

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

HOSPITALS AND CLINICS

Hale Ho'ola Hamakua932-4100
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 Center932-3000
Ka'u Hospital (Pahala)932-4200
Ka'u Rural Health Clinic932-4205
Kohala Hospital (Kapaau)889-6211
Kona Community Hospital (Kealahou)322-9311
North Hawaii Community Hospital (Waimea)885-4444
Puna Community Medical Center930-6001
West Hawaii Community Health Center326-5629
West Hawaii Keiki Health Center (Medical and Dental)323-8006
West Hawaii Community Health Center (Adults)355-5650

Bay Clinic (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 Oihi 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.shrinershospitalsforchildren.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
County of Hawai'i 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.
Statewide1-800-753-6879

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
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 Island1-808-798-5421

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

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

The Parent Line

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

Oahu1-808-526-1222
Neighbor Islands (Toll Free) 1-800-816-1222

Partners in Development Foundation, Hui Ho'omalua

Contracted by DHS for foster care recruitment and training.

Hilo 987-5988
Kona 896-3829
Oahu 1-808-441-1117
Neighbor Islands (Toll Free) 1-888-879-8970

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)

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..... 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

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

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

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.krhc.ai.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, 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
 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

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

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

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

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.