The Area Agency on Aging of the City and County of Honolulu since 1973 WWW.ELDERLYAFFAIRS.COM

SENIOR INFORMATION & ASSISTANCE HANDBOOK

YEAR 2012/2014

Published as a public service by the City and County of Honolulu Mayor Peter Carlisle and American Savings Bank
The following suggestions may help you find services available.

- To locate services, use the Table of Contents or the Index.
- For additional listings of companies, check the Yellow Pages of the Telephone Directory under similar headings.
- TTY refers to a phone number that is connected to a device often used by individuals who are deaf or hard-of-hearing.
- If an agency is listed more than once, its address may appear only in the first entry.
- Inclusion of an agency in this handbook does not imply endorsement, nor is exclusion a reflection on the value or quality of an agency’s services.
- A copy of this handbook may be picked up at any branch of American Savings Bank on Oahu. We suggest calling first to check availability.
- This handbook can also be found on our website: http://www.elderlyaffairs.com
- For more information, call the Elderly Affairs Division Senior Helpline at 768-7700.
Senior Information and Assistance Handbook

A publication of the
Elderly Affairs Division
Department of Community Services
City and County of Honolulu

Reprinted October 2012
MESSAGE FROM MAYOR PETER B. CARLISLE

Aloha,

I am pleased to present the 2012-2014 edition of the Senior Information and Assistance Handbook, a guide to services available to seniors and their caregivers in the City and County of Honolulu.

I extend a heartfelt mahalo to American Savings Bank for its support to the Department of Community Service’s Elderly Affairs Division. American Savings’ continuing financial support has allowed this trusted resource to be produced and distributed free to the public for more than 30 years.

I also would like to acknowledge the generosity of Viola Butz, an older adult who received assistance from the Elderly Affairs Division’s Information and Assistance Program. Upon her passing, Mrs. Butz willed her property to the Elderly Affairs Division so that more seniors could receive services. I am also grateful to The Queen’s Medical Center and Kaiser Permanente for their donations. These contributions toward publication costs will help the many older adults, caregivers, medical professionals, and others in the aging network who have come to rely on this Handbook.

Copies of this Handbook are available at any branch of American Savings Bank or Satellite City Hall on Oahu. For more information on senior or caregiver issues, please visit www.elderlyaffairs.com or call the Senior Helpline at 768-7700.

Peter B. Carlisle
Mayor of Honolulu
Aloha!

American Savings Bank, together with the City & County of Honolulu’s Elderly Affairs Division and Mayor Peter Carlisle, are pleased to present you with the 2012-2014 edition of the Senior Information & Assistance Handbook. We understand the value this directory provides as a ‘one-stop shop’ for services — for over 30 years, we have assisted the City & County of Honolulu with the publication of this directory.

From our kupuna and their caregivers to healthcare professionals, this directory has helped to provide them information to hundreds of public and private community organizations. It has a wealth of resources at your fingertips — from assisting with food and housing to respite services.

We hope you will find this information useful, and encourage you to have your ohana and friends pick up their own complimentary copy at any branch of American Savings Bank on Oahu.

Malama Pono,

Richard Wacker
President and CEO
American Savings Bank
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The Elderly Affairs Division (EAD) is the designated Area Agency on Aging for Oahu. Created by the Older Americans Act of 1965, it is one of 600 Area Agencies on Aging nationwide. Its mission is to develop a comprehensive and coordinated system of services to assist older persons in leading independent, meaningful, and dignified lives in their own homes and communities for as long as possible.

A Four-Year Area Plan for Aging developed for 2011-2015 guides EAD in fulfilling its mission. The Division coordinates advocacy efforts on behalf of elders, encourages partnerships to improve and expand services, and contracts with agencies to provide services to seniors and caregivers. The types of services contracted include:

- Case Management and other Individualized Assistance
- Personal Care
- Home Delivered and Congregate Meals
- Housing and Legal Information and Assistance
- Transportation
- Caregiver Respite, Support, and Education
- Health Promotion
- Senior Centers

The Elderly Affairs Division also has an Information and Assistance Unit which offers the following:

- Senior Helpline (768-7700) for telephone consultation, information, and referral to services available for older adults and family caregivers.
- Community outreach.
- Individual consultation and follow up in the home for frail and homebound elders.
- Aging and Disability Resource Center.
- Volunteer opportunities through the RSVP Program.

With advances in health care, aging is not what it used to be. People are living longer with the potential for more fulfilling lives than previous generations. Aging affects everyone, young and old. Viewing it as a process instead of an adverse eventuality allows you to prepare for and enjoy all stages of your life.

By working together, the staff and partner agencies in the Aging Network strive to enhance the quality of life for older adults and their caregivers on Oahu. Your local Area Agency on Aging is the starting point for help.

The more you know about aging, the more rewarding your life can be. Preserve your independence; stay akamai on aging-related issues which are constantly changing. How do you want to age? With the help of the Elderly Affairs Division you can Age Smart!
Area Agencies on Aging

Hawaii Aging and Disability Resource Center (ADRC) (All of Hawaii’s Agencies on Aging)
www.hawaiiadrc.org  643-2372

Kauai Agency on Elderly Affairs  1-808-241-4470
Piikoi Building  FAX  1-808-241-5113
4444 Rice St.  Suite 330  Lihue 96766
www.kauaiadrc.org

Hawaii County Office of Aging  1-808-961-8626
1055 Kinoole St.  Suite 101  FAX  1-808-961-8603
Hilo 96720
Kona  1-808-323-4390
74-5044 Ane Keohokalole Hwy.  FAX  1-808-323-4398
Kailua-Kona 96740
www.hcoahawaii.org

Maui County Office on Aging  1-808-270-7774
2200 Main St.  Suite 547  FAX  1-808-270-7935
Wailuku  96793
Molokai  1-808-553-5241
Lanai  1-808-565-6818
www.mauicountyadrc.org

To find other Area Agencies on Aging, call the
National Eldercare Locator  1-800-677-1116
www.eldercare.gov

State Unit on Aging

State Executive Office on Aging  586-0100
No. 1 Capitol District
250 S. Hotel St.  Suite 406  Honolulu 96813
hawaii.gov/health/eoa/index.html
Basic Needs - Food

For Food Stamps, see Financial Assistance (page 62).

### Food Banks

**Hawaii Foodbank**

836-3600

For food assistance in your area, call 211. www.hawaiifoodbank.org

For information on senior programs, call 954-7889.

2611 Kilihau St. Honolulu 96819

**Honolulu Community Action Program (HCAP)**

521-4531

Federal surplus food distribution for qualified www.hcapweb.org individuals with low income. Call to find closest district.

33 S. King St. Suite 300 Honolulu 96813

### Meals

Nutritious meals planned by a dietitian for pick-up, group dining or home-delivery. Some of the following organizations also provide therapeutic meals for low-sodium, low-fat, diabetic, or renal diets.

**Alu Like**

535-6700

Ke Ola Pono No Na Kupuna Project www.alulike.org

Group dining for Native Hawaiian Elders, including recreation and limited transportation.

458 Keawe St. Honolulu 96813

**Arcadia Home Care Services**

440-3041


1660 S. Beretania St. Suite 101 Honolulu 96826

**Hawaii Meals on Wheels**

988-6747

Home-delivered hot meals in Honolulu, Aiea, Pearl City www.hmow.org

Waipahu, Ewa, Mililani, Kaneohe, Kailua & Waimanalo.

