URGENT Services Directory for Families
This service directory is provided by the Hawai‘i County Committee on the Status of Women, Office of the Prosecuting Attorney, & University of Hawai‘i at Hilo, College of Continuing Education and Community Service

POLICE / FIRE / AMBULANCE

Hawaii Poison Hotline .......... 1-800-222-1222

HOSPITALS AND CLINICS

Hale Hoola Hanakua .......... 932-4100
Hanakua Health Center (Hono‘a) .......... 775-7204
Hilo Medical Center .......... 932-3000
Kaua Hospital (Pahala) / Rural Health Clinic .......... 933-4700
Kohala Health Center .......... 889-6236
Kohala Hospital (Kapaau) .......... 889-6211
Kona Community Hospital (Kealakekua) .......... 322-9111
North Hawaii Community Hospital (Waimea) .......... 885-4444
Puna Community Medical Center .......... 930-6001
West Hawaii Community Health Center .......... 326-5629
West Hawaii Kealakekua Health Center (Medical and Dental) .......... 323-8005

Amazing Tooth Bus (Hanakua and Kohala) .......... 333-8410
West Hawaii Community Health Center Dental (Adults) .......... 325-0465
Bay Clinic:
Hilo Family Health Center .......... 969-1427
Hilo Women's Health Center .......... 333-3300
Kau Family Health and Dental Center .......... 929-7111
Kona Family Health Center .......... 930-0400
Pahoa Family Health Center .......... 965-9711
Pahoa Women's and Children's Health Center .......... 965-3038
Hui Malama Ola Na Otwi Primary Care Clinic:
Primary medical care services. All insurances accepted. Sliding scale fee. World Wide Web: www.huihalamaoinolanaotwi.org
Hilo .......... 969-9220

Kapolei Medical Center for Women and Children .......... 1-808-983-6000
Shriner's Hospital for Children:
Oahu .......... 1-888-888-6114

HELP FOR CHILDREN

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

Puna
Child Family Services:
Providing emergency crisis service through ACCESS line 800-754-6879. Sex abuse treatment service therapeutic foster home program. Alternatives to Violence – ATV.
Hilo .......... 935-2188
Kona .......... 323-2604

Child Welfare Services/DHS:
Provides protective services to prevent child abuse and/or neglect.
Hilo: Case Management & Investigation office .......... 933-0650
Kona:
Hilo: E. Hawaii Child Welfare Services, and Licensing .......... 933-0350
West Hawaii Child Abuse Reporting (24-Hours) .......... 1-800-494-3991
West Hawaii .......... 327-4787

Children and Adolescent Mental Health Division/DOH:
Focus upon special education children with severe emotional disturbances and others who meet certain criteria.
Hilo .......... 932-0610
Kona .......... 322-1541
Waimea .......... 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 forensic interviewers.
Hilo .......... 933-1305
Kona .......... 329-5261

Community Services for the Developmentally Disabled/DOH:
For children & adults who have intellectual disabilities.
Hilo .......... 974-4280
Kona .......... 322-4880
Waimea .......... 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, foster care program, and a family center for information and referrals.
World Wide Web: familysupporthawaii.org
Kona Office .......... 326-7778
Fax .......... 326-4063
Waimea Office .......... 885-0686
Kealakekua Office .......... 323-3303

Hilo Medical Center Extended Care Facility:
Assisting Hilo families with LTC.
Hilo .......... 932-3570

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: neighborhood@kona.org

Neighborhood Place of Puna:
Puna .......... 963-5550
Fax .......... 963-5109
Email: info@neighborhoodplace.org

EMERGENCY SHELTERS

Hale Ohana Spouse Abuse Shelter:
Hilo (24-Hours) .......... 959-8864

Mental Health Kokua:
Provides affordable housing for adults with mental illness. Offers case management services. By referral only.
Hilo .......... 935-7167
Kona .......... 331-1468
Access Line .......... 1-800-754-6879

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
Fax .......... 959-2301

West Hawaii Domestic Abuse Shelter:
Kona 24-Hour Crisis Hotline .......... 322-7233

WEBSITES

State of Hawaii .......... hawaii.gov
Hawaii County .......... www.hawaiicounty.gov
The Parent Line:
Free statewide confidential telephone line, which offers support and information to parents and other caregivers.
Hilo.............................................1-800-326-1222
Neighbor Islands (Toll Free).............1-800-816-1222

