



HAWAI'I COUNTY RESOURCE DIRECTORY

Directory of state and county resources available to assist with essential needs during the COVID-19 pandemic. Check for updates regularly as resources may change at anytime.



Housing Resources

Loan services and landlords are encouraged to work with mortgage holders and renters affected by the COVID-19 emergency to find the best options.

Rent & Mortgage Resources

State of Hawai'i Rent Relief and Housing Assistance Program:

Eligible renters whose income has reduced because of COVID-19 and are at risk of eviction can receive up to \$1,500 per month in assistance. Apply online or call [Catholic Charities Hawai'i](#) at (808) 521-4357 or [Aloha United Way](#) at 2-1-1.

Rapid Landlord Tenant Mediation Program: This free program allows for commercial and residential landlords and tenants to resolve rent related conflict and promote understanding between the parties.

East Hawai'i

(808) 935-7844

HawaiiMediation.org

West Hawai'i

(808) 885-5585

whmediation.org

Government-guaranteed mortgages such as FHA, USDA, VA, HUD Sec 184, [Fannie Mae](#), or [Freddie Mac](#), are eligible for interest and penalty-free forbearance (payments can be paused) for at least 6 months and up to one year without penalty.

To check eligibility for forbearance or rent moratorium, contact:

- [HUD approved housing counselor](#)
1 (800) 569-4287
- [Legal Aid Society of Hawai'i](#)
1 (800) 499-4302

[Catholic Charities](#) can help with costs such as rent, security deposit, or utilities. Call the HOPE line at (808) 241-4673.

OHA's Emergency Assistance - Kahiau Program

supports mortgage payment, rent deposit, rent payment, & utility services for Native Hawaiians. HawaiianCouncil.org/kahiau or (808) 784-4464.

The Department of Hawaiian Home Lands (DHHL)

launched an [Emergency Rental Assistance Program](#). Call 2-1-1 or visit dhhl.hawaii.gov/covid-19/.

Homeless Shelters

Hilo

[Hawai'i Island Home for Recovery](#) (Transitional, Singles & Families): (808) 934-7852

HOPE Services

- Hale Maluhia Shelter (Single men): (808) 935-2973
- Keolahou Shelter (Emergency, Single Men): (808) 443-4717
- Kihei Pua Shelter (Families, Single Women, & Couples): (808) 937-1837
- Ohea House (Emergency, Veterans): (808) 934-8658

Kona

- West Hawai'i Emergency Housing Program (Emergency): (808) 935-3050

Pahoa

- Sacred Heart Shelter (Kūpuna): (808) 936-8415

Domestic Violence Shelters

Child & Family Service for domestic violence hotlines and access to shelters, call

[East Hawai'i](#): (808) 959-8864

[West Hawai'i](#): (808) 322-7233



Helpful Tip

During the COVID-19 crisis, evictions for failure to pay rents, leases, or other related charges, and increasing of rent are prohibited until December 31, 2020.

Landlords cannot change the locks or otherwise lock you out of your rental unit without a court order, even if you have not paid your rent. Fill out this form if you have been illegally locked out.

Utilities & Support

Service providers are willing to waive late fees and maintain service for those affected by the pandemic. Contact each one directly to find out your options.



Hawaiian Electric

Disconnections for nonpayment suspended until Dec. 31, 2020.

[Payment plans](#) are available.



Amerigas

Will offer payment plans for people experiencing financial struggles.
1 (800) 263-74427



Hawai'i Gas

Will suspend all late fee charges and not discontinue services.
(808) 245-3301

Assistance

[Temporary Assistance for Needy Families \(TANF\)](#) can provide monthly cash benefits to families for food, shelter, and other essentials. Call 1 (855) 643-1643.

[KEEP ON Utility Assistance](#) provides \$500 utility assistance for low income households. Apply online or call (808) 961-2681.

[Spectrum Internet Assist](#) provides internet assistance for qualified low-income households. [Apply online.](#)

[Hawaiian Telcom Internet Kokua Program](#) provides discounted internet service for those who meet certain qualifications. [Submit the application](#) or call (808) 643-3456 for assistance.

Hawai'i Energy

Relief Grants: May provide qualifying small businesses and nonprofits experiencing pandemic hardship grants to cover up to 100% of energy efficiency project costs. Check eligibility and [apply here.](#)

Rebates: Hawai'i Energy has thousands of dollars' worth of rebates to help invest in energy-efficient equipment.

Unemployment

The Department of Labor and Industrial Relations (DLIR) is supporting impacted Hawai'i workers to access the [benefits they are eligible for.](#)

Apply for **Unemployment Compensation (UC)** online at labor.hawaii.gov/ui/.

For those self-employed or who are not usually eligible for UC, **Pandemic Unemployment Assistance (PUA)** is receiving applications online at pua.hawaii.gov.