P.O. Box 61194 Honolulu 96839
BASIC NEEDS - FOOD

Meals

King Lunalilo Meal Service 395-1000
Meals delivered in East Oahu area and available for pick up. Hot lunches and chilled meals for dinner/weekend available.
501 Kekauluohi St. Honolulu 96825
www.lunalilo.org

Lanakila Meals on Wheels 531-0555
Lanakila Pacific www.lanakilapacific.org
Home-delivered meals island-wide. Group dining at Kupuna Wellness Centers. Enrollment required to attend group dining.
1809 Bachelot St. Honolulu 96817

Kupuna Wellness Center Sites
Honolulu:
- KKV (Kalihi) 848-0977
- Kuhio Park Terrace (Kalihi) 848-0977
- Lanakila (Liliha) 531-0555
- Lanakila Multi-Purpose Senior Center (Liliha) 847-1322
- Moiliili Community Center 955-1555
- Paoakalani (Waikiki) 531-0555
- Pauahi (Chinatown) 352-0288
- Pohulani (Kakaako/Downtown) 352-0294

Leeward/Central:
- Hale Mohalu (Pearl City) 352-0288
- Kupuna Home O Waialualua 352-0288
- Wahiawa Recreation Center 352-0288
- Waianae District Park 352-0288
- West Loch Village (Ewa) 352-0288

Windward:
- Hauula Satellite City Hall 352-0288
- Kahaluu Key Project 561-0822
- Lani Huli (Kailua) 561-0822
- Waimanalo 259-7436

Meals to Go 748-4911
Hot lunch and/or dinner delivered in Palolo and nearby areas.

Frozen Meal Services 739-4947
Convenient frozen meals available for delivery and pick-up.
Basic Needs - Housing

Most older adults prefer to age in-place and many are able to live in their own homes with support (see Family Support, page 29). Others may choose or find it necessary to live with others, or move to another type of dwelling for support, convenience, and/or socialization.

Housing needs and options for the elderly vary greatly. For independent seniors, there are retirement residences and low-income senior apartments. These units have minimum age restrictions which typically range from 55 for retirement residences to 62 for low-income senior rentals.

For those who need help with activities of daily living, options include getting In Home Assistance (page 45) or residing in an Adult Residential Care Home (ARCH) or Assisted Living Residence. For those with greater needs, entry to a Skilled Nursing or Intermediate Care Facility (also known as nursing homes), Expanded ARCH, or Foster Family Home, may be necessary.

Also refer to the Services & Housing Options for Seniors on Oahu (created by Kokua Kalihi Valley) and the Oahu Housing Guide at www.elderlyaffairs.com.

Home Improvement

Home modifications such as walk-in showers, grab bars, better lighting and lever door handles may allow a person who is increasingly frail to remain in their home. When working with building or remodeling professionals, ask about “Universal Design.” For more information, search for “Universal Design” online or at your library.

City & County Rehabilitation Loans
51 Merchant St. Honolulu 96813
Kapolei Branch
1000 Uluohia St. Suite 118 Kapolei 96707

USDA Rural Development
Section 504 Repair Loan & Grant Prog.
Grant and loan program for very low-income and rural homeowners 62 years and older.
99-193 Aiea Heights Dr. Suite 156 Aiea 96701
Household Goods

Helping Hands Hawaii 440-3800
Community Clearinghouse 536-7234
Call to donate items. Recipients should apply through social service agencies.
www.helpinghandshawaii.org
2100 N. Nimitz Hwy. Honolulu 96819

Kaumakapili Church Free Store 845-0908
Call for hours. www.kaumakapili.org
766 N. King St. Honolulu 96817

Housing Search & Information

It is important to start your search early as waiting lists for low-income senior housing can be very long, especially for units in urban Honolulu. For comprehensive and most current listings, call Catholic Charities Hawaii at 527-4777. Also visit www.elderlyaffairs.com for the Oahu Housing Guide, a list which includes rentals for seniors with low-income.

Please note the Section 8 programs with the State Housing Authority and the City & County of Honolulu are currently not accepting applications due to an extensive waitlist and reduction in funding.

Catholic Charities Hawaii 527-4777
Housing Assistance Program www.catholiccharitieshawaii.org
Helps seniors find affordable rentals.

Hawaii Public Housing Authority 832-5960
Applications for public housing. www.hcdch.hawaii.gov
1002 N. School St. Honolulu 96813

HUD 457-4662
Dept. of Housing & Urban Development www.hud.gov/groups/seniors.cfm
1132 Bishop St. Suite 1400 Honolulu 96813
Nursing Facilities

Listed below are nursing facilities that provide intermediate and skilled nursing care that may be short-term (rehab) or long-term. Concerns about care may be discussed with the Long Term Care Ombudsman at 586-0100. Complaints for improper hospital or nursing home discharge procedures may be reported to the Office of Health Care Assurance at 692-7420. To check ratings of Nursing Homes go to www.medicare.gov and under “Resource Locator” click on “Nursing Home Compare.”

15 Craigside 523-7000
15 Craigside Pl. Honolulu 96817 www.15craigside.org

Aloha Nursing & Rehab Centre 247-2220
45-545 Kamehameha Hwy. Kaneohe 96744 www.alohanursing.com

Ann Pearl Nursing Facility 247-8558
45-181 Waikalua Rd. Kaneohe 96744 www.annpearlnursing.com

Arcadia Nursing Facility 941-0941
1434 Punahou St. Honolulu 96822 www.arcadia-hi.org

Avalon Care Center - Honolulu 847-4834
1930 Kamehameha IV Rd. Honolulu 96819 www.avalonhci.com

Convalescent Center of Honolulu 531-5302
1900 Bachelot St. Honolulu 96817 www.ccoh.us

Crawford’s Convalescent Home 638-8514
58-130 Kamehameha Hwy. Haleiwa 96712

Hale Ho Aloha 524-1955
2670 Pacific Heights Rd. Honolulu 96813 www.halehoaloha.com

Hale Malamalama 396-0537
6163 Summer St. Honolulu 96821

Hale Nani Rehabilitation & Nursing Center 537-3371
1677 Pensacola St. Honolulu 96822 www.avalonhci.com
BASIC NEEDS - HOUSING
Nursing Facilities

Hale Ola Kino
The Health Center at One Kalakaua
1314 Kalakaua Ave. 2nd Floor Honolulu 96826
983-4444
www.haleolakino.com

H. & J. Weinberg Care Center at Pohai Nani
45-090 Namoku St. Kaneohe 96744
236-7823
www.pohainaini.org

Hiolani Care Center at Kahala Nui
4389 Malia St. Honolulu 96821
218-7000
www.kahalanui.com

Island Nursing Home
1205 Alexander St. Honolulu 96826
946-5027

Ka Punawai Ola
575 Farrington Hwy. Kapolei 96707
674-9262
www.lcca.com

Kahuku Medical Center
56-117 Pualalea St. Kahuku 96731
293-9221
www.kahuku.hhsc.org

Kaiser FH Malama Ohana Nursing & Rehab Ctr
3288 Moanalua Rd. Honolulu 96819
432-7737

Kuakini Geriatric Care
347 N. Kuakini St. Honolulu 96817
547-9741
www.kuakini.org

Leahi Hospital Nursing Home
3675 Kilauea Ave. Honolulu 96816
733-8000
www.leahi.hhsc.org

Leeward Integrated Health Services
84-390 Jade St. Waianae 96792
695-9508
www.lihshawaii.com

Liliha Healthcare Center
1814 Liliha St. Honolulu 96817
537-9557

Maluhia
1027 Hala Dr. Honolulu 96817
832-5874
www.maluhia.hhsc.org

Maunalani Nursing & Rehabilitation Center
5113 Maunalani Circle Honolulu 96816
732-0771
Residential Care Homes & Foster Homes

- **Nuuanu Hale**
  2900 Pali Hwy. Honolulu 96817
  - Phone: 595-6311

- **Oahu Care Facility**
  1808 S. Beretania St. Honolulu 96826
  - www.hawaiinursinghomes.com
  - Phone: 973-1900

- **Palolo Chinese Home**
  2459 10th Ave. Honolulu 96816
  - www.palolohome.org
  - Phone: 737-2555

- **Pearl City Nursing Home**
  919 Lehua Ave. Pearl City 96782
  - www.hawaiinursinghomes.com
  - Phone: 453-1919

- **U.S. Dept. of Veterans Affairs**
  - www.hawaii.va.gov
  - Phone: 433-0218

  **Pacific Islands Health Care System**
  **Center for Aging/Community Living Center**
  - Short-term convalescence & rehabilitation
  - For registered eligible veterans.
  - 459 Patterson Rd. Bldg. 110 Honolulu 96819

- **Wahiawa General Hospital Nursing & Rehab**
  128 Lehua St. Wahiawa 96786-2036
  - www.wahiawageneral.org
  - Phone: 621-8411

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**Residential Care Homes & Foster Homes**

**Adult Residential Care Homes (ARCH), Expanded ARCH, and Foster Family Homes** provide shelter, supervision, and care for persons needing help with daily living activities.

