

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

POLICE/FIRE/AMBULANCE911 Police: Non-Emergency/Information and Complaints 935-3311
Hawaii Poison Hotline1-800-222-1222

HOSPITALS AND CLINICS

Hale Hoola Hamakua	932-4100
Hamakua Health Center (Honokaa)	775-7204
Hilo Medical Center	932-3000
Kau Hospital (Pahala) / Rural Health Clinic	932-4200
Kohala Health Center	889-6236
Kohala Hospital (Kapaa)	889-6211
Kona Community Hospital (Kealahou)	322-9311
North Hawaii Community Hospital (Waimea)	885-4444
Puna Community Medical Center	930-6001
West Hawaii Community Health Center	326-5629
West Hawaii Kelki Health Center (Medical and Dental)	323-8005
Amazing Tooth Bus (Hamakua and Kohala)	333-8410
West Hawaii Community Health Center Dental (Adults)	329-0465

Bay Clinic:

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

www.bayclinic.org

Hilo Family Health Center	969-1427
Hilo Women's Health Center	333-3500
Kau Family Health and Dental Center	929-7311
Keau Family Health Center	930-0400
Pahoa Family Health Center	965-9711
Pahoa Women's and Children's Health Center	965-3038

Hul Malama Ola Na OIwi Primary Care Clinic:

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

Hilo 969-9220

Kapiolani Medical Center for Women and Children1-808-983-6000

Shriners Hospital for Children:

Pediatric orthopedic specialty care. Free Services. Information, support & neurological <http://www.shrinershospitalforchildren.org/Hospitals/Locations/Honolulu.aspx>

Oahu 1-888-888-6314

EMERGENCY SHELTERS

Hale Ohana Spouse Abuse Shelter:

Hilo (24-Hours) 959-8864

Mental Health Kokua:

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

Hilo 935-7167

Kona 331-1468

Access Line 1-800-753-6879

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 chawaii.gov

Hawaii County www.hawaiicounty.gov

HELP FOR CHILDREN

Catholic Charities Hawaii:

Therapeutic Foster Care (Hilo) 961-7000

Child Family Service:

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 323-2664

Child Welfare Services/DHS:

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

Hilo: Case Management & Investigation (office) 933-0650

Hilo: E. Hawaii Child Welfare Services, and Licensing 933-0350

Islandwide 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 933-0610

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 933-1505

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, fatherhood program, and a family center for information and referrals.

familysupporthawaii.org

Kona Office 326-7778

Fax 326-4063

Waimea office 885-0086

Kealahou 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: 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: info@neighborhoodplace.org

The Parent Line:

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

Oahu 1-800-526-1222
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
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 961-3169
Kona 322-3500

Project Hawaii, Inc.:

Provides free services to children in homeless situations, with outreach personal hygiene, meals, food, clothing & other emergency needs.

Keauau 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.L.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/Kau 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 children when there is a restraining order or 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 referred. 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 14-18 years. www.bayclinic.org

Hilo Women's Health Center-Teen Clinic 333-3500
Kau Family Health Center-Teen Clinic 929-7311
Keauu Family 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.
Konawaena High School 329-3433
Kealahou High School 327-4300

Love is Respect.org www.loveisrespect.org 1-866-331-9474

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

Domestic Violence Action Center-Teen Alert Program

<http://teen.domesticviolenceactioncenter.org>

Oahu 1-808-531-3771
Neighbor Island 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 933-8820
Fax 933-8859
Kona 327-6280
Fax 327-6292

Aloha Independent Living Hawaii:

Serves individuals with disabilities by providing information and referral, peer counseling, advocacy and independent living skills training.

Hilo 339-7297

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; 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, care 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 935-8534

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 Works:

Provides case management for individuals with work-related disabilities.

Hilo 961-5590
Fax 961-5101

Child 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.

Hilo (Islandwide) 935-2188
Kealahou 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 933-6030
Kona 322-1418

Hawaii Island Adult Care:

Provide 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

HeleOn Bus:

Provides public transportation through the Island of Hawaii.

Hilo 961-8744

Hilo 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 OIwi
Health enhancement services, including disease prevention, health education, family health, health risk screenings, primary care, and traditional healing practices.
Captain Cook 323-3618
Hilo 969-9220
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.krhcai.com
Ka'u 928-0101

Kona Community Hospital Lactation Center:
Provides advice and support to mothers who are breastfeeding..... 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 775-7707
Kohala 889-5099
Kona 331-1175
Waikoloa 883-0922

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 1-808-521-1846

Office of Aging:
Responsible for planning, coordinating, advocacy, and administration of programs for older persons in Hawaii County.
Hilo 961-8600/961-8626
Kona 323-4390

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

Pediatric Hydrocephalus Foundation:
Provides support to families, friends, and children who are diagnosed with Hydrocephalus. www.hydrocephaluskids.org
Statewide 355-8577

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 and children.
Islandwide Rape/Sexual Assault Crisis Line (24-Hour) 935-0677
Hilo 961-3877
Kona 334-1624

State of Hawaii DHS/Financial Assistance:
Hamakua/Kamuela 775-8854
Kohala 889-7141
Kau 939-2421
North Hilo 933-0331
North Kona 327-4980
South Hilo 981-2754
South Kona 323-7573

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: tutus@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

Alu Like, Inc.:
Services to Hawaiians, information and referrals, employment and training, job counseling and placement, technical assistance and education.
Hilo 961-2625

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. Access to a full service state of the art resource center. Training 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 store! www.higoodwill.org
 Hilo Office 961-0307
 Hilo Retail Store 961-6427
 Kona Office 443-5850
 Kona Retail Store 443-5858

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. www.info@hawaiidisabilityrights.org
 Honolulu 1-800-882-1057

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. www.hawaii.gov/ag/csea
 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 USEFUL SERVICES

ACCESS (24-Hours):
 Crisis services and access to adult mental health division services.
 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.
 Oahu 1-808-537-5966

American Red Cross:
 Services to victims of disaster, community education.
 Hawaii Island 935-8305

Crime Stoppers:
 Hilo (Islandwide) 961-8300

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

Kulikahi Meditation Center:
 Conflict resolution mediations for business, landlord/tenant, real estate, human resources and domestic issues including custody, visitation and divorce.
 East Hawaii 935-7844

United State 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:
 Assistance to visitors who experience adversity while traveling to Hawaii Island.
 Administration 756-0392
 Hilo 756-1472
 Kona 756-0785

West Hawaii Mediation Center:
 Kona 326-2666
 Waimea 885-5525

DEAF SERVICES

Department of Human Services:
 Division of Vocational Rehabilitation & Services for the Blind 974-6444

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 329-0774
 Veterans Crisis Line 1-800-273-8255

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