

CITY AND COUNTY OF HONOLULU 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.

[City and County of Honolulu COVID-19 Household Hardship Relief Fund Program](#) provides up to \$2,000 per month for rent, mortgage, and other expenses to Honolulu County individuals and families impacted by COVID-19. Apply through one of the nonprofit partners:

- [Aloha United Way](#): Apply online or call 2-1-1.
- [Council for Native Hawaiian Advancement](#):
(808) 596-8155
- [Helping Hands Hawai'i](#): (808) 536-7237

[Family Promise of Hawai'i](#) can provide security deposits, short-term rental assistance, and housing search support for households who are not on a lease (households who are homeless or are living doubled up with family and friends). Call (808) 466-4241.

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

The Department of Hawaiian Home Lands (DHHL) launched an [Emergency Rental Assistance Program](#). Call 2-1-1 or visit dhhl.hawaii.gov/covid-19/.

Homeowners: 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 with no penalty.

[Rapid Response Landlord-Tenant Mediation program](#) uses remote technology to work with owners and renters to find ways to resolve conflicts between parties and find solutions. (808) 521-6767

Domestic Violence Shelters

[O'ahu Family Peace Center](#) provides individual and group services for offenders, victims and child witnesses of domestic violence. Call (808) 832-0855 for more information.

[Ohia Domestic Violence Shelter](#): Call (808) 585-7944 to receive the location.

[Lehua Transition House](#) offers residency to women without children who have been successfully discharged from a domestic violence shelter or are referred by a partner agency. To request an application, please call (808) 526-2200.



Helpful Tips

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.

Homeless Shelters & Unemployment

Honolulu Shelters

[Institute for Human Services](#) (Men's, Women's, and Family shelters) (808) 447-2806

[Family Promise of Hawai'i](#) (Families) (808) 466-4241

[Gregory House Programs](#) (808) 592-9022

[Waikiki Health Next Step Shelter](#) (808) 585-8800

West O'ahu Shelters

[Ma'ili Land Transitional Housing Program](#) (families with children under the age of 19) (808) 696-4885

Ohana Ola O Kahumana (808) 696-4095

Onemalu Transitional Shelter Program (Families only) (808) 782-4232

Onelau'ena Emergency Shelter Program (Singles, Couples, Families) (808) 782-4232

Waimānalo Shelter

Holomua Na Ohana (Families) (808) 259-6658

North Shore Shelter

[Family Promise of Hawai'i](#) (Families) (808) 466-4241

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.

Request free telephonic language assistance by emailing dlir.ui.languageassistance@hawaii.gov your full name, telephone number (including area code), and the language you need interpretation services for.

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

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.

The Low-Income Home Energy Assistance Program provides heating and/or cooling assistance to needy Hawai'i households with a one-time payment towards their utility bill (electric or gas). [Review the eligibility information](#) or call (808) 488-6832 for more information.

Hawai'i Energy

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

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



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) 877-6557

Assistance

City and County of Honolulu COVID-19 Household Hardship Relief Fund Program provides up to \$2,000 per month for utilities and other expenses. Apply at:

- [Aloha United Way](#): Apply online or call 2-1-1.
- [Council for Native Hawaiian Advancement](#): (808) 596-8155
- [Helping Hands Hawai'i](#): (808) 536-7237

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

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.

Water & Wastewater

The following organizations provide assistance with the payment of one water and/or wastewater bill

- ALEA Bridge, Wahiawā: (808) 379-2532
- Gregory House Programs, Honolulu: (808) 592-9022
- Parents & Children Together, Honolulu: (808) 841-9177 (Ask for Family Division Center)
- Salvation Army: (808) 592-2022

The Board of Water Supply has temporarily suspended water shut-off due to nonpayment through December 31, 2020. If you are unable to pay your bill in full, call (808) 748-5000, ext. 4, email collections@hbws.org, or submit a payment arrangement request [online.](#)