Parent Support Services, HUI HO/OMALU
Contacted by DSH for foster care recruitment and training:
Hilo.............................................987-5988
Kona.............................................896-3829
Oahu............................................1-800-441-1117

P.A.T.C.H.: People Attentive to Children:
Referral of childcare providers in specific areas. Offering various levels of training for individuals in the Early Childhood field and those interested in starting a child care business in their homes and training for parents.
Hilo.............................................951-3169
Kona.............................................322-3500

Project Hawaii, Inc.
Provides free services to children in homeless situations, with outreach personal hygiene, meals, food, clothing & other emergency needs.
Kona.............................................987-6018

Queen Liliuokalani Children's Center
Fulfilling the Queen's mission with commitment to the orphan and destitute children in the state of Hawaii, with preference given to those of Hawaiian ancestry.
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.............................................974-4271/974-4270
Kona.............................................322-4888
Pahoa/Kai......................................965-3030

The Island of Hawaii YMCA:
Unique programming focus and clientele from pre-school, childcare services, after school services and health and fitness.
Hilo.............................................935-3721

YMCA Family Visitation Centers:
Providing safe and neutral environments where parents can visit with their children when there is a restraining order, and when other concerns exist about the safety of unsupervised visits during custody disputes or instances of family violence and abuse.
Hilo.............................................464-4020

YWCA Healthy Start Program:
Self/Agency referral. Outreach services, newborn to 3 years.
Hilo.............................................961-3877

TEEN SERVICES
Bay Clinic ~ Teen Clinic Services:
Pregnancy testing, birth control pills, shots, implants, IUDs, condoms, and emergency contraception. Testing and treatment for sexually transmitted diseases for males and females. Free, confidential services and referrals for ages 18 - 14 years. www.bayclinic.org
Hilo Women's Health Center-Teen Clinic.............................................333-3500
Kona Family Health Center-Teen Clinic.............................................929-7311
Keaholakai Health Center-Teen Clinic.............................................930-0400
Pahoa Family Health Center-Teen Clinic.............................................965-9711

PTeen Clinic Services:
DOE program with pre- and post-natal care. Referrals through school counselors.
Kealakehe High School.............................................329-5433
Kealakehe High School.............................................327-4030

Love is Respect.org www.lovesrespect.org.............................................1-866-331-5474

Love Shouldn't Hurt.............................................http://ywcahawaii.org/what-we-do/teen-dating

Domestic Violence Action Center-Teen Alert Program
http://teen.domesticviolenceactioncenter.org
Oahu.............................................1-808-531-3771
Neighbor Islands.............................................1-800-690-6200
Email: Teen@stopTheViolence.org

Domestic Violence Action Center www.stoptheviolence.org

SUPPORT SERVICES

Adult Protective Services/DHS:
Provides protective services to abused, neglected, or financially exploited dependent adults, ages 18 or older.
Hilo.............................................933-8829
Fax.............................................933-8859
Kona.............................................327-6280
Fax.............................................327-6292

Alila Independent Living Hawaii:
Serves individuals with disabilities by providing information and referral, peer counseling, advocacy and independent living skills training.
Hilo.............................................339-7297

Alo 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; workshops and training; Safe Return 24/7 wanderer's registry; and support groups to improve the quality of life for the person with the disease, their families and caregivers, case consultation 24/7 information. www.alz.org/hawaii
Hilo.............................................981-2111
24/7 Help-Line.............................................1-800-272-3900

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.............................................935-8334

ARC of Kona.............................................323-2626

Big Island Substance Abuse Council (BISAC):
Self/Court referred, individual counseling, group counseling, outpatient services, therapeutic living program and clean and sober housing.
Hilo.............................................935-4927

Case Management Services:
Provides case management for individuals with work-related disabilities.
Hilo.............................................961-3990
Fax.............................................961-5101

Child Family Services - Alternatives to Violence:
Peer counseling, education groups and legal help for women and children. Advocacy and help for battered women. Court mandated groups.
Hilo (Islandwide).............................................935-2188
Kealakekua.............................................323-2664

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

Division of Vocational Rehabilitation Services:
Program for individuals with disabilities who require assistance with employment.
Hilo.............................................974-6444
Kona.............................................323-0025

