

Updates from Community Service Providers & Additional Resources

COVID-19 Information & Screening

- Queens Medical Center, open 24/7: 808-691-CO19
- Waianae Coast Comprehensive Health Center: 8am-8pm daily, 808-697-3170
- Aloha United Way 211: Expanded hours from 7am-10pm, 7 days per week

Resource Guides

- [Interactive Map with COVID-19 Food Resources in Hawaii](#)
- [Hawaii Department of Human Services resources and information](#)
- [A Thriving Lahui: COVID-19 Resources](#)
- [Mental Health America: Mental Health & COVID-19 information](#)
- [NEW - U.S. Senator Brian Schatz COVID-19 Resource Guide](#)
- [NEW - National Healthcare for the Homeless Council COVID-19 Resources](#)
- [NEW - National Alliance on Mental Illness COVID-19 Resources](#)
- [NEW - Legal Aid of Hawai'i COVID-19 Support and Resources](#)

Food

Hawai'i Food Bank

- Updated distribution site list available via the *Oahu Emergency Food Assistance* link here: <http://www.hawaiifoodbank.org/emergency-assistance>. This list will continue to be updated as agencies make schedule changes.

Hawai'i Health & Harm Reduction Center Food Drop

In an effort to meet the needs of the community, HHHRC is expanding its *Food Drop* program temporarily during this time of crisis. HHHRC have added a new point of distribution for the Windward Coast in Kaneohe.

The Food Drop is an opportunity for families and individuals in need to receive food, such as fresh vegetables, fruits, assorted dry goods and nonperishable items

- When:
 - April 16th, 23rd & 30th: Kaneohe @ Bay View Golf Park, 45-285 Kaneohe Bay Dr. Kaneohe 96744
 - April 17th, 24th: Pūpūkea @ The Food Trucks at McCully's Corner, 59-712 Kamehameha Hwy Haleiwa 96712, Next to Foodland Pūpūkea, across the street from Sharks Cove
- Details:
 - Distribution begins roughly at 12:30pm
 - Food will be available on a first-come-first-serve basis
 - We advise community members to arrive early, as supply may be limited
 - Drive-thru service is available at Pūpūkea & Kaneohe
 - Strict social distancing guidelines will be enforced
- What to bring:
 - Tote bags to carry produce if on foot
 - NO ID or financial requirements are needed!
 - To receive food you will be asked to sign in and fill out a quick questionnaire (name, city, # of adults in household, # of children, employment, whether you receive government assistance). There are no eligibility requirements and this information is only used for recording purposes.

Lanakila Meals on Wheels & Kupuna Wellness Centers

- All Kupuna Wellness Centers (Wahiawa, Waianae, and West Loch Village) and Group Dining Sites are **closed**
- Lanakila Meals on Wheels is ramping up their Home Delivery program and is continuing to provide meals for those in need

The Salvation Army, Family Services Office

- Everyone must call ahead to schedule an appointment, no walk-ins to Family Services Office at this time
- Food Pantry is open: Mondays – 12:30 to 2:30 pm at 296 Vineyard Blvd, Distribution will take place at the side of the building
- Clothing vouchers are suspended temporarily
- All Salvation Army Thrift Stores will close temporarily
- Clothing items for men, women and children are currently being packed and given to Punawai Rest Stop (hygiene center) in Iwilei. The items will be distributed according to the procedures implemented at Punawai.
- The Friday food pantry is mobile and in coordination with another social services agency, so that food can be distributed to people who cannot visit the Food Pantry location. If there is a 211 request for food, we are able to prepare a box for that household.
- Contact Anna Stone with questions and concerns at (808) 440-1831 or Anna.Stone@usw.salvationarmy.org

SNAP (Food Stamps)

