

# 2021-2022 Hawai'i Island Services Directory for Families

This service directory is provided by the Hawai'i County Committee on the Status of Women,  
University of Hawai'i at Hilo - Division of Student Affairs and Office of the Prosecuting Attorney

## POLICE / FIRE / AMBULANCE

POLICE/FIRE/AMBULANCE .....911      Police: Non-Emergency/Information and Complaints ..... 935-3311  
Hawaii Poison Hotline .....1-800-222-1222

## HOSPITALS AND CLINICS

**Hale Ho'ola Hamakua** .....932-4100  
**Hamakua-Kohala Health (Honokaa)** .....775-7204  
**Hamakua-Kohala Health (Kapaau)** .....889-6236  
**Hamakua-Kohala Health (Laupahoehoe)** .....747-6480  
**Hamakua-Kohala Health (Kapaau)** .....887-6460  
**Hilo Medical Center** .....932-3000  
**Ka'u Hospital (Pahala)** .....932-4200  
**Ka'u Rural Health Clinic** .....932-4205  
**Kohala Hospital (Kapaau)** .....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 Keiki Health Center (Medical and Dental)** .....323-8006  
**West Hawaii Community Health Center (Adults)** .....355-5650

**Bay Clinic** ([www.bayclinic.org](http://www.bayclinic.org))  
COVID clinic. Medical care. Dental acute and continuing care. Street medicine services. Family planning, screening for STDs. Cancer screening. Sliding scale fee. All clinic locations ..... 333-3600

**Hui 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 Children** .....1-808-983-6000

**Shriners Hospital for Children**  
Pediatric orthopedic specialty care. Free Services. Information, support & neurological  
<http://www.shrinershospitalforchildren.org/honolulu>  
Oahu ..... 1-808-941-4466

**Hilo Medical Center Extended Care Facility**  
Assisting Hilo families with long term care needs.  
Hilo ..... 932-3570

## WEBSITES

**State of Hawai'i** ..... [ehawaii.gov](http://ehawaii.gov)  
**County of Hawai'i** ..... [www.hawaiicounty.gov](http://www.hawaiicounty.gov)  
**YWCA of Hawai'i Island** ..... <https://www.ywcahawaiiisland.org>

## COVID-19

**County of Hawai'i resources**  
<https://www.hawaiicounty.gov/coronavirus>  
**County of Hawai'i information**  
<https://www.hawaiicounty.gov/departments/civil-defense/active-emergency-proclamations>

**Federal government information**  
<https://www.coronavirus.gov>  
<https://www.cdc.gov/coronavirus>  
<https://www.usa.gov/coronavirus>

**State of Hawai'i information**  
<https://governor.hawaii.gov/covid-19/>  
<http://dod.hawaii.gov/hro/covid-19-resources/>

**Ku Makani**  
Support, outreach and recovery for community members impacted by COVID-19.  
Statewide .....1-800-753-6879

**Vibrant Hawai'i resources**  
<https://www.vibrant-hawaii.org/blog>

## EMERGENCY SHELTERS

**Hale Ohana Spouse Abuse Shelter**  
Hilo (24-Hour Domestic Violence Hotline)..... 959-8864

**Hope Services**  
East Hawaii and West Hawaii ..... 935-3050

**Mental Health Kokua**  
Provides affordable housing, onsite support services for adults with mental illness.  
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

**Aunty's House**  
Kona 24-Hour Crisis Hotline ..... 322-7233

## FOR CHILDREN

**Bay Clinic**  
Pediatric care in Hilo, Kea'au, Pahoa, Ka'u..... 333-3600

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

**Child 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 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) ..... 1-888-380-3088  
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  
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 ..... 327-6212

**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](http://familysupporthawaii.org)  
Kona Office ..... 326-7778  
Waimea office ..... 885-0086  
Kealahou Office ..... 323-3303

## Keiki O Ka 'Aina Family Learning Centers

Home visit services, partnering with families as they enter into parenthood through kindergarten entry.