Business & Financial Resources

Financial Institutions

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

Banks

[American Savings Bank](#) (808) 627-6900

[Bank of Hawai'i](#) (808) 694-1500

[Bank of the Orient](#) (808) 543-3700

[Central Pacific Bank](#) (808) 544-0500

[Finance Factors 1](#) (800) 648-7136

[First Hawaiian Bank](#) (808) 844-4444

[Hawai'i National Bank](#) (808) 528-7800

[Ohana Pacific Bank](#) (808) 237-6551

[Territorial Savings Bank](#) (808) 946-1400

Credit Unions

[Aloha Pacific Credit Union](#) (808) 531-3711

[Hawai'i Central Federal Credit Union](#) (808) 536-0833

[Hawai'i Federal Credit Union](#) (808) 847-1371

[Hawaiian Financial Federal Credit Union](#)
(808) 832-8740

[Hawai'i Law Enforcement Federal Credit Union](#)
(808) 973-4311

[Hawai'i State Federal Credit Union](#) (808) 587-2770

[Hawai'i USA Federal Credit Union](#) (800) 379-1300

[Hickam Federal Credit Union](#) (808) 423-1391

[Honolulu Federal Credit Union](#) (808) 777-5646

[Honolulu Fire Dept. Federal Credit Union](#)
(808) 853-2355

[Hotel & Travel Industry Federal Credit Union](#)
(808) 942-5115 ext. 230

[Kahuku Federal Credit Union](#) (808) 293-9063

[Kamehameha Federal Credit Union](#)
(808) 842-9660

[Navy Federal Credit Union 1](#) (888) 842-6328

[O'ahu Federal Credit Union](#) (808) 521-6727

[Pearl Hawai'i Federal Credit Union](#)
(808) 737-4328

[PenFed Credit Union 1](#) (800) 247-5626

[Schofield Federal Credit Union](#) (808) 624-9884

[University of Hawai'i Federal Credit Union](#)
(808) 983-5500, option 0

Business Assistance

Small Business Relief and Recovery Fund

reimburses small businesses and nonprofits for costs incurred from business interruptions due to COVID-19 related restrictions and implementing safety precautions to prevent the spread. Apply through one of the following credit unions:

- Aloha Pacific Federal Credit Union
(808) 531-3711
- Hawaiian Financial Federal Credit Union
(808) 832-8700
- Hawai'i USA Federal Credit Union
(808) 844-8995
- Honolulu Federal Credit Union
(808) 777-5646

Personal Protective Equipment

Resilience hubs are providing behavioral health and homelessness service providers with personal protective equipment (PPE). The resilience hubs are accepting donations of homemade and unopened store-bought PPE such as masks, goggles, gloves, and face shields. The locations include:

- KROC Center in Kapolei: (808) 682-5505
- KEY Project (Kāne'ohe): (808) 239-5777
- Kalihi YMCA: (808) 848-2494

Childcare and Mental Health



PATCH (People Attentive to Children) can help those working in essential services find affordable childcare options. Call (808) 839-1988 and leave a message with your phone number.

Childcare Connection Hawai'i offers subsidy programs for families meeting the income eligibility requirements. Visit humanservices.hawaii.gov/bessd/ccch-subsidies/ or call (808) 249-2461.

Other Programs

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 (808) 681-3500.

City and County of Honolulu COVID-19 Household Hardship Relief Fund Program provides up to \$500 to pay for licensed childcare services or DHS providers to Honolulu County individuals and families impacted by COVID-19. Apply online or call 2-1-1.

The YMCA Learning Centers and Preschool are now open and providing a safe place for children to learn. Financial assistance is available.

Keiki O Ka Aina Early Learning Partnership for Childcare Program provides up to \$300 per month per child for up to 2 months for Native Hawaiian, American Indian, and Alaska Native children. Call (808) 843-2502.

Parents and Children Together offers Head Start and Early Head Start in locations across O'ahu. For more information, call (808) 842-5996.

Mental Health Resources

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. No insurance required. [Register online](#) or call (808) 692-1060.

Mental & Behavioral Health

It is 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.

Resources Continued

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

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 for you or your loved ones, call 1 (800) 273-8255. Online CHAT and options for Deaf & Hard of Hearing are also available.

Mental Health Kokua offers a variety of mental health services including outpatient services dedicated to homeless adults with mental illness. (808) 244-7405 or text the word "ALOHA" to 741741 for support.

Healthcare Access and Resources

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.

Health Care Access

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. (808) 246-5600

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

- [Ko'olauloa Health Center](#): (808) 292-9216
- [Wahiawā Health](#): (808) 622-1618
- [Kōkua Kalihi Valley Comprehensive Family Services](#): (808) 697-3300
- [Kalihi-Palama Health Center](#): (808) 848-1438
- [Waikiki Health](#): (808) 922-4787
- [Waimānalo Health Center](#): (808) 259-7949
- [Wai'anae Coast Comprehensive Health Center](#): (808) 697-3300

[The Aloha Free Clinic](#) is a free pop-up clinic for people in Hawai'i who are uninsured. The clinic will be in operation until December 18. Call (808) 726-2600 to set up an appointment.