- SNAP certification periods for recipients requiring six-month review or eligibility reviews during the months of March, April, and May will be extended an additional six months to ensure no lapse in benefits due to the pandemic. A notice will be sent to recipients, at their last known address on file via U.S. Postal mail providing more details.
- Due to this pandemic, the United States Department of Agriculture has also waived the Able-Bodied Adults without Dependents Work / Education and Training requirement. This is in response to the decline in available work and closure of training courses due to the pandemic.
- For more information visit: <http://humanservices.hawaii.gov/blog/department-of-human-services-works-to-protect-and-continue-benefits-and-services-during-the-covid-19-crisis/>
- The Benefit, Employment, and Support Services Division (BESSD) of DHS will continue to serve residents throughout the pandemic, with the following changes that have been implemented to protect clients and staff during this time:
 - There is a reduction in staff at these administrative offices and processing centers, but they are working hard to manage the workload and provide reduced exposure for all. Please be patient with our staff as they work as quickly as they can to process requests and applications.
 - Telephone will be the primary means to contact BESSD processing centers and other offices. Please refer to the list below or the DHS website (humanservices.hawaii.gov) for the phone number of the processing center nearest to you.
 - If you visit a processing center, signage will instruct you to drop off your forms in the drop box and to contact the office by phone. The phone number will be posted on a sign there for your convenience.
 - While the lobbies are officially closed during the pandemic, if you do not have access to a phone, signage will instruct you how to alert BESSD staff at the center that you have no phone. Staff will work with you through the security doors to help in any way possible.
 - Hawaii Electronic Benefit Transfer (EBT) cards will be mailed to the address provided in the application instead of being picked up in person. Please ensure that the address provided is correct.

O'ahu BESSD Locations and Phone Numbers, Office Hours: 7:45am to 4:30pm:

Area	Processing Center	Street Address	Phone
Kapolei	Kapolei	601 Kamokila Boulevard	(808) 692-8384
Kaneohe	Koolau - Waikalua	45-260 Waikalua Road	(808) 233-3621
Kaneohe	Koolau – Luluku	45-513 Luluku Road	(808) 233-5325
Honolulu	KPT	1485 Linapuni Street	(808) 832-3800
Honolulu	OR&L	333 North King Street	(808) 586-8047
Honolulu	Pohulani	677 Queen Street	(808) 587-5283
Wahiawa	Wahiawa	929 Center Street	(808) 622-6315
Waianae	Waianae	86-120 Farrington Highway	(808) 697-7881
Waipahu	Waipahu	94-275 Mokuola Street	(808) 675-0052

First Time SNAP Applicants:

If you are applying for the first time, you are invited to use the electronic “fillable” application on the DHS website. Once complete, you may print, sign, mail, or drop off the application at a processing center nearest to your home as noted above. Or, if you are unable to place your signature on the page, you may scan or take a photo of the application and send it as an attachment to the email address noted on the website: BESSD.StatewideBranch@dhs.hawaii.go

Women, Infants and Children (WIC)

Hawaii WIC continues to provide services during this public health emergency caused by the COVID-19 virus. At this time, WIC staff can service you by phone, so that you do not have to go to a clinic in-person. Call your clinic directly with any questions.

- If you are pregnant, breastfeeding an infant, gave birth in the last 6 months, or have a child younger than 5 years old, contact a WIC clinic near you to apply.
- Although a building fire destroyed the Wahiawa clinic at 830 California Avenue on Tuesday March 24th, the staff are continuing to provide services over the phone. Your patience is appreciated during this time.
 - If you need assistance, please leave a message at (808) 622-6458.

Area	WIC Office	Street Address	Phone Number
Honolulu	Kalihi-Palama WIC Program	710 N. King Street	(808) 841-0011
Honolulu	Kapiolani Medical Center	1319 Punahou Street	(808) 983-8531
Honolulu	Kokua Kalihi Valley Health Center	2239 N. School Street	(808) 791-9444
Waipahu	Waipahu Civic Center	94-275 Mokuola Street	(808) 675-0365
Wahiawa	Wahiawa Civic Center	830 California Avenue	(808) 622-6458
Waianae	Waianae Coast Comprehensive Health Center	86-260 Farrington Highway	(808) 697-3301
Kaneohe	Windward Comprehensive Health Center	45-691 Keaahala Road	(808) 233-5470
Waimanalo	Waimanalo WIC Program	41-1347 Kalaniana'ole Hwy	(808) 259-7940 Ext. 152 or 143

YMCA

Five “grab-and-go” meals distribution sites will be offered Monday – Friday, 11:30 am – 12: 30 pm through May 8th