**ARCH and Expanded ARCH** are regulated and licensed by the State Department of Health **Office of Health Care Assurance**. There are over 400 licensed ARCHs and Expanded ARCHs on Oahu. Most are private homes in residential communities licensed for up to 5 persons. A few of them are large facilities with many residents. Some offer specialized care, such as for persons with Alzheimer’s disease. Costs vary greatly depending on location, amenities, and the amount of care provided.

When choosing an ARCH it is a good idea to interview the caregivers and residents, observe the condition of the physical and social environment, understand the rules on visiting hours, etc. You should also ask the ARCH operator for the most recent survey/inspection findings done by the Department of Health. For concerns about a facility, see the **Long Term Care Ombudsman** (page 64).
Adult Foster Care Homes, also known as Community Care Foster Family Homes (CCFFH), are certified by the State Department of Human Services Adult and Community Care Services Branch. Placement into a Foster Care Home must be done through a Department of Human Services licensed case management agency. Go online to: www.hawaii.gov/dhs/protection/social_services/adult_services and scroll down to “Home and Community-Based Case Management Agency Licensing” for a list of licensed agencies. For list of licensed CCFFH, scroll down to “Community Care Foster Family Homes Certification.”

**Adult Intake Unit**

Department of Human Services  
832-5115  
www.hawaii.gov/dhs  
Care Home placement for Medicaid or SSI eligible.  
420 Waiakamilo Rd. #202  Honolulu  96817

**Office of Health Care Assurance**

Department of Health  
692-7400  
www.hawaii.gov/health  
Visit website for a complete list of licensed care homes. Under “Health Topics,” click on “Elder Care.”  
601 Kamokila Blvd. Room 361  Kapolei  96707

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**Retirement & Assisted Living Residences**

**Retirement residences** are for independent living, often with amenities such as housekeeping, meals, and transportation. **Assisted Living residences** add the component of intermittent personal care. Some facilities also offer special dementia units and skilled nursing on site.

Most of these residences are month to month rentals. In addition to monthly charges, 15 Craigside and Arcadia require “entrance fees” that guarantees lifetime care in their facilities. Kahala Nui requires a partially refundable deposit in addition to their monthly fees.

Units in some facilities such as Olaloa Retirement Community and One Kalakaua Senior Living are bought and sold by individuals. Contact a realtor for assistance in purchasing these units.

**15 Craigside**

Independent living, assisted living, memory care, skilled nursing and rehab available.  
523-7000  
www.15craigside.org  
15 Craigside Pl.  Honolulu  96817
Arcadia Retirement Residence 941-0941
Independent living, assisted living, memory care, skilled nursing and rehab available.
1434 Punahou St. Honolulu 96822

Hawaii Kai Retirement and Assisted Living Community 395-9599
396-0720
428 Kawaihae St. Honolulu 96825 www.hawaiikai1.com

Kahala Nui Life Care 218-7200
Retirement Community www.kahalanui.com
Hiolani skilled nursing and dementia care facility on site.
4389 Malia St. Honolulu 96821

Oceanside Hawaii Assisted Living 293-1100
Overnight respite available. www.oceansidehawaii.com
53-594 Kamehameha Hwy. Hauula 96717

The Plaza

Punchbowl 792-8800
918 Lunalilo St. Honolulu 96822

Mililani 626-8807
95-1050 Ukuwai St. Mililani 96789

Moanalua 833-8880
1280 Moanalualani Pl. Honolulu 96819

Pohai Nani Good Samaritan 247-3448
Retirement Community toll free 1-866-247-3448
45-090 Namoku St. Kaneohe 96744 www.pohainani.org
Basic Needs - Transportation

Driver & Pedestrian Information

For driving ability evaluation, ask your doctor for referral to the Driver Evaluation Program at the Rehabilitation Hospital of the Pacific; see below. Also see websites from the The Hartford at www.thehartford.com/talkwitholderdrivers and the AAA Foundation for Traffic Safety at www.seniordrivers.org.

AARP: Driver Safety Education 1-888-227-7669
Refresher course for drivers 50 years & older. Learn about normal age-related changes and how to adjust your driving to allow for these changes. Classroom or online courses are available. To find nearest location, call or visit website: www.aarp.org/life/drive/drivered.

Driver’s License & Motor Vehicle 532-7700
Registration information. www.honolulu.gov/csd

Rehab Hospital Driving Evaluation & Training Program 544-3310
Program to help maintain safe driving skills and determine if you need any adaptive equipment to drive safely. This program is for people with a medical condition that possibly impairs driving ability. 226 N. Kuakini St. Honolulu 96817

Local Transportation & Passes

Also see Escort (page 32) and refer to the Yellow Pages for taxi cabs. Some services are for persons who are elderly or disabled who can travel alone; others are for persons who need to be accompanied. Also, you may want to pick up a Persons with Disabilities Parking Permit application at any Satellite City Hall (page 23) or download form from www.hawaii.gov/health/dcab.

The following providers offer non-emergency curb-to-curb service. Curb-to-curb service is pick-up and drop-off only. Some may also offer door-to-door, escort or other services. Door-to-door service includes assistance between vehicle and building entrance, usually for pas-
sengers who are frail or use a wheelchair. Some medical transportation
providers also accommodate gurneys and stretchers and may accept
Medicaid for qualified medical appointments; these services are non-
emergency transportation only.

For Medical Transportation providers, see “Transportation Service”
and “Medical Transportation” in the Yellow Pages.

American Cancer Society 595-7544
Road to Recovery
For cancer patients to doctor appointments.

Catholic Charities Hawaii 527-4777
Transportation services for seniors. www.catholiccharitieshawaii.org

Charley’s Taxi and Limousine - MediCab 531-1333
1451 S. King St. Suite 300 Honolulu 96814 www.charleystaxi.com

Persons with Disabilities Parking Permit 532-7710
C&C of Honolulu - Customer Services Dept.
Download parking permit form: www.hawaii.gov/health/dcab
Or go to any Satellite City Hall (page 23) for application.
P.O. Box 30310 Honolulu 96820

TheBus - Oahu Transit Services, Inc. 848-4444
811 Middle St. Honolulu 96819 www.thebus.org
For discounted fare show your valid Medicare card to
the bus driver or apply for a monthly or annual Senior Bus
Pass at the Middle Street office. Monthly renewal stickers
available at Satellite City Halls (page 23).

Bus Pass Office/Lost & Found 848-4444
Customer Service 848-4500
Schedules and Routes 848-5555
TheHandi-Van - Oahu Transit Services, Inc.
For persons with disabilities who are unable to use TheBus.

