

Family Health Services Division Key Early Childhood Programs And COVID-19 Update (1/5/2021)

UPDATE: *At this time, most of the Family Health Services Division (FHSD) programs are continuing to telework, suspending in-person visits and engaging with families and providers via telephone, email, and videoconferencing. Here is an update on the key early childhood programs within FHSD.*

Children and Youth with Special Health Needs Program (CYSHNP)

UPDATE: *CYSHNP will continue to communicate with youth and families through telephone, email, and videoconferencing. CYSHNP staff continue to check in with families to ensure their health concerns are being addressed.*

Neighbor island clinics update:

- *Hilo: Neurology clinic is still on hold. Nutrition clinic is conducted through telehealth.*
- *Kona: Cardiac clinic is in-person. Nutrition clinic is conducted through telehealth.*
- *Maui: Cardiac and nutrition clinics are provided through telehealth.*
- *Kauai: Nutrition clinic is provided through telehealth. Genetics clinic will restart in 2021 through telehealth.*

CYSHNP provides care coordination, social work, nutrition, and other services for children with special health needs ages birth to 21 years old with chronic medical conditions. It serves families with children who have or may have long-term or chronic health conditions that require specialized medical care and are not involved with any other agencies providing the above supports. During the COVID-19 pandemic, CYSHNP will continue to provide telephone, email, and videoconferencing support, although in-person meetings are temporarily suspended.

For Families: CYSHNP staff will continue to connect and support families through telephone, email, and videoconferencing at the convenience of families. Requests for CYSHNP services will continue to be monitored and responded to in a timely fashion.

For Providers: CYSHNP staff will continue to connect with health care providers through telephone and videoconferencing. Requests for authorization for services (C-23) can be made through the assigned CYSHNP staff.

Contact information:

- Oahu (Main office):
 - Phone: (808) 733-9055, Fax: (808) 733-9068
 - Mail: CYSHNP Intake, 741 Sunset Ave., Honolulu, HI 96816
- Kauai Phone: (808) 241-3376, Fax: (808) 241-3480
- Maui Phone: (808) 984-2130, Fax: (808) 243-5202
- West Hawaii Phone: (808) 322-4882, Fax: (808) 322-1504
- East Hawaii Phone: (808) 974-4288, Fax: (808) 974-4285

Early Intervention Section (EIS)

UPDATE: *Early intervention (EI) services continue to be provided by telephone and/or videoconferencing based on the family's preference. Both families and service providers are reporting that the EI sessions are going well. EIS is supporting providers in the different counties as restrictions change and in-person visits can safely resume.*

EIS is a federal and state-mandated program that provides services to support the development of infant and toddlers from birth to 3 years of age. Information and support are also provided to parents to increase their knowledge about and ability to support their child's development. The Hawaii State Department of Health (DOH) is the lead agency for the implementation of Part C, Individuals with Disabilities Education Act (IDEA) for the State of Hawaii. Within the DOH, EIS is responsible to ensure that Hawaii meets all the requirements and regulations of Part C of IDEA.

In response to the current COVID-19 situation, early intervention (EI) services are being provided through alternative methods (i.e., phone or videoconferencing). Currently, all EI providers are offering services via video conference (e.g., Zoom), phone, or a combination. Telehealth/Telepractice is using technology (e.g., computers, iPads, etc.) when the family and service provider(s) are not in the same location. A secure service (e.g., Zoom) is used to ensure confidentiality. FaceTime is not an approved telehealth/telepractice service because it does not meet confidentiality requirements. The EI Referral Line continues to accept and process referrals.

Contact information:

EIS Phone: (808) 594-0000

EIS Fax: (808) 586-0015

EI Referral: (808) 594-0066 or 1-800-235-5477

EI Referral Fax: (808) 586-0016

Home Visiting

UPDATE: *Face-to-face home visits remain suspended statewide. DOH Home Visiting Services Unit staff continue to support providers as they adapt services as well as participant recruitment efforts during the pandemic. Support is also available to providers to ensure equitable access to teleservices for enrolled families. Preparations for the resumption of in-person services are ongoing but in-person services are not anticipated in the near future.*

DOH Home Visiting is aware of the impacts the COVID-19 public health emergency has and will continue to have on our service delivery to families. In Hawaii, we are temporarily suspending face-to-face home visits to protect the health and safety of families and home visitors. Our home visiting service programs will continue its strategy to engage families using videoconferencing or through telephone calls to maintain contact with families while maintaining fidelity to the models.

Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)

UPDATE: *The public health emergency is extended through mid-May 2021. WIC waivers were extended by the USDA until 30 days after the end of the nationally-declared public health emergency. Through the waivers, Hawaii WIC clinics are able to provide all services remotely by phone, mail, and electronic correspondence. Call your WIC clinic directly with any questions. Hawaii WIC temporarily added new foods during this time when certain items were hard to find or were unavailable in stores.*

Hawaii has completed rolling out eWIC, which is an electronic benefits transfer (EBT) system that replaces the current paper checks. The WICShopper app is available for download and lets participants review available food benefits, scan products to identify WIC-allowed foods, find WIC clinics and WIC-approved stores, and view recipes on a smartphone.

WIC is a federally-funded program that provides Hawaii residents with nourishing supplemental foods, nutrition education, breastfeeding promotion, and health and social service referrals. The participants of WIC are either pregnant, breastfeeding, or postpartum women, and infants and children under age 5 who meet income guidelines and have a medical or nutritional risk.

Hawaii WIC continues to provide services during this public health emergency caused by the COVID-19 virus. At this time, WIC staff can provide service by phone so that there is no need to go to the clinic in-person. Call the clinic directly with any questions.

If someone is pregnant, breastfeeding an infant, has given birth in the last six months, or has a child younger than 5 years old, contact a WIC clinic near you to apply.

OAHU			
Local Agency	Address	Phone/Fax	Contact
<u>Kalihi-Palama WIC Program</u>	Kalihi Palama Health Center 710 North King St. Honolulu, HI 96817	(808) 841-0011 (808) 842-1002	Ginny Coe
Kapiolani WIC Program	Kapiolani Medical Center 1319 Punahou St., Diamond Head Tower 3rd Floor Honolulu, HI 96826	(808) 983-8531 (808) 983-6177	Darcey Tsukamoto
<u>Kokua Kalihi Valley WIC Program</u>	Kokua Kalihi Valley Health Center 2239 N. School St. Honolulu, HI 96819	(808) 791-9444 (808) 847-1144	Dyan Bautista
<u>Leeward WIC Program</u>	Waipahu Civic Center 94-275 Mokuola St., Room 200-A Waipahu, HI 96797	(808) 675-0365 (808) 675-0371	Jean Kanda
<u>Wahiawa WIC Program</u>	Wahiawa Civic Center 830 California Ave., Bldg. 2 Wahiawa, HI 96786	(808) 622-6458 (808) 622-6460	Laura Morihara

<u>Waianae Coast Comprehensive Health Center WIC program</u>	86-260 Farrington Hwy. Waianae, HI 96792	(808) 697-3301 (808) 697-3533	Pua Kaiwi
<u>Windward WIC Program</u>	Windward Comprehensive Health Center 45-691 Keaahala Rd. Kaneohe, HI 96744-3569	(808) 233-5470 (808) 233-5482	Jessica Dixson
<u>Waimanalo WIC Program</u>	41-1347 Kalaniana'ole Hwy. Waimanalo, HI 96795	(808) 259-7940 Ext. 152 or 143 (808) 954-7168	Jennifer Conway

MAUI			
Local Agency	Address	Phone/Fax	Contact
Malama I Ke Ola Health Center WIC Program (Community Clinic of Maui)	1881 Nani St. Wailuku, HI 96793	(808) 872-4034 (808) 872-4072	Viviana Hahn
Maui WIC Program	781 Kolu St., Room A-1 Wailuku, HI 96793	(808) 984-8225 or 984-8226 (808) 984-8228 (Fax)	Jeny Bissell
Lanai WIC Program (Lanai Community Health Center)	333 Sixth St. Lanai City, HI 96763	(808) 565-6919 (808) 565-9111 (Fax)	Jared Medeiros
Molokai WIC Program (Molokai Community Health Center)	30 Oki Place Family Support Center Bldg. Kaunakakai, HI 96748	(808) 660-2614 (808) 553-8399	Joyce Ainoa

ISLAND OF HAWAII			
Local Agency	Address	Phone/Fax	Contact
Bay Clinic WIC Program	Pahoa Family Health Center 15-2866 Pahoa Village Rd., Bldg. F, Ste. A Pahoa, HI 96778	(808) 965-3030 (808) 965-9895	Amanda Freitas
Hawaii WIC Program	Waiakea Kai Plaza 88 Kanoelehua Ave., Ste. 201 Hilo, HI 96720	(808) 974-4270 (808) 974-4275	John Watkins
Kona WIC Program	Kealakekua Business Plaza 81-980 Halekii St. Kealakekua, HI 96750	(808) 322-4888 (808) 322-1538	Nancy Roberts

KAUAI			
Local Agency	Address	Phone/Fax	Contact
Kauai WIC Program	Kukui Grove Executive Center II 4370 Kukui Grove St., Ste 3-213 Lihue, HI 96766	(808) 241-3080 (808) 241-3079	Jennie Valencia