Name	Address
Melemanu Recreation Center	98-2031 Waikalani Place Mililani, HI 96789
INSPIRE Church - Mililani	95-061 Waimakua Drive Mililani, HI 96789
Puohala Elementary	45-233 Kulauli Street Kaneohe, HI 96744
Kalihi Valley International Bike Program	1638 Kamehameha IV Road Honolulu, HI 96819
Nu’uanu YMCA	1441 Pali Highway Honolulu, HI 96813
Windward YMCA - Starting Thursday, April 9	1200 Kailua Road Kailua, HI 96734

Hawaii Public School Students Grab & Go Meals

- Breakfast and lunch available to students age 18 and under
- Parents who pick up meals must be accompanied by their child
- Breakfast Service Hours: 7:30am to 8am, Due to food safety, the meal should be consumed by 10am
- Lunch Service Hours: 11:30am to 12pm (noon), Due to food safety, the meal should be consumed by 2pm
- For the most updated list of sites, visit:
<http://www.hawaiipublicschools.org/ConnectWithUs/MediaRoom/PressReleases/Pages/COVID-19-Information-Updates.aspx>

District	Meal Sites Open Now
Honolulu District	Kaimuki High, McKinley High, Sanford B. Dole Middle, Farrington High Starting April 8 th : Likelike Elem. Starting April 9 th : Kauluwela Elem., Palolo Elem.
Central Oahu District	Leilehua High, Makalapa Elem., Waialua High & Inter., Kaala Elem., Kipapa Elem. Starting April 13 th : Helemano Elem.
Windward Oahu District	Kahaluu Elem., Kahuku High & Inter., King Inter., Waimanalo Elem. & Inter., Kailua Elem., Hauula Elem. Starting April 8 th : Parker Elem. Starting April 13 th : Heeia Elem., Keolu Elem., Pope Elem.
Leeward Oahu District	August Ahrens Elem., Campbell High, Kapolei High, Maili Elem., Nanaikapono Elem., Nanakuli High & Inter., Waianae Inter., Waianae High, Waipahu Elem., Barbers Point Elem., Ewa Beach Elem., Honowai Elem., Makaha Elem., Lehua Elem.

Housing

The Institute for Human Services (IHS)

- At each of the IHS facilities, screening for temperature over 100 degrees, cough, shortness of breath **OR** travel history within the past 14 days will be performed DAILY. Clients who meet the above criteria should not go to IHS.

- Meals will still remain available to everyone including those not staying in the shelter. Clients who are not overnight guests will only be offered meals to-go. Only residents of the shelter will eat within the facility.
Expanded mealtime hours:
 - Breakfast: 7am - 9am
 - Lunch: 11am - 1pm
 - Dinner: 5pm - 7pm
- Some staff with heightened vulnerability have been furloughed. If you are having trouble contacting a specific member on the IHS team, please reach out to their supervisor, then Leina at 808.554.7652 for the new point of contact.
- Additional steps being taken to prevent the spread of COVID-19 in their facilities, including;
 - Client Expectations: Clients are expected to perform hand hygiene on a regular basis, shower regularly, have clean clothes, and follow social distancing
 - No gatherings of more than 10 people
 - Practicing social distancing, stay 6 feet away from others as appropriate
 - Hygiene/cleaning requirements ramped up in all facilities

Punawai Rest Stop

- Extended hours
 - 7 am to 11 am daily
 - The increase from 12 hours per day to 16 hours per day will be in effect until June (subject to change)
- No Gathering in place
 - Guests may use facilities and then will be asked to leave
 - Guests will be limited to about an hour to use facilities
- Limited # of guests using the facility at one time
 - No more than 10 people will be allowed into the shower side and no more than 10 people will be allowed into the laundry side at one time

Family Promise of Hawaii

Family Promise of Hawaii is currently offering the following services for families with at least one minor child in their care:

- Prevention and Diversion: (808) 466-4243
- Access to shower/laundry/meals/internet by appointment only (808) 466-4243 available between 8am and 5pm
 - Serve a maximum of 10 persons at a time
 - Guests may stay for about two hours at a time
 - No one who is sick may enter the facility, temperature screening of everyone prior to entering
- **NEW** - Family Promise of Hawai'i (FPH) will be partnering with a hotel in Waikiki to temporarily shelter families while other shelters have had to suspend new intakes. The hotel shelter will last for about two months and FPH staff will be on-site to supervise families as well as provide case management.
- **NEW** - There are a few rooms available. If you know of a family in need of temporary shelter, please refer to Josh Gaoteote, at 466-4242 or josh@familypromisehawaii.org. Please note that each room has a max occupancy of 4 people so if a family is larger than 4 members, they must have two adults so they can split between two rooms. Also, since we are partnering with a hotel and must follow their rules families must be substance free.