Customer Service, Reservations & 456-5555
Cancellations/Late Pick-Up TTY 454-5054

TheHandi-Van Eligibility Center 538-0033
Application involves interview/assessment at their office.
1100 Ward Ave. Suite 835 Honolulu 96814

Need more information? Call the Senior Helpline
768-7700
Community Services

Information & Referral

**Action Line**
591-0222
Weekdays 11 a.m. to 1 p.m.
c/o KHON2  88 Piikoi St.  Honolulu  96814

**Aloha United Way 211 Hotline**
211
Information and referral for community service resources.
Monday-Friday, 7 a.m. - 7 p.m. excluding holidays.
P.O. Box 1096  Honolulu  96808

**Better Business Bureau of Hawaii, Inc.**
536-6956
Neighbor islands call toll free number.
Mon. - Thurs., 9 a.m. - 2 p.m.; Fri., 9 a.m. - 12 p.m.
1132 Bishop St. Suite 615  Honolulu  96813

**City & County of Honolulu**
768-4385
Information Branch
www.honolulu.gov/csd

**National Eldercare Locator**
1-800-677-1116
Access to more than 4,800 Information and Referral service providers in the United States.
www.eldercare.gov

**Senior Helpline**
768-7700
Elderly Affairs Division
Telephone and personal consultation, information and referral to services, outreach, speakers, and brochures.
www.elderlyaffairs.com

Personal Identification

**Alzheimer’s Association**
1-888-572-8566
Safe Return+MedicAlert
Nationwide emergency response service for individuals with dementia who wander or have a medical emergency.
www.alz.org/Hawaii
MediAlert 1-800-432-5378
Medical identification bracelets and services. www.medicalert.org

State Identification 587-3111
465 S. King St. Room 102 Honolulu 96813

Satellite City Halls

Customer Service Dept. Information Line 768-3798
Driver’s license, motor vehicle registration, bus pass renewal, Persons with Disabilities Parking Permit, and other services. For Satellite hours and services, go to www.honolulu.gov/csd/satellite or call 768-3798.

Ala Moana Center
1450 Ala Moana Blvd. #1286 Honolulu 96814

Fort Street (Downtown)
1000 Fort Street Mall Honolulu 96813

Hawaii Kai Corporate Plaza
6600 Kalanianaole Hwy. Suite 101 Honolulu 96825

Kailua - Keolu Shopping Center
1090 Keolu Dr. Kailua 96734

Kalihi - Kapalama City Square
1199 Dillingham Blvd. A109 (Driver’s Licensing A101) 96817

Kaneohe - Windward City Shopping Center
45-480 Kaneohe Bay Dr. Unit C06 Kaneohe 96744

Kapolei Hale
1000 Uluohia St. Kapolei 96707

Pearlridge Shopping Center - Uptown
98-1005 Moanalua Rd. 244B Aiea 96701

Wahiawa
330 N. Cane St. Wahiawa 96786

Waianae Neighborhood Community Center
85-670 Farrington Hwy. Waianae 96792
Senior Centers

Recreation, education, social support, and volunteer activities for independent older adults. Go to www.honolulu.gov/parks/programs for Department of Parks and Recreation activities.

Catholic Charities Hawaii 847-1322
Lanakila Multi-Purpose Senior Center www.catholiccharitieshawaii.com
Serving Moanalua to Kakaako.
1640 Lanakila Ave. Honolulu 96817

Kaneohe Community & Senior Center 233-7317
45-613 Puohala St. Kaneohe 96744

Kapahulu Center 737-1748
3410 Campbell Ave. Honolulu 96815

Makua Alii Senior Center 973-7258
Department of Parks & Recreation www.honolulu.gov/parks
1541 Kalakaua Ave. Box 3 Honolulu 96826

Moiliili Senior Center 955-1555
Moiliili Community Center www.moiliilicc.org
Serving seniors from Hawaii Kai to Makiki.
Special group program also available for frail elders.
2535 S. King St. Honolulu 96826

ORI Anuenue Hale Inc. 622-3929
64-1510 Kamehameha Hwy. Wahiawa 96786

Waikiki Community Center 923-1802
310 Paoakalani Ave. Honolulu 96815 www.waikikicommunitycenter.org
Senior Clubs & Organizations

Call Senior Centers and ask about ethnic clubs. Call churches and temples and ask for senior groups. See “Associations” and “Clubs” in the Yellow Pages.

AARP-Honolulu  545-6024
www.aarp.org/states/hi

Department of Parks & Recreation 973-7258
Senior Citizens Section www.honolulu.gov/parks
1541 Kalakaua Ave. Box 3 Honolulu 96826

HGEA-Retirees Unit 543-0054
Hawaii Government Employees Association www.hgea.org
888 Mililani St. #601 Honolulu 96813

HSTA-R 833-2711
Hawaii State Teachers Association-Retired
1200 Kapuna St. Honolulu 96819

Kokua Council 540-1928
mail: c/o Harris United Methodist Church kokuacouncil.org
20 S. Vineyard Blvd. Honolulu 96813

NARFE - National Active & Retired 545-1071
Federal Employees Association www.narfe.org
300 Ala Moana Blvd. Room 7-213 Honolulu 96850

Volunteer Opportunities

Add life to years and years to life by volunteering! In addition to the agencies listed below, call other organizations listed in this handbook for information about their volunteer opportunities.

Catholic Charities Hawaii 527-4777
Volunteers provide friendly visits and escort services.
www.catholiccharitieshawaii.org
CFS Gerontology Program  
Child & Family Service  
Seeking volunteers to enhance the quality of seniors’ lives.  
200 N. Vineyard Blvd.  Bldg. B  Honolulu  96817  

Department of Human Services  
Adult & Community Care Branch  
Foster Grandparent Program  832-5169  
For income-eligible persons 60 years and older interested in serving children with special needs in schools.  
Senior Companion Program  832-0340  
For income-eligible persons 60 years and older interested in serving frail seniors.  

Project Dana  945-3736  
Volunteers provide services to frail seniors.  902 University Ave.  Honolulu  96826  

RSVP Volunteer Program  768-7700  
Elderly Affairs Division  
Volunteer opportunities for persons 55 years and older.  
715 S. King St. Suite 211  Honolulu  96813  

Waikiki Friendly Neighbors  926-8032  
Volunteers provide services to frail seniors residing in Waikiki.  
277 Ohua Ave.  Honolulu  96815
Education

Learning Opportunities

See Yellow Pages under “Schools-Universities and Colleges” for private colleges. Also see Senior Centers and Senior Clubs and Organizations (pages 24-25).

Use your library! Not only just for books anymore, libraries provide access to computers and the internet, music and movies, e-books and audio books, educational presentations, performances, community events, etc. Hawaii State Public Library System online: www.librarieshawaii.org

Community Education Section
203-5511
Department of Education
Community schools for adults island-wide.
475 22nd Ave. Room 202 Honolulu 96816

Hawaii Literacy Inc.
537-6706
200 N. Vineyard Blvd. #320 Honolulu 96817 www.hawaiiliteracy.org

Hawaii State Library System
www.librarieshawaii.org
51 locations statewide.

