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

**HOSPITALS AND CLINICS**

<table>
<thead>
<tr>
<th>Name</th>
<th>Fax</th>
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<tbody>
<tr>
<td>Hale Hoola Hamakua</td>
<td>932-4100</td>
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<tr>
<td>Hamakua Health Center (Honokaa)</td>
<td>775-7204</td>
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<tr>
<td>Hilo Medical Center</td>
<td>932-3000</td>
</tr>
<tr>
<td>Kau Hospital (Pahala) / Rural Health Clinic</td>
<td>932-4200</td>
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<tr>
<td>Kohala Health Center</td>
<td>889-6236</td>
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<tr>
<td>Kohala Hospital (Kapaa)</td>
<td>889-6211</td>
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<tr>
<td>Kona Community Hospital (Kealakekua)</td>
<td>322-9311</td>
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<tr>
<td>North Hawaii Community Hospital (Waimea)</td>
<td>885-4444</td>
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<tr>
<td>Punta Community Medical Center</td>
<td>930-6001</td>
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<tr>
<td>West Hawaii Community Health Center</td>
<td>326-5629</td>
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<tr>
<td>West Kealakekua Health Center (Medical and Dental)</td>
<td>323-8005</td>
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<tr>
<td>Amazing Tooth Bus (Hamakua and Kohala)</td>
<td>333-8410</td>
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<tr>
<td>West Hawaii Community Health Dental (Adults)</td>
<td>329-0465</td>
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**EMERGENCY SHELTERS**

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<thead>
<tr>
<th>Name</th>
<th>Phone</th>
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<tr>
<td>Hale Ohana Spouse Abuse Shelter:</td>
<td>959-8864</td>
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<tr>
<td>Mental Health Kokua:</td>
<td>935-7167</td>
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<tr>
<td>Salvation Army Family Intervention Services:</td>
<td>959-5855</td>
</tr>
<tr>
<td>West Hawaii Domestic Abuse Shelter:</td>
<td>322-7233</td>
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**WEBSITES**

State of Hawai‘i                                      | hawaii.gov  |
Hawaii County                                        | www.hawaiicounty.gov |
**Support Services**

**Adult Protective Services/DHS:**
Provides protective services to abused, neglected, or financially exploited dependent adults, ages 18 or older.
- Hilo .................................................. 933-8820
- Kona .................................................. 327-6280
- Kona .................................................. 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
- Kona .................................................. 800-526-1222
- Kona .................................................. 800-531-3771

**APRICA/ACF:**
Provides complete respiratory and durable medical equipment and supplies for home patients.
- Hilo .................................................. 961-1211

**ARC of Hilo:**
Serves people with disabilities with education, vocational and skill training; provides employment and residential help.
- Hilo .................................................. 935-8534

**ARC of Kona:**
- 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
- Kona .................................................. 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 .................................................. 935-2188
- Keaau .................................................. 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:**
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

**Hawaii Helm Bus:**
Provides public transportation through the Island of Hawaii.
- Hilo .................................................. 961-8744

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** domestic violence Action Center**

**www.stoptheviolence.org**

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**Bay Clinic ~ Teen Clinic Services:**
Pregnancy testing, birth control pills, shots, implants, IUDs, condoms, and
www.bayclinic.org
- Hilo Women’s Health Center-Teen Clinic ........................................... 333-3500
- Kau Family Health Center-Teen Clinic ............................................. 929-7311
- Keaau Family Health Center-Teen Clinic ......................................... 400-0400
- Pahoa Family Health Center-Teen Clinic ......................................... 492-7971

**PTeen Clinic Services:**
DOE program with pre- and post-natal care. Referrals through school counselors.
- Konawaena High School ................................................................. 329-3433
- Kealakehe High School ................................................................. 327-4300

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

**Love Shouldn’t Hurt**
http://www.hawaiiisland.org/what-we-do/teen-dating
domestic violence Action Center-Teen Alert Program
http://teen.domesticviolenceactioncenter.org
- Hilo .................................................. 1-808-531-3771
- Kona .................................................. 1-800-690-6200

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

HOPE Services Hawaii:

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.krhciai.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 ............................................................. 885-2202

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 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 ......................................................... 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
Kea'au ............................................................ 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 .................................................. 935-8030

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

Kuikahi 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

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