Hawai'i Island ..... 1-808-798-5421

## Lili'uokalani Trust

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

## 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: [info@npkona.org](mailto:info@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  
Email: [info@neighborhoodplace.org](mailto:info@neighborhoodplace.org)

## The Parent Line

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

Oahu ..... 1-808-526-1222  
Neighbor Islands (Toll Free) ..... 1-800-816-1222

## Partners in Development Foundation, Project Pilina

Contracted by DHS for foster care recruitment and training.

Hilo ..... 987-5988  
Kona ..... 896-3829  
Oahu ..... 1-808-295-1084  
Maui ..... 1-808-268-5122  
Kauai ..... 1-808-346-8184

## Partners in Development Foundation, Tūtū & Me Traveling Preschool

'Ohana Support Program (<https://pidf.org/ohana-support/>)

Provides individual home visits and parent hui for caregivers with keiki birth to five years old.

Hawai'i Island ..... (808) 780-0139

## 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.

Keaau ..... 987-6018

## 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 ..... 974-4270  
Kona ..... 322-4888  
Pahoa/Ka'u ..... 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 other concerns exist about the safety of unsupervised visits during custody disputes or instances of family violence and abuse.

Hilo ..... 464-4020  
Fax ..... 969-1772

## YWCA Healthy Start Program

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

Hilo ..... 961-3877

## YWCA Preschool

Hilo ..... 935-6067

## TEEN SERVICES

### Bay Clinic ~ Teen Clinic Services ([www.bayclinic.org](http://www.bayclinic.org))

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.

All clinic locations ..... 333-3600  
Ka'u Family Health Center-Teen Clinic ..... 929-7311  
Keaau Family Health Center-Teen Clinic ..... 930-0400  
Pahoa Family Health Center-Teen Clinic ..... 965-9711

**Hamakua-Kohala Health** (Honokaa) – Family planning appointments....775-7204

**Hamakua-Kohala Health** (Kapaa) – Family planning appointments.....889-6236

**Hamakua-Kohala Health** (Laupahoehoe) .....747-6480

**Hamakua-Kohala Health** (Kapaa) .....887-6460

### PTeen Clinic Services

DOE program with pre- and post-natal care. Referrals through school counselors.

Kealakehe High School ..... 327-4300

**Love is Respect.org** [www.loveisrespect.org](http://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://tap808.org>)

Oahu ..... 1-808-531-3771

Neighbor Island ..... 1-800-690-6200

## 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.

Serves 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](http://www.alz.org/hawaii)

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 ..... 935-8535

**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  
Keaau ..... 969-9994

### 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

**Crisis Line of Hawaii**

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

**Crisis Text Line**.....Text “HELLO” or “ALOHA” to 741-741

**Division of Vocational Rehabilitation Services**

Program for individuals with disabilities who require assistance with employment.  
 Hilo ..... 974-6444  
 Kona ..... 323-0025

**Domestic Violence Action Center** (www.stoptheviolence.org)

Email: [dvac@stopviolence.org](mailto:dvac@stopviolence.org)

**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

**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  
 Email: [hiloumc@hotmail.com](mailto:hiloumc@hotmail.com)

**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.  
 Hawai'i Care Choices (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.  
 Hilo ..... 969-9220

**Ka'u Rural Health Community Association**

A resource and distance learning center providing individual and family support.  
[www.krhcai.com](http://www.krhcai.com)  
 Ka'u ..... 928-0101

**Kona Community Hospital Lactation Center**

Provides advice and support to mothers who are breastfeeding..... 322-4482

**Kumukahi Health & Wellness**

Prevention, awareness & education - HIV care & management, gender affirming care, hepatitis C care & treatment, HIV/STI testing, PEP/PrEP, free condoms.  
 Hilo ..... 982-8800  
 Kona ..... 331-8177

**La Leche League**

Advice, education, midwife services and support to mothers who are breastfeeding.  
 Kona ..... 325-3055  
 East Hawaii & Ka'u ..... 265-1416

**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  
 Kona ..... 331-1175  
 Pahoa ..... 965-5535  
 Waikoloa ..... 883-0922