Honolulu Community College
845-9296
Emeritus College/Honolulu SeniorNet honolulu.hawaii.edu/cet
Instruction and access to computers for seniors.
874 Dillingham Blvd. Bldg. 2 #408 Honolulu 96817

Kapiolani Community College
Continuing Education and Training
734-9211
Non-credit courses for enrichment, professional development and/or re-careering.
programs.kcc.hawaii.edu

Kupuna Education Center
734-9108
Classes for active seniors, family caregivers, and para-professional training.
www.kupunaeducation.com
4303 Diamond Head Rd. Kopiko 123 Honolulu 96816
Leeward Community College 455-0479  www.ocewd.org  
Office of Continuing Education & Workforce Development  
96-045 Ala Ike St. CE-10  Pearl City  96782

University of Hawaii at Manoa  
Center on Aging 956-5001  www.hawaii.edu/aging  
1800 East West Rd. Henke Hall 226  Honolulu 96822

Osher Lifelong Learning Institute 956-8224  www.all.hawaii.edu  
Krauss Hall 113  2500 Dole St. Honolulu 96822

Senior Citizen Visitor Program 956-9317  www.hawaii.edu/diversity  
Office of Equity, Excellence & Diversity  
Hawaii residents 60 years and older can participate in regular classes without paying tuition.  
2600 Campus Rd.  Student Services Center #413  Honolulu 96822

Take Charge of Your Money! 956-7138  www2.ctahr.hawaii.edu/tcym  
Cooperative Extension Service  
Financial education telecourse with internet components  
1955 East-West Rd. #217 Honolulu 96822

University of Hawaii - West Oahu 454-4700  www.uhwo.hawaii.edu  
96-129 Ala Ike St. Pearl City 96782

Windward Community College 235-7433  www.hawaii.edu  
Office of Continuing Education and Training  
45-720 Keaahala Rd. Kaneohe 96744
Family Support

The following are providers that promote quality of life by supplementing the care for frail elders that is generally provided by families.

If you help a friend or family member with trips to the doctor or grocery store, or help with their grooming or household chores, then you are a family caregiver. Too often families think that only people they hire are caregivers. They don’t think of getting assistance until they burn out. By getting support early, you can reduce your stress level and keep yourself healthy so that you can continue in your important role.

People often think of nursing homes when they hear the term long-term care (LTC). However, LTC includes any type of ongoing service a person would need to maintain quality of life, including assistance provided in the home by family members or agencies.

Medical insurance (such as Medicare) will usually only cover skilled nursing care for a very limited time. LTC insurance may cover additional skilled nursing care and custodial care which includes assistance with activities of daily living such as bathing, dressing, and toileting.

Caregiver Education

See also Support Groups (page 39) and Health & Safety Education (page 50). Go to www.elderlyaffairs.com for the Family Caregiving Guide.

Alzheimer’s Association 591-2771
Classes, orientation, and information for caregivers of dementia patients.
1050 Ala Moana Blvd. Suite 2610 Honolulu 96814

American Red Cross 1-800-733-2767
Family Caregiving reference guide with DVD for self-training at your own pace. For Nurse Aide training, call or go to: www.redcross.org/en/takeaclass

CFS Gerontology Program 543-8468
Child & Family Service Ohana Care Program
Powerful Tools for Caregivers
200 N. Vineyard Blvd. Bldg. B Honolulu 96817

Alzheimer’s Association www.alz.org/Hawaii

www.redcrossstore.org

www.childandfamilyservice.org
CPR Awareness 768-7015
Honolulu Fire Department www1.honolulu.gov/hfd/fireeducr.htm
Training and Research Bureau
Class requires minimum of 10 people, 6 week notice, and classroom with TV and DVD player.

Elderly Affairs Division 768-7700
Information, consultation, and referrals for www.elderlyaffairs.com seniors, caregivers, businesses, and physicians.

Kupuna Education Center 734-9108
Kapiolani Community College www.kupunaeducation.com
Regularly scheduled family caregiver training series taught by health care professionals.
4303 Diamond Head Rd. Kopiko 123 Honolulu 96816

Ohana Caregivers www.ctahr.hawaii.edu/ohanacaregivers
Web-based information and resources for family caregivers.

Case Management
Case managers help with coordinating care for the needs of a frail or disabled elderly person. They develop care plans based on individual needs, coordinate service delivery, and monitor progress. Some specialize in helping elders get placed into long-term care facilities. It is a good option for long-distance caregivers and those who have limited time.

Case managers may be Licensed Social Workers (LSW), Registered Nurses (RN), etc. Make sure to ask for qualifications when looking to hire one. Also look for “Home Health Service” in the Yellow Pages for other private companies.

Community Case Management Agencies (CCMA) provide placement into Community Care Foster Family Homes (CCFFH) for individuals requiring Intermediate Care Facility (ICF) or Skilled Nursing Facility (SNF) levels of care. For list of CCMA go to www.hawaii.gov/dhs/protection/social_services/adult_services and scroll down to “Home and Community-Based Case Management Agency Licensing.”

Catholic Charities Hawaii 527-4777
Premium Senior Services www.premiumseniorservices.com
Case Management Coordination Program
Department of Health, Public Health Nursing Branch

**Administration**  586-4620
1250 Punchbowl St. Room 210  Honolulu  96813

**Central Oahu**  453-6190
860 Fourth St. Room 130  Pearl City  96782

**Leeward**  675-0073
94-275 Mokuola St. Room 101  Waipahu  96797

**East Honolulu**  733-9220
3627 Kilauea Ave. Room 311  Honolulu  96816

**West Honolulu**  832-5757
1700 Lanakila Ave. Room 201  Honolulu  96816

**Windward**  233-5450
45-691 Keaahala Rd.  Kaneohe  96744

**CFS Gerontology Program**  543-8468
Child & Family Service  www.childandfamilyservice.org
200 N. Vineyard Blvd. Bldg. B  Honolulu  96817

**Ohana Care Program**
Case Management, Counseling & Support for
Family/unpaid caregivers of elders 60+.

**Senior Case Management**
Case Management for frail elders 60+.

**Hawaii Association of Case Managers**  www.hacm.net

**Ke Ola Mamo**  848-8000
Native Hawaiian Health Care System  www.keolamamo.org
Island-wide services for Native Hawaiians.
1505 Dillingham Blvd.  Suite 205  Honolulu  96817

**Kokua Kalihi Valley Comprehensive Family Services (KKV)**  848-0977
Case management for frail elderly in Kalihi Valley.
KKV Elder Center 1846 Gulick Ave.  Honolulu  96819
Life Foundation 521-2437
Case management and support services for people with HIV.
677 Ala Moana Blvd. #226 Honolulu 96813 www.lifefoundation.org

Queen’s Medical Center 691-4652
Queen’s Community Based Programs www.queens.org
1301 Punchbowl St. Honolulu 96813

Emergency Alert Systems

Personal Emergency Alert systems, also known as Personal Emergency Response Systems, attach to a home telephone and will call the number(s) you designated when the wireless unit (that is worn on the person) is activated. Such devices may be useful for persons who live alone or are alone for long periods of time. Some also offer fall detection technology and medication dispensing and/or reminding.

Also consider the Carrier Alert Program. If enrolled, mail carriers report seniors who have not picked up mail in a while. Call the Senior Helpline at 768-7700 for registration.

Kupuna Monitoring Systems, Inc. 721-1201
Medical alert, medication dispensing www.kupunamonitoring.com system monitoring, and AutoAlert fall detector. Statewide service.
P.O. Box 2247 Aiea 96701

Lifeline Hawaii Services 1-888-409-8449
Statewide service. www.lifelinehawaiiservices.com

Queen’s Lifeline 691-7585
1301 Punchbowl St. Honolulu 96813 www.queens.org

St. Francis Lifeline 547-6120
2228 Liliha St. Room 408 Honolulu 96817 www.stfrancishawaii.org

Escort

Someone who accompanies and personally assists an elder with a service. Also see Transportation (page 19). See Yellow Pages under “Home Health Service.”
Exercise for Frail & Disabled Elders

See also Education (page 27), and Senior Centers (page 24). Check also with your health insurance plan, local clinic or hospital to see what they have to offer.