Food Basket:
Hilo.............................................933-6930
Kona.............................................322-1418

Hawaii Island Adult Care:
Provides day care for elderly adults and adults with Alzheimer's and dementia.
Hilo.............................................961-3747

Hawaii Island HIV/AIDS Foundation:
Support, information, and referrals. Free, anonymous HIV/HCV testing.
Hilo.............................................982-8800
Kona.............................................331-8177

Hole In One:
Provides public transportation through the Island of Hawaii.
Hilo.............................................961-8744
HOI United Methodist Church Peanut Butter Ministry:
Provides hot dinners for homeless, and anyone in need.
Hilo ........................................ 935-2144
Fax ......................................... 935-2160

HOPE Services Hawaii:
Homeless outreach, mental health outreach, drop-in centers, emergency and transitional housing programs, permanent supportive housing programs, representative payee services and SNAP (formerly food stamps) outreach.
Hilo ........................................ 935-3050

Hospice Programs:
Emotional support, counseling, psychological and social recreation for terminally ill persons and their families. Periodic in-home health nursing services. 24-Hour.
Hilo ........................................ 969-1733
Kona ........................................ 324-7700
North Hawaii ................................ 885-7547

Hui Malama Ola Na Olvi
Health enhancement services, including disease prevention, health education, family health, health risk screenings, primary care, and traditional healing practices.
Captain Cook ................................ 323-3618
Hilo ........................................ 569-9220
Kau .......................................... 929-9700
Pahoa ..................................... 965-5521
Waimea .................................... 885-0489

Ka'u Rural Health Community Association:
A resource and distance learning center providing individual and family support. www.krhai.com
Ka'u ........................................ 928-0101

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

La Leche League:
Advice, education, midwife services and support to mothers who are breastfeeding.
Islandwide ................................ 325-3055

Lokahi Treatment Centers:
Addresses mental health, substance abuse, dependency, addiction problems, domestic violence intervention and anger-management services Islandwide.
Hilo ........................................ 969-9292
Honokaa ................................ 775-7107
Kohala .................................... 885-5009
Kona ........................................ 331-1175
Waikoloa ................................ 882-0923

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

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

Meals on Wheels:
Provides home delivered meals to homebound individuals, age 60+
Hilo ........................................ 961-8726

Mental Health America of Hawaii:
Provides daily Help Line to assist callers in finding the help they need and a statewide directory of over 700 agencies and organizations.
Islandwide ................................ 1-800-521-1846

Office of Aging:
Responsible for planning, coordinating, advocacy, and administration of programs for older persons in Hawaii County.
Hilo ........................................ 961-8300/961-8626
Kona ........................................ 323-3939

Oahu's Counseling Services: Alcohol and Addictions Program:
Counseling for potential users. Adult out-patient drug rehabilitation.
Hilo ........................................ 915-4412
Kona ........................................ 323-3399

Pediatric Hydrocephalus Foundation:
Provides support to families, friends, and children who are diagnosed with Hydrocephalus. www.hydrocephaluskids.org
Statewide .................................. 355-3577

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.
Islandwide ................................ 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

Sexual Assault Support Services/YWCA Hawaii Island:
Free counseling, crisis intervention, prevention, & education for adults & children. Islandwide Rape/Sexual Assault Crisis Line (24-Hour) 935-6677
Hilo ........................................ 961-3877
Kona ........................................ 334-1624

State of Hawaii DHS/Financial Assistance:
Hawai'i/Na Mea Hawaii ................................ 775-8854
Ko'ula ..................................... 889-7134
Kau .......................................... 939-2421
North Hilo .................................. 933-0351
North Kona ................................ 327-4980
South Hilo .................................. 991-3793
South Kona ................................ 333-7573

State of Hawaii DOH Counseling Services/Mental Health:
Islandwide ................................ 1-800-753-6879
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. TB testing.
Hilo ........................................ 974-6025
Kau/Naalehu ................................ 939-2400
Kona ........................................ 322-1500
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
Waimea .................................... 885-6777
Email: tutu@tutushouse.org

HOUSING REFERRAL ASSISTANCE

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

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

Home for Recovery:
Does not offer substance abuse services.
Drug free housing ................................ 934-7852
Fax .......................................... 935-7894