**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**

Provides daily Help Line to assist callers in finding the help they need and a statewide directory of over 700 agencies and organizations.  
 Neighbor Islands (Toll Free) ..... 1-800-753-6879

**Office of Aging**

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

**Ohana Counseling Services: Alcohol and Addictions Program**

Counseling for potential users. Adult out-patient drug rehabilitation  
 Hilo ..... 935-4412

**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 ..... 935-7141  
 Kona ..... 334-1624

**State of Hawaii DHS/Financial Assistance**

Hamakua/Kamuela ..... 775-8854  
 Kohala ..... 889-7141  
 Ka'u ..... 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**

Neighbor Island (Toll Free) ..... 1-808-753-6879  
 Waimea ..... 885-1220

**State of Hawaii DOH/Public Health Nursing**

Health guidance including immunizations, developmental screening, and referral, health education, counseling and communicable disease prevention. TB testing.  
 Hilo ..... 974-6025  
 Honokaa ..... 775-8844  
 Ka'u/Naalehu ..... 939-2400  
 Kona ..... 322-1500  
 Waimea ..... 889-7135

**Suicide Prevention Lifeline**.....1-800-273-8255

**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](http://www.tutushouse.org), [info@tutushouse.org](mailto:info@tutushouse.org)  
 Waimea ..... 885-6777

**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 (BIWC)**

Provides no cost services for job placement, job readiness workshops, testing, employment counseling and labor market information. Training also available.  
 Hilo BIWC ..... 981-2860  
 Kona BIWC ..... 327-4770

**Catholic Charities Hawaii – Immigration and Employment Core Services**

Employment preparation and placement, English language classes, and immigration services for newly arrived and economically disadvantaged immigrants.  
 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. [www.higoodwill.org](http://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, job placement, retention for low-income persons and immigrants. Services range from transportation to education for children/youth. Main Office ..... 961-2681

## VETERAN SERVICE

### Office of Veterans Services

Providing referral and information for veterans; advocates. Hilo ..... 808-369-3538

### 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

## 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

## 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

Help line for information and referral to community service agencies and programs. 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 National 24-Hour Call Center ..... 1-800-227-2345

### 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)

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

### Kuikahi 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

### United State Coast Guard

24 Hour Emergency on Water ..... 1-808-842-2600

### United States Federal Marshals Service

Honolulu ..... 1-808-541-3000

### United States Secret Service

Honolulu ..... 1-808-541-1912

### Visitor Aloha Society of Hawai'i (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

Waimea ..... 885-5525

*This directory is produced by the Hawai'i County Committee on the Status of Women (CSW). Working with the Hawai'i State Commission on the Status of Women (HSCSW), the Hawai'i County CSW promotes equality for women and girls in the County by acting as a catalyst for positive change through advocacy, education, collaboration and program development. For more information or to contact the CSW, call (808) 961-0466. We will also be on social media soon.*

## LEGAL HELP

### Hawaii County Prosecuting Attorney's Office

Presentation of criminal cases before the courts. Hilo ..... 961-0466  
Kona ..... 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. www.hawaii.gov/ag/csea Islandwide ..... (808) 692-8265  
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 ..... 327-4650

### 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

## HUMAN TRAFFICKING RESOURCES

### 24-hour Crisis Support

Statewide ..... 1-808-721-9614

### Children of the Night (<https://www.childrenofthenight.org>)

Phone ..... 1-800-551-1300

### CyberTipline (<http://www.missingkids.org/cybertipline>)

Phone ..... 1-800-843-5678

### Department of Human Services/Child Welfare Services

Phone ..... 1-808-832-1999

### Ho'ola Na Pua (<https://hoolanapua.org>)

Phone ..... 1-808-445-3131  
24 Hour Emergency Line ..... 1-808-435-9555

### National Human Trafficking Hotline (<https://humantraffickinghotline.org>)

Phone ..... 1-888-373-7888  
Text ..... 233733

### Trafficking Victim Assistance Program

Phone ..... 1-808-847-1535