Arthritis Foundation, Hawaii Branch 596-2900
Land exercises, AQUA, and Tai Chi, various locations. www.arthritis.org
615 Piikoi St. #1109 Honolulu 96814

CFS Gerontology Program 543-8468
Child & Family Service www.childandfamilyservice.org
200 N. Vineyard Blvd. Bldg. B Honolulu 96817

No Fear of Falling
Enhance Fitness Exercise Sites and fall prevention education.

Senior Exercise Group
Arthritis Foundation Exercise Sites and education/support.

Department of Parks & Recreation
Therapeutic Recreation Unit 768-3027
Support for the inclusion www.honolulu.gov/parks/programs/trunit.htm of people with disabilities into Parks and Recreation programs.
1000 Uluohia St. Suite 309 Kapolei 96707

Kokua Kalihi Valley (KKV) Elderly Services 848-0977
For elders residing in Kalihi Valley. www.kkv.net

KKV Elder Center
1846 Gulick Ave. Honolulu 96819

KPT Community Hall
1475 Linapuni St. Honolulu 96819
YMCA

Aqua exercise classes for people with arthritis and Silver and Fit, land exercise class for seniors.

Kaimuki 737-5544
4835 Kilauea Ave. Honolulu 96816

Windward 261-0808
1200 Kailua Rd. Kailua 96734

Respite - Adult Day Care & Day Health

Adult Day Care programs include supervision, recreation, socialization, exercise, meals, and group activities. Facilities are licensed by the Department of Human Services, Adult & Community Care Services Branch. Most centers require participants to be 55 years or older, ambulatory, continent, a non-wanderer, non-combative, able to eat independently, and transfer with little or no assistance. Typical pricing is between $50-80/day which is much more cost effective than in-home care. Some provide additional assistance or special services, such as bathing or dementia care, usually for an added cost.

Adult Day Health programs are for those who require a higher level of care, usually intermediate care facility (ICF) level. Services could include health assessments, administration of medication, or care coordination. There may also be specialized care such as programs for dementia patients. Adult Day Health Centers are staffed with Registered Nurses who are qualified to dispense medication and provide skilled nursing level care. Facilities are licensed by the Department of Health, Office of Health Care Assurance.

These facilities require TB and medical clearance (physical exam). Some providers will suggest a trial period if they are unsure your family member is appropriate for their program.

Aged to Perfection 622-4717
Central Oahu Senior Day Care Association
1445 California Ave. Wahiawa 96786

Aloha Nursing & Rehab Centre 441-9553
Adult Day Wellness Program www.alohanursing.com
45-545 Kamehameha Hwy. Kaneohe 96744
Aloha Wellness Center, Inc.  
94-1388 Moaniani St. #203  Waipahu  96797  
www.alohawellness.biz

Ann Pearl Adult Day Health  
45-181 Waikalua Rd.  Kaneohe  96744  
www.annpearlnursing.com

Beckwith Hillside Adult Day Care  
2375 Beckwith St.  Honolulu  96822

Casamina Adult Day Care  
1426 Ala Napunani St.  Honolulu  96818

Central Union Church  
Adult Day Care & Day Health Center  
1660 S. Beretania St.  Honolulu  96826  
www.arcadia-hi.org

Franciscan Adult Day Center  
2715 Pamoa Rd.  Honolulu  96822  
www.franciscanadultday.com

Fukumoto Adult Care, LLC  
98-779 Kaamilo St.  Aiea  96701

Furukawa Living Treasure Day Care Centers  
1449 Brigham St.  Honolulu  96817  
1647 Palolo Ave.  Honolulu  96816

Hulu Makua Adult Day Care  
1029 Kapahulu Ave. Suite 408  Honolulu  96816

Jass Adult Day Care  
828 18th Ave.  Honolulu  96816

Kilohana Senior Enrichment Center  
5829 Mahimahi St.  Honolulu  96821  
www.arcadia-hi.org

King Lunalilo Adult Day Care Center  
501 Kekauluohi St.  Honolulu  96825  
www.kinglunaliloadc.org
FAMILY SUPPORT

36  Adult Day Care & Day Health

Kuakini Adult Day Care  547-9534
347 N. Kuakini St. Honolulu 96817  www.kuakini.org
Aiea  487-1586
98-939 Moanalua Rd. Aiea 96701
Pali  528-4621
1727 Pali Hwy. Honolulu 96813

Leahi Adult Day Health Center  733-7955
Day Health only, no Day Care.  www.hhsc.org/oahu/leahi
3675 Kilauea Ave. Honolulu 96816

Lotus Adult Day Care Center  486-5050
99-186 Puakala St. Aiea 96701

Maluhia Adult Day Health Center  832-6130
Day Health only, no Day Care.  www.hhsc.org/oahu/maluhia
1027 Hala Dr. Honolulu 96817

Palolo Chinese Home  737-2555
Open to all, 7 days a week.  www.PaloloHome.org
2459 10th Ave. Honolulu 96816

Sakura House  536-1112
Bilingual (Japanese & English) services.  www.sakurahousehawaii.com
1666 Mott Smith Dr. Honolulu 96822

Salvation Army - Adult Day Health Services  521-6553
Also provides Day Care service.  www.salvationarmyhawaii.org
296 N. Vineyard Blvd. Honolulu 96817

Seagull Schools Adult Day Center  674-1160
Intergenerational activities provided.  www.seagullschools.com
91-531 Farrington Hwy. Kapolei 96707

SECOH Senior Center  www.secoh.org
Honolulu  739-2745
708 Palekaua St. Honolulu 96816
Wahiawa  621-1500
643 Kilani Ave. #2 Wahiawa 96786
Waianae Coast Comprehensive Health
Center Day Care Programs 542-9073

Hale Kakoo
1816 Alewa Dr. Honolulu 96817

Helemano Hale
64-1488 Kamehameha Hwy. Wahiawa 96786

Mililani Hale
95-257 Kaloapai St. Mililani 96789

Nanakuli Hale
89-188 Farrington Hwy. Waianae 96792

Pearl City Hale
858 2nd St. Pearl City 96782

Waipahu Hongwanji Mission 678-1770
Adult Day Care Center www.waipahuhongwanji.org
94-821 Kuhaulua St. Waipahu 96797

Windward Seniors Day Care - Hope Center 261-4947
77 N. Kainalu Dr. Kailua 96734

Respite - In Home
Temporary relief for caregivers provided in the home. Also see In Home Assistance (page 45) and “Home Health” in the Yellow Pages.

Catholic Charities Hawaii 527-4777
Respite Connection www.catholiccharitieshawaii.org

CFS Gerontology Program 543-8468
Child & Family Service www.childandfamilyservice.org
Caregiver Respite Program
200 N. Vineyard Blvd. Bldg. B Honolulu 96817

Kokua Kalihi Valley Elderly Services 848-0977
Caregiver Respite Program www.kkv.net
For Kalihi Valley residents.
### Project Dana
Services provided by volunteers. www.projectdana.org

### St. Anthony of Padua Outreach
148-A Makawao St, Kailua 96734 www.stanthonyskailua.org

### Waikiki Friendly Neighbors
Services provided by volunteers. www.waikikihc.org

### Respite - Other

This section lists other providers of temporary relief for caregivers, including overnight stays in facilities. Plan reservations as far in advance as possible as providers are often at capacity. Some Nursing Homes, Care Homes, and Assisted Living Residences also provide respite care (pages 14-18).