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

[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.

Dental Resources

[Community Case Management Corp.](#) helps Medicaid eligible individuals find dental services that accept Medicaid dental. (808) 792-1070

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.

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 or (808) 895-1285
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 AM to 8 PM. Call (808) 462-5430 and select option 4.

For those who do not have a primary care doctor, contact your nearest community health center and set up an appointment for a low to no cost visit with a physician.

Select Testing Sites on O'ahu

There are dozens of COVID-19 testing locations across O'ahu. The provided list of testing locations is not comprehensive. [Check online](#) to find the nearest testing site to you. Availability and hours subject to change, please call first. Remember to bring your doctor's order for the test, a valid ID, and your insurance card.

'Aiea:

Pali Momi Medical Center; (808) 486-6000

'Ewa Beach: Queens Medical Center - West O'ahu; (808) 691-2619

Hau'ula: Ko'olauloa Community Health and Wellness Center Hau'ula Clinic; 293-9231

Honolulu

Waikiki Health: (808) 699-7180

Kōkua Kalihi Valley Community Health Center: (808) 791-9400

Kalihi-Palama Health Center Downtown Clinic: (808) 791-9400

Kalihi Palama Health Center: (808) 843-7218

Kapi'olani Medical Center: (808) 983-6000

Straub Medical Center: (808) 522-4000

Queens Island Urgent Care - Hawai'i Kai: (808) 691-2619

Kailua: Adventist Health Castle: (808) 542-8840

Kahuku: Koolauloa Community Health Center: (808) 293-9231

Kapolei: Wai'anae Coast Comprehensive Health Center West O'ahu: 697-3850

Lā'ie: Polynesian Cultural Center - Walk through only

Mililani: CVS Drive-Through Testing/Longs Drugs: (808) 626-2380

Wahiawā: Wahiawā Center for Community Health: (808) 622-1618

Wai'anae: Wai'anae Coast Comprehensive Health Center: (808) 697-3433

Waipahu: Wai'anae Coast Comprehensive Health Center Waipahu; (808) 697-3888

Waimānalo: Waimānalo Health Center; (808) 259-7949

Food Access

Food resources are open to anyone experiencing food insecurity. The availability of food services changes rapidly, please call first.

Government Food Assistance Programs

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

Supplemental Nutrition Assistance Program (SNAP)

Apply online or call your local benefits office:

- Honolulu: (808) 587-5283
- Kāneʻohe: (808) 233-3621
- Kapolei: (808) 692-8384
- Wahiawā: (808) 622-6315
- Waiʻanae: (808) 697-7881
- Waipahu: (808) 675-0052

For language assistance, call 1 (888) 764-7586.

Supplemental Nutrition for Women, Infants, & Children (WIC)

- Kalihi-Palama Health Center: (808) 841-0011
- Kapiʻolani Medical Center: (808) 983-8531
- Kōkua Kalihi Valley Health Center: (808) 791-9444
- Leeward (Waipahu Civic Center): (808) 675-0365
- Wahiawā Civic Center: (808) 622-6458
- Waiʻanae Coast Comprehensive Health Center: (808) 233-5470
- Waimānalo: (808) 259-7940, ext. 152 or 143

Keiki Programs



YMCA is distributing free grab and go lunches in Mililani, Kailua, and ʻAiea. Meals are offered Monday through Friday. Call for hours and locations: (808) 678-4296

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](#).

Support Local

Buy from Hawaiʻi farmers, ranchers, restaurants, and retailers whenever possible:

The [Hawaiʻi Farm Bureau](#) provides a list of all Oʻahu farmers markets, both large and small.

[Oʻahu Fresh](#) is a subscription-based service dedicated to providing access to fresh produce from local farmers and specialty products from local artisans.

[Farm Link Hawaiʻi](#) allows buyers to purchase produce from local growers through an online marketplace and have the food delivered to you.

Kūpuna Programs



[Lanakila Pacific](#) offers meals on wheels and home delivered meals to kūpuna on Oʻahu. (808) 356-8519

[Keiki to Kūpuna Foundation](#) delivers five frozen meals for \$40 to kūpuna and others who do not wish to leave their homes during the COVID-19 pandemic, but don't qualify for traditional Meals on Wheels services. Call to place an order at (808) 677-0067.