NEW The Coronavirus Aid, Relief, and Economic Security (CARES) Act

<https://www.schatz.senate.gov/Coronavirus/Assistance-For-Homeowners-And-Renters>

- For renters: The CARES Act prevents landlords from filing eviction against tenants whose landlords have certain federally backed mortgages or federally supported multi-family properties starting March 27, 2020 through July 25, 2020. For renters who aren't sure whether they qualify, they can reach out to the Legal Aid Society of Hawaii

– Intake available over the phone Monday-Friday 9:00 am - 11:30 am & 1:00 pm - 3:30 pm at 808-536-4302 or a HUD approved housing counselor by calling (800) 569-4287.

- For homeowners: If the coronavirus pandemic has caused job loss, income reduction, sickness, or other issues, homeowners with government-guaranteed mortgages (mortgages backed by FHA, USDA, VA, HUD Sec 184, Fannie Mae, or Freddie Mac) are eligible for interest and penalty free forbearance for at least 6 months and up to one year.
 - Forbearance puts your mortgage payments on pause, you will still have to make these payments; however, interest will not accrue during this coronavirus-related forbearance period.
 - Your credit will not suffer. Negative credit reporting is also suspended.
 - Homeowners in need of the forbearance should reach out to their mortgage servicers as soon as possible or contact a HUD-approved housing counselor. Contact information for a homeowner's mortgage servicer can be found in monthly mortgage statements or coupon book. The nearest housing counselor can be found at <https://www.consumerfinance.gov/find-a-housing-counselor/> or by calling (800) 569-4287.
 - To find out if your mortgage is eligible for relief (or federally held), use the look-up tools developed, links here:
 - Fannie Mae: <https://www.knowyouroptions.com/loanlookup>
 - Freddie Mac: <https://www3.freddie.mac.com/loanlookup/>
- Additionally, on April 17th, 2020, Governor David Ige issued an emergency order which prevents anyone in the state of Hawaii from being evicted from their home based on the inability to pay rent. This moratorium on evictions lasts through April 30th, but could be extended.

Utilities

Aloha United Way COVID-19 Rent & Utility Assistance Program

- For more information on the program, call 211 or visit AUW.org

Honolulu Community Action Program (HCAP)

- All HCAP offices are CLOSED to the public through May 5th, 2020 (Date Subject to Change)
- For remote service availability please contact the appropriate number below
- Head Start: (808) 847-2400, District Service Centers: (808) 447-5422, Kumuhonua Transitional Living Center: (808) 682-5494, Corporate Office: (808) 447-5453

Spectrum Internet

- In an effort to ensure Americans have necessary access to online resources, Spectrum is offering 60 days of FREE Internet Access to qualifying homes with students - Call **1-844-579-3743** to enroll
 - Available for households with K-12 or college students
 - Limited to new accounts who do not already have a Spectrum Internet subscription
 - Installation fees will be waived

Transportation

NEW - The Handi-Van

- The Handi-Van Eligibility Center is **CLOSED** through May 31st, 2020 due to COVID-19, the agency is not currently accepting new clients.
- We will not provide a ride to people who are COVID positive or to passengers who are sick. This is also true for drive-through testing sites.

- Drivers wear protective gear, face masks and gloves when servicing riders on the vans. Each van is disinfected daily. Policies and procedures are in place to ensure safety for operators and passengers.
- New clients and renewal of expired Handi-Van passes are suspended until May 31st, 2020. If passengers have an expired pass it will be honored through May 31, 2020, this is also true of the various bus passes, such as, the disability, senior and student passes. Coupons for the Handi-Van are still valid, new coupons cannot be purchased at the Kalihi Bus Transit Center as the ticket office is closed.