<table>
<thead>
<tr>
<th>Provider</th>
<th>Phone</th>
<th>Address</th>
<th>Website</th>
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</thead>
<tbody>
<tr>
<td>King Lunalilo Home</td>
<td>395-1000</td>
<td>501 Kekauluohi St, Honolulu 96825</td>
<td><a href="http://www.lunalilohome.org">www.lunalilohome.org</a></td>
</tr>
<tr>
<td>Hale Ho Aloha</td>
<td>524-1955</td>
<td>2670 Pacific Heights Rd, Honolulu 96813</td>
<td><a href="http://www.halehoaloha.com">www.halehoaloha.com</a></td>
</tr>
<tr>
<td>Palolo Chinese Home</td>
<td>737-2555</td>
<td>PCH Respite Center</td>
<td><a href="http://www.PaloloHome.org">www.PaloloHome.org</a></td>
</tr>
<tr>
<td>Respite Nanea, Inc.</td>
<td>524-2575</td>
<td>Short term respite in care homes &amp; licensed facilities.</td>
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<tr>
<td>U.S. Department of Veterans Affairs</td>
<td>433-0218</td>
<td>VA Center for Aging - Respite Program</td>
<td><a href="http://www.va.gov/hawaii">www.va.gov/hawaii</a></td>
</tr>
</tbody>
</table>

For eligible veterans.
459 Patterson Rd, Bldg. 110, Honolulu 96819
Support Groups

Also see Caregiver Support Groups (page 40) or call 211.

Alcoholics Anonymous 946-1438
1110 University Ave. #205 Honolulu 96826 www.oahucentraloffice.org

Alzheimer’s Association 591-2771
Support groups meet island-wide. www.alz.org/Hawaii
1050 Ala Moana Blvd. Bldg. Suite 2610 Honolulu 96814

American Cancer Society 595-7544
Support for griever, caregivers, and patients. www.cancer.org
2370 Nuuanu Ave. Honolulu 96817

American Diabetes Association - Hawaii 947-5979
Monthly support group. 1-888-342-2383 www.diabetes.org
875 Waimanu St. Suite 601 96813

American Heart Association & American Stroke Association 538-7021
Mended Hearts and Stroke Support groups. www.americanheart.org
677 Ala Moana Blvd. Suite 600 Honolulu 96813

American Lung Association of Hawaii 537-5966
Support group for people with lung disease. www.ala-hawaii.org
Every 4th Thursday/month at 10 a.m. - 12 p.m.
680 Iwilei Rd. Suite 575 Honolulu 96817

Castle Medical Center 263-5400
Breathe free plan to stop smoking. www.castlemed.org
642 Ulukahiki St. Suite 105 Kailua 96734

Epilepsy Foundation of Hawaii 528-3058
toll free 1-866-528-3058 www.hawaiiepilepsy.com
Support groups for people with epilepsy and their caregivers.
1240 Ala Moana Blvd. Suite 225 Honolulu 96814
FAMILY SUPPORT
Support Groups, Caregiver Support Groups

Hina Mauka 236-2600
Drug and alcohol treatment services. www.hinamauka.org
45-845 Pookela St. Kaneohe 96744

Kuakini Medical Center 547-9562
“Us Too!” Prostate Cancer Support Group &
Breast Cancer Education & Support Group
347 N. Kuakini St. Honolulu 96817

Hawaii Parkinson Association 528-0935
3375 Koapaka St. Suite I-540 Honolulu 96819 www.parkinsonhawaii.org

Lupus Foundation of America - Hawaii 538-1522
700 Bishop St. Suite 444 Honolulu 96813 1-800-201-1522

Muscular Dystrophy Association - Hawaii 593-4454
1221 Kapiolani Blvd. Suite 220 Honolulu 96814 www.mda.org

National Kidney Foundation of Hawaii 593-1515
1314 S. King St. Suite 305 Honolulu 96814 www.kidneyhi.org

Overeaters Anonymous 737-3469
Call for a meeting near you.

Support Groups - Caregivers Only

Alzheimer’s Association 591-2771
1050 Ala Moana Blvd. Suite 2610 Honolulu 96814 www.alz.org/Hawaii

Castle Caregiver Support Group 263-5077
For caregivers, friends, and family. Meets monthly.

Central Oahu Caregivers’ Support Group 625-0420
Group meets monthly at Wahiawa General Hospital.
P.O. Box 84794 Mililani 96789 www.wvpress.com/care
<table>
<thead>
<tr>
<th><strong>Caregiver Support Groups</strong></th>
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<tr>
<td><strong>CFS Gerontology Program</strong></td>
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<tr>
<td>Child &amp; Family Service</td>
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<tr>
<td>Ohana Care Program</td>
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<tr>
<td>Case Management, Counseling &amp; Support for Family / unpaid caregivers of elders 60+.</td>
</tr>
<tr>
<td>200 N. Vineyard Blvd. Bldg. B Honolulu 96817</td>
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<tr>
<td><strong>Eldercare Support Group</strong></td>
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<tr>
<td>Meets monthly except in December.</td>
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<tr>
<td><strong>Kokua Kalihi Valley Elderly Services</strong></td>
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<tr>
<td>Caregiver Support Groups</td>
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<tr>
<td><strong>Caregiver Foundation Support Groups</strong></td>
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<tr>
<td>Various sites.</td>
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<tr>
<td><strong>Project Dana</strong></td>
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<tr>
<td>Caring for the Caregiver Support Group</td>
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<tr>
<td><strong>VA Caregivers Support Group</strong></td>
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<tr>
<td>Support group held once a month.</td>
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<tr>
<td>459 Patterson Rd. Honolulu 96819</td>
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</tbody>
</table>

Need more information? Call the Senior Helpline

768-7700
End of Life Services

The following programs address end of life issues. Also see Kokua Mau, a partnership of agencies and organizations for improving care at the end of life at www.kokuamau.org.

Advance Directives

Formerly known as “Living Wills.” You can let your family and physician know what kind of treatment you want in the event you cannot speak for yourself. You can also designate someone to make decisions for you if you become incapacitated. Forms may be obtained from most hospitals, healthcare organizations, many attorneys’ offices or from UHELP. Also refer to Deciding “What’s Next?” publication from UHELP, available at www.hawaii.edu/uhelp.

Other documents, including Physician’s Orders for Life-Sustaining Treatment (POLST) and Comfort Care Only/Do Not Resuscitate (CCO-DNR) I.D. bracelets, give instructions to health care personnel in emergencies. Forms may be obtained from the Emergency Medical Services Section, Department of Health (733-9210) or download at www.kokuamau.org.

Kokua Mau
Hawaii’s Hospice and Palliative Care Organization

University of Hawaii Elder Law Program (UHELP)
William S. Richardson School of Law
2515 Dole St. #201 Honolulu 96822

Bereavement Counseling & Support

If a loved one is in a hospital, talk with the chaplain or social worker. Contact your own religious organization or see listings for “Counselors,” “Psychologists,” “Psychotherapists,” and “Physicians - Psychiatrists” in the Yellow Pages. Also see Support Groups (page 39), Hospice (page 43) and Mental Health & Counseling (page 56).

American Cancer Society
Make Today Count, Honolulu

American Cancer Society 595-7544
www.cancer.org
Funeral & Memorial Services

Also see “Funeral Directors” in the Yellow Pages. When looking for private pay services, make sure to shop around as options and prices can vary greatly.

Funeral Consumers Alliance
Non-profit funeral planning, consumer advocate.
Many helpful publications online.

Med-QUEST Division
Department of Human Services
Will determine eligibility for funeral payments.
Must be Medicaid eligible.
801 Dillingham Blvd. 3rd Floor  Honolulu  96817

U.S. Department of Veterans Affairs
Veterans Service Center
Burial benefits for veterans.
P.O. Box 29040  Honolulu  96820

Hospice

Medicare-covered services include pain control, comfort, and counseling for those facing the advancing stages of terminal illnesses. Care is provided in the patient’s home and other settings and may include respite for caregivers.