For language assistance, email your name, phone number, and the language interpretation you need to dlir.ui.languageassistance@hawaii.gov.

We Are Oceania can assist with completing unemployment applications. For assistance in Marshallese, Chuukese, Kosraean, call (808) 762-5752.

Business & Financial Resources

Financial Institutions

Banks and credit unions are willing to provide loan deferral with extensions for credits and/or personal, auto, and mortgage loans.

Banks

- [Bank of Hawai'i](#) (808) 694-7297
- [First Hawaiian Bank](#) (808) 844-4444
- [American Savings Bank](#) (808) 846-4645
- [Central Pacific Bank](#) (808) 544-0500
- [Hawai'i National Bank](#) (808) 528-7800
- [HomeStreet Bank 1](#) (800) 719-8080
- [Territorial Savings Bank](#) (808) 946-1400
- [Finance Factors 1](#) (800) 648-7136

Credit Unions

- [Gather Federal Credit Union](#) (808) 245-6791
- [Hawai'i Community Federal Credit Union](#) (808) 930-7700
- [HFS Federal Credit Union](#) (808) 930-1400
- [Hawai'i State Federal Credit Union](#) (808) 587-2770
- [Hawai'i USA Federal Credit Union](#) (808) 379-1300
- [Big Island Federal Credit Union](#) (808) 935-6665

[The Financial Navigators program](#) can help you address critical financial concerns related to the pandemic and make referrals to other social services. [Sign up online](#) or call (808) 933-6600.

Business Assistance

[Holomua Hawai'i Small Business Relief & Recovery Fund](#)

Eligible county businesses and nonprofits may receive one-time reimbursements grants up to \$10,000. Apply online and visit the FAQ section for a list of eligibility requirements and reimbursable costs.

Legal Aid

[Legal Aid Society of Hawai'i](#) can provide COVID-19 related legal advise related to housing, employment, food, family, children, and seniors. Call 1 (800) 499-4302.

Legal resources also available in [Marshallese](#), [Chuukese](#), [Filipino](#), and [Kosraean](#) languages.

Childcare & Mental Health

Childcare

PATCH (People Attentive to Children) can help those working in essential services find affordable childcare options. Call and leave a message with your phone number.

- East Hawai'i (808) 961-3169
- West Hawai'i (808) 322-3500

Child Care Connection Hawai'i offers subsidy programs for families meeting the income eligibility requirements. Visit their website or call (808) 245-2193.

The YWCA has reopened preschool services with enhanced sanitation protocols. For more information contact Michelle Flemming at (808) 935-7141 ext. 203.

The YMCA New Horizons Youth Day Camp offers programming for children ages 5-13 years of age. Available space is limited. Please call Ashley Hanohano, Youth Program Director, at 808-935-3721 for further information.

Keiki & Family Resources

Queen Liliuokalani Trust: Social services for Hawaiian families. (808) 245-1873

Child & Family Service: Information, support, and programs for keiki, parents, and kūpuna. For general information, call:

- [East Hawai'i](#): (808) 935-2188
- [West Hawai'i](#): (808) 323-2664.

The Executive Office on Early Learning has a website with resources for families with children from before birth through kindergarten.

Mental Health Resources

Mental Health Kokua offers a variety of mental health program and services. East Hawai'i (808) 935-7167; West Hawai'i (808) 331-1468

Adult Mental Health: Case and medication management. For information regarding eligibility and services, call (808) 643-2643.

Suicide Prevention Resource Center provides 24/7, free and confidential support for people in distress and crisis resources. Call 1 (800) 273-8255. Online CHAT and options are also available.

Adult Mental Health Crisis Line of Hawai'i provides a team of trained and experienced professionals to help individuals in times of crisis 24/7. 1 (800) 753-6879

Hawai'i Mental Health Pro Bono COVID-19 Project is providing free mental health services for those without health insurance as a result of the COVID-19 pandemic. [Register online.](#)

Hawai'i UTeleHealth is offering low cost mental health telemedicine services. [Register online](#) or call (808) 692-1060.

Mental Health Tips

It's common to feel stressed or anxious during this time. Here are things you can do:

- Choose one or two trusted sources for COVID-19 and check them only once or twice a day.
- Follow healthy daily routines as much as possible: Even simple actions such as making your bed, keeping a schedule, and making time for breaks can make a difference.
- Take care of yourself through exercise and movement.
- Maintain your social networks and stay connected.
- Do meaningful things with your free time. Read a book, learn a new skill, take an online course, volunteer, do tasks around your home, etc.

Health Care Access and Assistance

Health Care Access

More doctors and healthcare providers are offering telehealth appointments to protect you and your family while providing services. Remember to contact your insurance before accessing telehealth services.