Driver's License, State ID and Vehicle Registration Changes

The Hawaii Department of Transportation (HDOT) Highways Division has changed protocols to its vehicle licensing and safety check programs as part of the effort to reduce face-to-face interactions during the COVID-19 pandemic.

Driver's Licenses and State IDs

- The state is invoking a 90-day waiver on all expired driver's licenses and State identification cards. If your driver's license or State ID expires between March 23 and May 15, your credentials will be considered valid in the State of Hawaii for an additional 90-days.
- HDOT has suspended all in-person driver's license transactions and in-vehicle testing. There are limited non-in-person driver's license services available such as online ordering of duplicates currently offered by the City and County of Honolulu for eligible residents, and mail-in duplicates and renewals offered by all counties. Please visit the county's website or contact the county that issued your driver's license or state ID for instructions on using their mail-in services.
- Transportation Security Administration (TSA) is accepting expired driver's licenses or State IDs that expired on or after March 1 for use at TSA checkpoints. See <https://www.tsa.gov/coronavirus> for more information.
- October 1, 2020 REAL ID deadline will be extended. The new deadline has yet to be announced.

Periodic Motor Vehicle Inspection (Safety Check)

- The annual safety check requirement is suspended, and no safety checks will be done through the month of April. If your safety check is expired, it will remain valid through May 31. Also, you may renew your vehicle registration online or with your expired safety check certificate during this grace period.

Vehicle Registration

- Vehicle registrations may still be done online or by mail even though your safety check may have expired. Not all counties allow online renewals after your registration submission deadline. Please check your county's website or contact your county office for further information.

Financial Assistance

Unemployment Claims: The Department of Labor and Industrial Relations (DLIR)

The Department of Labor and Industrial Relations (DLIR) Hawaii's Unemployment UI website now has a form to complete, located here: <https://huiclaims2020.hawaii.gov/initial-claim>

Two phone numbers are now open to help process unemployment claims:

- To schedule an appointment for over-the-phone applications: (808) 762-5752
- Password reset: (808) 762-5751
- The local unemployment offices remain closed to walk-in and in-person services.
- Individuals may file online between 6:30 a.m. to 11:00 p.m. (HST), Monday to Friday or between 9:00 a.m. to 11:00 p.m. (HST) on weekends and holidays.

IRS: Economic Impact Payment

Who will receive the Economic Impact Payment automatically without taking additional steps?

Most eligible U.S. taxpayers will automatically receive their Economic Impact Payments including:

- Individuals who filed a federal income tax for 2018 or 2019
- Individuals who receive Social Security retirement, disability (SSDI), or survivor benefits

- Individuals who receive Railroad Retirement benefits

Non-filers, Eligible U.S. citizens or permanent residents who meet the criteria below can apply for stimulus payment via link: <https://www.irs.gov/coronavirus/non-filers-enter-payment-info-here>

- Had gross income that did not exceed \$12,200 (\$24,400 for married couples) for 2019
- Were not otherwise required to file a federal income tax return for 2019, and didn't plan to

HO'ĀLA Assistance Program

Funded by the Hawaii Resilience Fund, The Council for Native Hawaiian Advancement:

<https://www.hawaiiancouncil.org/hoala>

- **Update as of 4/3/2020: In a single day, over 2,000 applications were submitted. Due to this overwhelming response no new applications will be processed at this time. There is a link to sign up on their website to receive email notification when the program reopens.**
- The purpose of the Ho'āla Assistance Program is to provide one-time emergency financial assistance (up to \$1000 per household) to Hawai'i residents facing hardship due to the COVID-19 pandemic.
- Funds available for: mortgage payment, rent payment, utility services, certified childcare services
- Eligibility:
 - 18 years of age or older & Hawai'i resident
 - Demonstrates a loss of income and/or increased financial need directly resulting from the COVID-19 pandemic
 - Funds will go directly to vendors whom you have an obligation with

Catholic Charities

Due to health and safety precautions, all clients of Catholic Charities Hawai'i (CCH) are required to schedule an appointment via email or phone in advance of meeting with CCH staff. CCH will not have walk-in clients at any of its offices statewide for the time being.