EMPLOYMENT AND TRAINING

Ali`ike, Inc.:
Services to Hawaiians, information and referral, employment and training, job counseling and placement, technical assistance and education.
Hilo ........................................ 961-2625

Big Island Workforce Connection – Workforce Development Division (BIWC – WDD):
Provides no cost services for job placement, job readiness workshops, testing, employment counseling and labor market information. Access to a full service state of the art resource center. Training also available. www.1stop4youths.com
Hilo BIWC .................................. 931-2890
Kona BIWC .................................. 327-4777
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 development, job placement and retention services for participants and community members. Serves low-income adults, out of school youth, and people with disabilities. Visit our retail stores; www.higoodwill.org
Hilo Office ............................................. 961-6037
Hilo Retail Store ..................................... 961-6427
Kona Office .......................................... 443-3560
Kona Retail Store .................................... 443-3580

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

HAWAIIAN DISABILITY RIGHTS CENTER:
Hawaii's protection and advocacy system for people with disabilities. Hawaii's client assistance program; www.info@hawaiiaccessrights.org
Hilo ......................................................... 974-4571

HAWAII STATE CHILD SUPPORT ENFORCEMENT AGENCY:
Enforcement of spousal support via child support court order.
Hilo ......................................................... 961-2851
Kona ......................................................... 329-3910

HAWAII STATE OFFICE OF THE PUBLIC Defender:
Free legal assistance to indigent persons.
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.
Hilo ......................................................... 961-7030
Kona ......................................................... 329-3910

OTHER USEFUL SERVICES

ACCESS (24-Hours):
Crisis services and access to adult mental health services.
Statewide .............................................. 1-800-753-6879

ALOHA UNITED WAY 211:
Provides information and referrals to community services 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.
Oahu .................................................... 1-808-537-5966

AMERICAN RED CROSS:
Services to victims of disaster, community education.
Hawaii Island ........................................... 935-8305

CRIME STOPPERS:
Hilo ......................................................... 961-8300
Kona ......................................................... 329-5106

F.B.I. (Federal Bureau of Investigation):
Hawaii Office ............................................ 1-808-666-4300
Kona ......................................................... 329-3106

HAWAII COUNTY CIVIL DEFENSE:
State Office .............................................. 935-0031

After Hours ............................................ 935-3311

IMMIGRATION AND NATURALIZATION SERVICES:
Hawaii County Office of Immigration ........ 961-8220
USCIS (formerly INS) Toll Free .................. 1-800-375-5283

KUKUIOLA MEDITATION CENTER:
Conflict resolution mediation for business, landlord/tenant, real estate, human resources and domestic issues including custody, visitation and divorce.
East Hawaii ............................................. 935-7644

UNITED STATE COAST GUARD:
Search/Rescue Center ................................ 935-6924

Or Emergency on Water ......................... 1-800-552-6498

UNITED STATES FEDERAL MARSHALS SERVICE:
Hawaii Office ............................................ 1-808-541-3000

United States Secret Service ..................... 1-808-541-1912

VASH HAWAII ISLAND:
Assistance to veterans who experience adversity while traveling to Hawaii Island.
Administration ...................................... 756-0392
Hilo ......................................................... 756-1472
Kona ......................................................... 756-0785

WEST HAWAII MEDIATION CENTER:
Kona ......................................................... 326-2666
Waiman ................................................... 885-5525

DEAF SERVICES

DEPARTMENT OF HUMAN SERVICES:
Division of Vocational Rehabilitation & Services for the Blind ......................... 974-6434

Sprint Relay Service for the Hearing and Speech Impaired:
Speech to Speech ...................................... 1-877-447-8711
Text (TTY) ............................................... 711 or 1-877-447-5990
Voice ...................................................... 711 or 1-877-447-5991

VETERAN SERVICES

OFFICE OF VETERANS SERVICES:
Providing referral and information for veterans, advocates.
Hilo ......................................................... 933-0315

VA COMMUNITY BASED OUTPATIENT CLINIC:
Medical services for eligible veterans.
Hilo ......................................................... 935-3781
Kona ......................................................... 329-0744

Vet Center:
Individual/couple/family counseling, groups, referrals.
Hilo ......................................................... 969-3833
Kona ......................................................... 329-6574

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