The Department of Health has launched an [online portal](#) that compiles resources related to telemedicine.

[HMSA](#) is waiving all cost sharing and deductibles for fully insured commercial, Medicare Advantage, and QUEST Integration members who use telehealth visits. (808) 948-6079

[Kaiser Permanente](#) offers online, phone appointments, and 24/7 advice lines. Call (808) 246-5600.

Call the [Pacific Basin Telehealth Resource Center](#) for more information about locations offering telemedicine at (808) 956-2514.

Community health centers are also offering telemedicine appointments. Call to confirm services.

- West Hawai'i Community Health Center: (808) 326-5629
- Bay Clinic (all locations): (808) 333-3600
- Hamakua-Kohala Health Centers:
 - Honoka'a: (808) 775-7204
 - Kohala: (808) 889-6236
 - Waimea: (808) 731-8641
 - Laupahoehoe: (808) 775-7204

Assistance

If you do not have health insurance most community health centers offer no or low-cost medical care. [FreeClinicDirectory.org](#) has an [online directory](#) to help you find the nearest community health center or other provider.

[Hawai'i Department of Education Health Hotline and Telehealth](#) offers free health advice and telehealth appointments for Hawai'i DOE students with Hawai'i Keiki nurses. Call (844) 436-3888.

[Community Case Management Corp.](#) helps Medicaid eligible individuals find dental services that accept Medicaid dental. 1 (888) 792-1070

Med-QUEST

Apply for Medicaid benefits online at [medical.mybenefits.hawaii.gov](#) or call 1 (800) 316-8005.

If you need translation or interpreter services, contact Med-QUEST Division at 1 (877) 628-5076.

[We Are Oceania](#) has interpreters to assist with completing medical insurance applications.

- Marshallese: (808) 294-1692 or (808) 294-3601
- Chuukese: (808) 294-0533, (808) 895-1285, or (808) 294-2861
- Kosraean: (808) 294-2861

COVID-19 Testing

If you believe you have been exposed to COVID-19 or develop any symptoms, contact your primary care provider (PCP). Only a doctor can decide if you need to be tested. Symptoms include cough, shortness of breath or difficulty breathing fever, chills, muscle pain, sore throat, and new loss of taste or smell.

The **CDC** has an online Coronavirus Self-Checker to help you make decisions about seeking appropriate medical care. Visit [cdc.gov/coronavirus/2019-ncov/symptoms-testing/coronavirus-self-checker.html](https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/coronavirus-self-checker.html).

The **University of Hawai'i** offers a similar online screening tool and language access. Visit [hawaii.virtriage.com/#/uh_covid19](https://www.hawaii.virtriage.com/#/uh_covid19) or call (808) 692-1060.

Hawai'i Pacific Health offers a [Virtual Clinic](#) to address your symptoms without visiting a doctor's office. The Virtual Clinic operates daily from 8:00 AM to 8:00 PM. Call (808) 462-5430 and select option 4.

For those who do not have a primary care doctor, community health centers offer affordable care for uninsured individuals. See the previous page for a list of community health centers.

Drive Up Testing Sites

Availability and hours subject to change, please call first. Check with your local clinic to see if tests and screenings are being offered. Remember to bring your doctor's order for the test, a valid ID, and your insurance card.

The following locations are offering drive-up specimen collection for COVID-19 testing.

- Moku Medical Mobile Testing Service (808) 987-8779
- Puna Community Medical Center (808) 930-6001
- Ali'i Health Center (808) 747-8321

Walk Up and Doctor's Order Testing Sites

Availability and hours subject to change. Check with your local clinic first. Remember to bring your doctor's order for the test, a valid ID, and your insurance card.

Hilo

- Big Island Pain Center (808) 934-9675. [Register here](#) before visiting.
- Kaiser Clinic Hilo (808) 334-4400. Only available to current Kaiser patients.

Kona

- S&G Labs Hawai'i (808) 329-9675. [Register here](#) before visiting.
- Kaiser Clinic Kona (808) 334-4400. Only available to current Kaiser patients.
- West Hawai'i Community Health Center (808) 326-5629

Hamakua

- Hamakua Health Center (808) 775-7204. Call ahead for pre-screening.

Puna

- Puna Community Medical Center (808) 930-6001

Official Information Sources

State of Hawai'i Official COVID-19 Website
hawaiicovid19.com

County of Hawai'i Official COVID-19 Website
hawaiicounty.gov/coronavirus

Hawai'i County COVID-19 Call Center
(808) 935-0031
Open from 7 AM - 7 PM, 7 days a week.

Senator Brian Schatz
schatz.senate.gov/coronavirus

Food Access

Food resources are open to anyone experiencing food insecurity. For supplemental resources and food outlets for purchase, please check the next page. Note: The availability of food services changes rapidly, please call first.