- Staff continue to staff group homes and provide homeless services at the Family Assessment Center, Villages of Maili and Maililand
- The Lanakila Multi-Purpose Senior Center in Kalihi is closed through April 30th
- Counseling, screenings and other therapy sessions will be conducted via Zoom or on the phone to practice social distancing through this health crisis
- AARP's free tax preparation services for all three CCH locations (Ching Campus in Makiki, Lanakila Multi-Purpose Center in Kalihi and Kona office) have been suspended until further notice by AARP

Legal Aid Society of Hawai'i

- Call 808-536-4302 to schedule an appointment, not accepting walk-ins at this time
- Intake Services are available: Monday-Friday, 9:00 AM - 11:30 AM & 1:00 PM - 3:30 PM
- **NEW** - Call for assistance with COVID-19 questions related to employment, housing concerns, food needs, financial assistance, immigration: <https://www.legalaidhawaii.org/covid-19-legal-help--resources.html>

Children & Family

Child & Family Service

CFS continues to be fully operational, with the following services available with some modifications:

- Although our doors are locked & our staffing is altered to comply with Statewide Emergency Orders related to the Coronavirus (COVID-19), we are here and happy to assist you during business hours.
 - **For assistance call: 808-681-3500**
- **Domestic violence shelters & hotlines open 24/7: (808) 841-0822**
- The Parent Line: For help talking with children and teens about COVID-19, call The Parent Line, a Free, statewide confidential telephone line: (808) 526-1222 (O'ahu), 1-800-816-1222 (Toll Free), Mon - Fri, 8 am - 6 pm, Sat - Sun, 9 am - 1 pm
- 7 walk-in family centers, 4 domestic violence shelters, 3 Transitional Housing programs, teen residential program, and crisis intervention outreach services are all fully functioning
- Family support programs, counseling services, and support groups (when possible) continue to be held through Telehealth and other safe methods

YMCA

- All branches are closed through April 30th (date subject to change)
- Online Kids Activities: <https://www.ymcahonolulu.org/virtual-y/kids-activities>
- Online Group Exercise Classes Available during COVID-19 Pandemic here: <https://www.ymcahonolulu.org/virtual-y/online-group-exercise>
- Child Care for Essential Workers, more information and registration links available here: <https://www.ymcahonolulu.org/about/news/essential-workers-child-care>
 - 6:30am-7:30pm, at YMCA locations in Honolulu, Waipahu, and Kailua
 - For children ages 5-12
 - \$55 per day, or \$275 per week
 - Up to 100% financial assistance available

Kama'aina Kids Emergency Child Care

Kama'aina Kids is opening up preschool sites on O'ahu to children (grades K through 5) of essential employees who do not have access to child care. Limited space is available.

- Register online at: <https://kamaainakids.campbrainregistration.com/>
- Locations: Aikahi Preschool, Ewa Preschool, King St. Preschool, Mililani Tech Park Preschool, St. Timothy's Preschool

Audible Stories

- For as long as schools are closed, Audible is offering free streaming of stories for kids, available on a desktop, laptop, phone or tablet
- Visit stories.audible.com

Resources for Kupuna

Pharmacy Delivery Options

- Amazon: PillPack
- Many local pharmacies offer same day delivery, and may offer early refills on certain medications, call your pharmacy to inquire about options
- CVS: Offering free 1-2 day delivery on prescriptions and other essentials
- Walgreens: Offering free delivery on prescriptions and other essentials

Kupuna Store Hours

Grocery stores across the state are offering special hours for seniors age 60 and over and the immunocompromised to shop with an accompanying caregiver

- Foodland: 1st hour on Tuesdays, Thursdays and Saturdays, on Thursdays during the 1st hour there is a 5% Senior Discount
- Times Supermarkets and Big Save Markets: 1st hour of store opening for elderly people and people who have chronic medical conditions at all locations, until further notice
- Target: 1st hour every Wednesday
- Tamura's Market: Wahiawa Location ONLY, 7:15-8am on Monday, Wednesday and Friday for 60+
- Whole Foods: All stores will open one hour early for customers who are 60+
- Walgreens: 30% discount on Tuesdays 55+, 8am-9am on Tuesdays stores are open for seniors only
- Down to Earth Organic & Natural: 7-8am daily

Our Kupuna

Mission is to connect kupuna with sponsors; those in our community who are free of COVID-19 symptoms, have not traveled outside of Hawai'i in the last 21 days and are willing to get groceries, medication and necessary supplies to our kupuna so they can stay at home during the COVID-19 outbreak.

