................................................................. 775-7204
Hilo Medical Center ............................................................................................ 932-3000
Ka’u Hospital (Pahala) / Rural Health Clinic ..................................................... 932-4200
Kohala Hospital (Kapaau) .................................................................................. 889-6211
Kona Community Hospital (Kealakekua) ......................................................... 322-9311
North Hawaii Community Hospital (Waimea) .................................................. 885-4444
Puna Community Medical Center ................................................................. 930-6001
West Hawaii Community Health Center ......................................................... 326-5629
West Hawaii Keiki Health Center (medical and dental) ..................................... 323-8005

Bay Clinic:
Hilo Family Health Center ................................................................. 969-1427 / 934-3280
Ka’u Family Health Center ............................................................................ 929-7311
Keaau Health Center ....................................................................................... 930-0400
Pahoa Family Health Center ........................................................................... 965-9711
Pahoa Women’s Health Center ...................................................................... 965-3038

Hui Mālama Ola Nā ‘Ōiwi Primary Care Clinic:
Primary medical care services. All insurances accepted. Sliding scale fee.
Hilo .................................................................................................................. 935-8484

Kapiolani Medical Center for Women and Children
Honokaa and Kohala ......................................................................................... 333-8410

Amazing Tooth Bus
Honokaa and Kohala ......................................................................................... 333-8410

West Hawaii Community Health Center Dental (adults)................................. 329-0465

Shriners Hospital for Children:
Pediatric orthopedic specialty care. Free services. Information, support & referrals.
www.shrinershq.org/she/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 Hour Crisis Hotline ........................................................................... 322-7233

HELP FOR CHILDREN

Catholic Charities Hawaii:
Therapeutic Foster Care
Hilo .................................................................................................................... 961-7000

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, Ka’u, 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 .................................................................................................................. 933-0610
Kona .............................................................................................................. 322-1541
Wai`anae ...................................................................................................... 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

Community Services for the Developmentally Disabled/DOH:
For children & adults who have developmental disabilities or mental retardation.
Hilo .................................................................................................................. 974-4280
Kona .............................................................................................................. 322-1906
Wai`anae ...................................................................................................... 887-8142

Easter Seals Hawaii:
Early intervention services for ages 0-3 years.
Hilo .................................................................................................................. 961-3081

Family Support Hawaii:
Provides infant/toddler home visitation programs, parent education services, youth development and outreach programs, enhancement of parent/school involvement, and a family center for information and referrals.
Kona Office .................................................................................................... 326-7778
Ka’u Family Center ....................................................................................... 929-9611
Hilo Office ..................................................................................................... 934-9823
Wai`anae Office ............................................................................................ 885-0086
Kealakekua Office ......................................................................................... 323-3303

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 .................................................................................................................. 932-3570

Kona Early Childhood Service Program/DOH:
Early intervention services for ages 0-3 years.
Kona .............................................................................................................. 322-4883

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: Neighbor001@npkona.org

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

This service directory is provided by the Hawai‘i County Committee on the Status of Women & The Office of the Prosecuting Attorney with funding from the Domestic Violence Strategic Plan grant.
Rev. 11/12
The Parent Line:
Free statewide confidential telephone line which offers support and information to parents and other caregivers.
Hilo .......................... 961-3169
Neighbor Islands Toll Free .................................. 1-800-816-1222

Partners in Development Foundation, HUI HO'OMALU
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.
Hilo .......................... 961-3169
Kona .................................. 322-3500

Pregnant Teen Program:
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 Lili‘uokalani 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 or breastfeeding women and infants/children under age 5.
Hilo .................................. 974-4271
Kona .................................. 322-4888

The Island of Hawaii YMCA:
The YMACA 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 .................................. 933-8859
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, caregiving 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

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 .................................. 935-8534

ARC of Kona:
323-2626

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 .................................. 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 .................................. 982-8802 / Fax (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 Mālama Ola Nā ‘Ōiwi:
Health enhancement services, including disease prevention, health education, promotion of family health, health risk screenings, primary care services, and traditional healing practices.
Hilo .................................. 969-9220
Ka‘u .................................. 929-9700
Pahoa .................................. 965-5521
Captain Cook .................................. 323-3618
Waimea .................................. 885-0489
Primary Care Clinic ........ 935-8484
Kona Community Hospital Lactation Center:
Provides advice and support to mothers who are breastfeeding.
Islandwide ................................................................. 325-3055

McKenna Recovery Center:
Provides outpatient drug and alcohol treatment and assessments. Offers education, group and individual therapy. Provides DUI assessments and treatment, drug dependence program, treatment for relapse, crisis intervention, depression and other mental health issues. Offers programs for adolescents and adults.
Hilo ................................................................. 969-7577

La Leche League:
Provides advice, education and support to mothers who are breastfeeding.
Islandwide ................................................................. 326-2330

Lokahi Treatment Centers:
Addresses mental health, substance abuse, dependency and addiction problems islandwide.
Waikoloa ........................................................................... 883-0922
Honokaa ................................................................. 775-7707
Hilo ................................................................. 969-9292
Kona ................................................................. 331-1175
Kohala ................................................................. 889-5099

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

Meals on Wheels:
Provides home delivered meals to homebound individuals, age 60+.
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

Office of Aging:
Responsible for planning, coordination, advocacy, and program development in Hawaii County.
Hilo ................................................................. 961-8626
Kona ................................................................. 323-4390

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
Honomalino ................................................................. 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. www.tutushouse.org
Hilo ................................................................. 961-7030
Kona ................................................................. 323-0025

Email: tutus@tutushouse.org

Vocational Rehabilitation Services For the Blind:
A program for individuals with disabilities who require assistance with employment.
Hilo ................................................................. 974-6444
Kona ................................................................. 323-0025

HOUSING REFERRAL ASSISTANCE

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. www.hawaii-cil.org
East Hawaii ................................................................. 935-3777

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
HIIPOEOP (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.
www.1stop4youths.com
Hilo BIWC ................................................................. 981-2860
Kona BIWC ................................................................. 327-4770

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 Stores!
www.higoodwill.org
Hilo office .................................................. 961-0307
Kona Retail Store ........................................ 961-0217
Kona office .................................................. 836-WORK
Kona Retail Store ........................................ 325-7122

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
Hilo Retail Store ........................................... 961-6427
Kona Retail Store ........................................ 443-5858

Legal Help

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

Hawaii Disability Rights Center:
Hawaii's protection and advocacy system for people with disabilities.
Hawaii's client assistance program. www.info@hawaiidisabilityrights.org
Honolulu .................................................... 1-800-882-1057
Hilo .......................................................... 959-4449

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

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

Volunteer Legal Services of Hawaii:
The only organization in the state whose sole mission is to serve Hawaii's low income community through volunteer activities.
Honolulu .................................................... 1-808-528-7046

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. www.cancer.org
Main Office .................................................. 935-0025
National 24-hour Call Center ....................... 1-800-227-2345

American Heart Association of Hawaii:
Health screening, information and referral, health education, speaker’s bureau, stroke information, and training. www.americanheart.org
Hilo .......................................................... 961-2825

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:
Islandwide .................................................. 935-0031
After Hours ................................................ 935-3311

Immigration Services:
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 .......................................................... 756-0784
Emergency Bereavement Support .......... 756-0785

West Hawaii Mediation Center .................. 326-3878

Deaf 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 ........................................... ehawaii.gov
Hawaii County ........................................... www.hawaiicounty.gov