Keiki



Department of Education (DOE) students can apply for free and reduced-price school meals. You can apply at EZMealApp.com or reach out to your school for an application.

Starting October 12, select DOE schools will be serving school meals to all youth under age 18. Visit hawaiipublicschools.org for a [list of schools and dates of operation](#).

Kūpuna



The [Ke Ola Pono No Nā Kūpuna Program from Alu Like](#) provides meals and other supportive services to Native Hawaiians 60 years of age or older. For more information, call (808) 895-2158.

The [Hawai'i County Nutrition Program](#) provides nutritious, low cost lunches to individuals 60+. The program provides both Congregate Dining and Meals-on-Wheels services. Call (808) 961-8726 to learn more about specific sites.

[The Food Basket](#) provides supplemental food to kūpuna who are low income.

Kūpuna Shopping Hours



The following grocery stores are offering kūpuna shopping hours

- Costco: 8 AM -10 AM; Tues, Wed, Thurs.
- Foodland/Sack N Save: 6 AM - 7 AM; Tues, Thurs, Sat.
- Keaukaha Store: 5:30 AM - 6:15 AM; daily
- KTA Downtown Hilo 7 AM - 8 AM; Sun, Wed
- KTA Express 6 AM - 7 AM; Sun, Wed
- KTA Kailua-Kona: 5 AM - 6 AM; Sun, Wed
- KTA Keauhou 6 AM - 7 AM; Sun, Wed
- KTA Puainako 5:30 AM - 6:30 AM; Sun, Wed
- KTA Waikoloa: 6 AM - 7 AM; Sun, Wed
- KTA Waimea: 6 AM - 7 AM; Sun, Wed
- Safeway: 7 AM - 9 AM; Tues, Thurs
- Target: 7 AM - 8 AM; Tues, Wed
- Walmart: 6 AM - 7 AM; Tues

Emergency Food Providers

This list includes pantries, meals, and emergency food providers for those facing food insecurity. The availability of food services changes daily, please CALL before visiting any center. This list is not comprehensive. [Activate Hawai'i Aid](#) provides an updated calendar of food access locations.

Island-Wide

The Food Basket (Hawai'i Island's Food Bank) is providing limited food boxes at different sites around the island for families who are food insecure. Locations and times change weekly. Check online or call to confirm:

- (808) 933-6030
- [Food Drop Schedule](#)

East Side

Hilo

Salvation Army - Hilo Temple Corps: (808) 440-1800

- Food Pantry: Tuesdays and Fridays from 9 AM - 11 AM.
- Meals to Go: Monday through Friday at 5 PM.

West Side

Kailua-Kona

Salvation Army - Kona Corps: (808) 440-1800

- Food pantry bags: Tuesdays and Thursdays from 11 AM - 1 PM.
- Meals to Go: Thursdays and Saturdays at 6 PM.
- Emergency Food Bags: Monday through Friday by appointment.

North Side

North Kohala

Email leslie@northkohala.org for the latest distribution times.

Waimea

Annunciation Catholic Church (65-1235 Kawaihae Road): Food Pantry on Tuesdays from 9 AM - 11 AM.

Imiola Church (65-1084 Mamalahoa Highway): Hot Meal and Groceries on Wednesdays from 9:30 AM - 12:30 PM.

St. James Episcopal Church (65-1237 Kawaihae Road): Drive Thru Hot Meal To Go on Thursdays from 4:30 PM - 6 PM.

Pa'auilo

St. Columba Church (43-1425 Hauola Road - below Pa'auilo School): Drive Thru Hot Meal To Go on Tuesdays from 4:30 PM - 5:30 PM.

Honoka'a

Honoka'a Hongwanji (45-5016 Lehua Street): Drive Thru Hot Meal To Go on Fridays from 4 PM - 5:30 PM

Salvation Army - Honoka'a Corps: (808) 440-1800

- Food bags: Wednesday from 9 AM - 12 PM.

Government Programs

The government offers **several food assistance programs**. You may be eligible for one or more programs including:

SNAP: Supplemental Nutrition Assistance Program

- West Hawai'i: (808) 327-4980; East Hawai'i: (808) 933-0324
- For language assistance, call 1 (888) 764-7586.

WIC: Supplemental Nutrition for Women, Infants, and Children

- Bay Clinic (Pāhoa): (808) 965-3030
- Hilo: (808) 975-4270
- Kona: (808) 322-4888

Support Local

Visit the [Hilo Farmers Market](#) or the [Keauhou Farmers Market](#). Both offer online shopping and order pickup.

[Kohala Food Hub](#) is an online marketplace of locally grown and produced food.

[The Hawai'i Homegrown Food Network](#) provides a list of all Hawai'i Island farmers markets, both large and small.