- Kupuna age 65 and older can call **(808) 400-4506** or go to www.ourkupuna.com for assistance

Kupuna Needs Project

The Kupuna Needs Project is a service for elderly (62 years or older) and immunocompromised individuals on Oahu, who are at risk of the dangers of the COVID-19 virus, to get necessities such as food, toiletries, and cleaning supplies delivered to their residence. This project is organized through Catholic Scouting, Troop 39 Co-Cathedral of St. Theresa

- Kupuna age 62 or older and immunocompromised individuals can call **(808) 202-0820** or **(808) 202-1203** for assistance, hotlines are open 12pm-8pm
- For more information visit: <https://hawaiicatholictv.com/kupunaneedsproject/>

NEW - Help is on the Way

Kupuna and others who are homebound can go to the website hihelpisontheway.org to request a delivery service. They also may call the nonprofit at (406) 426-1013. All requests are reviewed with a callback within 24 hours. The nonprofit also can be reached by email at hihelpisontheway@gmail.com.

Catholic Charities Phone-a-Friend Program

The Phone-A-Friend project provides regularly scheduled calls for seniors who live alone or are socially isolated and have little or no contact with people outside their home. Calls are made by trained Phone-A-Friend volunteers. The goal of the project is to help prevent isolation, decrease loneliness, and provide a safety check for isolated, homebound seniors.

- Intake Line at (808) 527-4777
- Age eligibility (usually 65+) flexible during current COVID-19 Pandemic
- Volunteer with the Phone-A-Friend Program, contact (808) 527-4777 or email: info@catholiccharitieshawaii.org

Additional Resources & Support

Online Substance Use Support

- In the Rooms Global Recovery Community: <https://www.intherooms.com/home/covid-19-resources/>

Optum Emotional Support Helpline

- Optum (part of UnitedHealth Group) is offering a free & *open to anyone* emotional support line in light of the COVID-19 pandemic. Feel free to distribute to your family and friends as well as any members, providers, and community organizations that you may interact with.

Optum is opening its Emotional-Support Help Line, providing access to specially trained mental health specialists to support people who may be experiencing anxiety or stress following the recent developments around COVID-19. Optum's toll-free help line number, 866-342-6892, will be open 24 hours a day, seven days a week, for as long necessary. The service is free of charge and open to anyone.

Crisis Text Line

- Crisis Text Line serves anyone, in any type of crisis, providing access to free, 24/7 support and information, text with a trained crisis counselor
- Text HOME to 741741, or Facebook messenger, at [facebook.com/crisistextline](https://www.facebook.com/crisistextline)
- Free to those with cell phone plans with AT&T, T-Mobile, Sprint, or Verizon. If you have a plan with a different carrier, it works just like texting a friend: standard text message rates apply.

Hawai'i Department of Health Crisis Line

- Expanded to support those experiencing stress as a result of the COVID-19 pandemic
- Call 1 (800) 753-6879 or text the word "ALOHA" to 741741

Sanvello App

App to help manage stress, anxiety and depression. Created by psychologists, Sanvello uses clinically validated techniques designed to work together to relieve symptoms and improve your mental well-being. Learn cognitive behavioral therapy techniques (CBT), access on-demand coping and meditation tools, and find support in a vibrant peer community.

- Free premium access to anyone during the COVID-19 crisis
- Download it on the Apple Store or on Google Play

The Mediation Center of the Pacific, Inc.

The practice of social distancing and sheltering in place are critical to fight the Coronavirus Pandemic. The stress of meeting these requirements and adjusting to our new lifestyle has resulted in increased conflict among families, co-workers, landlords and tenants and many others. To help people address conflict while complying with social distancing mandates, the Mediation Center of the Pacific, Inc. (MCP) has adapted its direct mediation and dispute resolution services by offering videoconference as well as phone mediations. With the assistance of MCP's impartial mediators, people can proactively resolve their conflict by talking through the terms of a mutually agreeable solution safely from their homes.

- To learn more, call 521-6767 between 8:30 a.m. and 1:30 p.m. Monday through Friday or go to MCP's website at www.mediatehawaii.org