[Hawaiʻi Meals on Wheels](#) is a home delivery meal service for home bound, frail, elderly adults. Call to check your eligibility: (808) 768-7700.



Emergency Food Pantries

The [Hawai'i Food Bank](#) works with community partners to offer food assistance handouts in dozens of locations across O'ahu. The provided list is not comprehensive. Check the [Hawai'i Food Bank's website](#) to check the latest list of food distribution and soup kitchen locations.

Central O'ahu

'Aiea

St. Timothy's Episcopal Church: (808) 488-5747
Food Distribution: 2nd & 4th Tues; 5 AM - 6:30 PM
Soup Kitchen: 2nd & 4th Tues; 4:30 AM - 6 PM

Mililani

Pacific Islands Bible Church: (808) 625-0411
3rd Sat; 9 AM - 11 AM

Waipahu

Waipahu Seventh Day Adventist: (808) 671-4667
3rd Sunday; 2:30 PM - 4 PM

Wahiawā

New Life Body of Christ Christian Church
Every Tues and Thurs; 9 AM - 12 PM

Honolulu

Angel Network Charities: (808) 377-1841
Every Thurs and Fri; 10 AM - 12 PM

Kapi'olani Community College: (808) 734-9000
Every Fri; 12 PM - 3 PM

Waikiki Community Center: (808) 923-1802
Every Tues; 1 PM - 3 PM

First United Methodist Church: (808) 522-9555
Mon & Thurs; 2 PM - 4 PM

Institute for Human Services: (808) 625-0411
Soup Kitchen open daily.
Breakfast: 7 AM - 9 AM
Lunch: 11 AM - 1PM
Dinner: 5 PM - 7 PM

River of Life Mission: (808) 524-7656
Food Distribution
2nd & 4th Fri; 10:30 AM - 3 PM
Soup Kitchen
Daily; Breakfast: 8 AM - 10:30 AM;
Lunch: 12:30 PM - 2:30 PM; Dinner: 7 PM - 8 PM

Salvation Army: (808) 440-1800
Every Mon; 12:30 PM - 2:30 PM

St. Elizabeth's Episcopal Church: (808) 845-2115
Food Distribution: Mon-Thurs: 8 AM - 12 PM; Fri & Sat: 8 AM - 12 PM
Soup Kitchen: Tues: 10:30 AM - 12 PM

St. Pius X Catholic Church, Manoa: (808) 988-3308
Every Tues, Wed, & Fri; 10 AM - 11:30 AM

The Pantry by Feeding Hawai'i Together:
[Register for food online.](#)

Leeward Coast

'Ewa Beach

Immaculate Conception Church: (808) 681-3701
1st & 3rd Fri; 5 PM - 6 PM

Child and Family Services: (808) 681-3500
Weds; 2 PM - 4 PM

Kapolei

St. Jude Food Pantry: (808) 672-8669
Tues & Thurs; 3:30 PM - 4:30 PM

Wai'anae

Ka Hana O Ke Akua UCC: (808) 696-5652
Daily; Call to set up an appointment for pick-up.



Emergency Food Pantries, Cont.

North Shore

Haleiwa

The Private Sector Hawai'i: (808) 638-9627
Call for Monday Delivery.

Waialua

St. Michael Parish Outreach: (808) 637-4040
Every Monday; 8:30 AM- 10:30 AM

Windward O'ahu

Kailua

Armed Services YMCA (MCBH): (808) 254-4719
Mon - Fri; 7:30 AM - 3:30 PM

Kāne'ohe

Saint Mark Lutheran Church: (808) 247-4565
Every Sat; 8 AM- 10 AM

Salvation Army: (808) 440-1800
Every Tues; 9 AM - 12 PM

Waimānalo

St. Matthew's Kokua Food Basket: (808) 259-8664
Every Wed; 5 PM

Official Information Sources

State of Hawai'i Official COVID-19 Website
hawaiiicovid19.com

City and County of Honolulu Official COVID-19 Website
oneoahu.org

City and County of Honolulu COVID-19 Call Center
(808) 768-2489
Open from 8 AM - 4:30 PM, 7 days a week. Closed on State and Federal holidays.

Senator Brian Schatz
schatz.senate.gov/coronavirus

Legal Aid

[Legal Aid Society of Hawai'i](#) can provide COVID-19 related legal advice 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