Bristol Hospice Hawaii, LLC
500 Ala Moana Blvd. Suite 4-547  Honolulu  96813

Hospice Hawaii
860 Iwilei Rd.  Honolulu  96817

Islands Hospice
560 N. Nimitz Hwy. Suite 204  Honolulu  96817

St. Francis Hospice
2226 Liliha St. 5th Floor  Honolulu  96817
Organ or Body Donation

Lions Eye Bank and Makana Foundation 536-7416
614 South St. Suite 101 Honolulu 96813 www.hlebmf.org

Legacy of Life Hawaii 599-7630
(Formerly Organ Donation Center of Hawaii) www.legacyoflifehawaii.org
Only organ donation, not body donation.
405 N. Kuakini St. Suite 810 Honolulu 96817

University of Hawaii School of Medicine 692-1445
jabsom.hawaii.edu/JABSOM/community/WilledBody.php

Willed Body Program
Body donation to science.
651 Ilalo St. Honolulu 96813

Need more information? Call the Senior Helpline
768-7700
In Home Assistance

It is sometimes difficult for older adults to accept in-home assistance. They may not want strangers in their home, deny the need, or believe that accepting help means the next step is a nursing home. However, this assistance may actually delay or avoid institutionalization, allowing them to remain at home longer.

Assistance in the home comes in various forms. Traditionally, most care is provided by relatives, friends, and neighbors. However, this “informal” care may need supplementing. “Formal” assistance is provided by non-profit organizations, privately hired independent providers (nurses, therapists, aides, homemakers, and companions), home care agencies, home health agencies, and government programs. Home health agencies provide more medically oriented services than home care agencies. As with all services, it would be wise to check qualifications and references if hiring independently.

Medicare covers only certain in-home services for a limited period of time; it does not provide long-term care. When hospitalized, talk to the doctor and ask to speak to the social worker or discharge planner to identify the family’s realistic role in caring for the patient at home and services available.

Medicaid clients should contact their QUEST Expanded Access (QExA) plan provider to see if they are eligible for service covered under their plan. For more information and referrals for assistance in the home, call the Senior Helpline at 768-7700.

Chore/Homemaker Services

May include housekeeping, shopping, and errands. See “House Cleaning” in the Yellow Pages for other businesses that do cleaning. Some agencies listed under “Home Health” in the Yellow Pages may also provide housekeeping.

Adult Intake Unit

Department of Human Services

For low income, SSI, and Medicaid eligible.
420 Waiakamilo Rd. Suite 300A Honolulu 96817
Akamai Grocery Shopping & Delivery Service 672-7347
Serves Downtown to Kahala. www.akamaidelivery.com

Catholic Charities Hawaii 527-4777
Premium Senior Services www.premiumseniorservices.com
Personal home assistance, including housekeeping, shopping, and errands.

Child & Family Service 543-8423
Kupuna Concierge www.kupunaconcierge.org
Chore, Homemaker, respite and personal assistance in the home.
200 N. Vineyard Blvd. Bldg. B Honolulu 96817

Palolo Chinese Home - Home Cleaning 748-7994
Serving seniors from Kalihi to Hawaii Kai. www.palolohome.org

Waikiki Friendly Neighbors 926-8032
Volunteers assist isolated elderly persons in Waikiki by helping with errands, shopping, light housework, and provide respite for caregivers.
277 Ohua Ave. Honolulu 96815

Home Health Agencies

Home Health Agencies are organizations which provide skilled nursing services and other therapeutic services ordered by a physician to homebound patients. A home health agency can be Medicare certified which means that they can provide services that are covered by Medicare. Medicare certification is voluntary. State licensing of home health agencies by the Office of Healthcare Assurance is required.

Home Care Agencies provide custodial care services which are non-medical such as housekeeping, meal preparation, and ongoing assistance with personal care. Home care agencies are not currently licensed by the state of Hawaii, but under legislation passed in 2009, will be required to be licensed in the future. Home care agency services are not covered by Medicare; services are private pay. To find home care agencies, see “Home Health Care” in the Yellow Pages.

Some home health agencies provide only Medicare covered services (doctor ordered, usually for short-term after hospitalization) while others
will provide **private duty services** (private pay, usually for long-term). For private services, most agencies have a 2-4 hour minimum per visit and the care recipient must receive on-going services, typically a minimum of once or twice a week. Some offer temporary respite, live-in care, and/or travel assistance/escort. The lowest level of care typically starts at $18-24 an hour and includes services such as companionship, housekeeping, and light meal preparation provided by staff often referred to as “companion aides” or “home helpers.”

Rates are higher when hands-on services such as help with transferring, bathing, and toileting are provided by specially trained staff, usually by “personal care assistants,” “home health aides” or Certified Nursing Assistants (CNA). Skilled care requiring Licensed Practical Nurses (LPN) or Registered Nurses (RN) can cost $35-60 an hour or more. If your loved one could benefit from a social setting, also consider **Adult Day Care and Day Health** (page 34) which is a more affordable option.

When looking for any agency that provides employees who work in your home, make sure to inquire what kind of safeguards they have established to prevent adverse events. This would include things like insurance, bonding, background checks, accreditations, and certifications.

Listed below are licensed Home Health Agencies on Oahu. For a complete list of licensed Home Health Agencies statewide, go to the Office of Health Care Assurance website at www.hawaii.gov/health, and under “Health Topics,” click on “Elder Care.” For reviews of Medicare certified Home Health Agencies, go to www.medicare.gov and under “Resource Locator” click on “Home Health Compare.”

### Home Health Agencies - Medicare covered services only

**Kaiser Home Health Agency**  
432-5688

**Prime Care Services of Hawaii, Inc.**  
531-0050  
3375 Koapaka St. Suite I-570  
Honolulu 96819  
www.primecarehawaii.com

**St. Francis Home Care Services**  
534-0777  
P.O. Box 29700  
Honolulu 96820  
www.stfrancishawaii.org

**Wahiawa General Hospital Home Health**  
621-4438  
Serves Mililani to North Shore area.  
128 Lehua St. Wahiawa 96786  
www.wahiawageneral.org
Home Health Agencies - Medicare covered and private duty services.

<table>
<thead>
<tr>
<th>Agency</th>
<th>Phone</th>
<th>Address</th>
<th>Website</th>
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</thead>
<tbody>
<tr>
<td>Bayada Home Health Care</td>
<td>591-6050</td>
<td>615 Piikoi St. Suite 600</td>
<td><a href="http://www.bayadahomehealth.com">www.bayadahomehealth.com</a></td>
</tr>
<tr>
<td>Castle Home Care (Medicare covered)</td>
<td>263-5077</td>
<td>46-001 Kamehameha Hwy. Suite 212 Kaneohe 96744</td>
<td><a href="http://www.castlemed.com">www.castlemed.com</a></td>
</tr>
<tr>
<td>Kokua Nurses Home Health</td>
<td>594-2326</td>
<td>1210 Artesian St. Ste. 201 Hon. 96826</td>
<td><a href="http://www.hawaiinursinghomes.com">www.hawaiinursinghomes.com</a></td>
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</table>

Home Health Agencies - Private duty services only

<table>
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<tr>
<th>Agency</th>
<th>Phone</th>
<th>Address</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arcadia Home Care Services</td>
<td>440-3041</td>
<td>1660 S. Beretania St. Room 203 Honolulu 96826</td>
<td><a href="http://www.arcadia-hi.org">www.arcadia-hi.org</a></td>
</tr>
<tr>
<td>Attention Plus Care</td>
<td>739-2811</td>
<td>1580 Makaloa St. Suite 1060 Honolulu 96814</td>
<td><a href="http://www.attentionplus.com">www.attentionplus.com</a></td>
</tr>
<tr>
<td>Lou’s Quality Home Health Care Services, LLC</td>
<td>623-7109 or 754-3934</td>
<td>P.O. Box 893224 Mililani 96789</td>
<td><a href="http://www.lousqualcare.com">www.lousqualcare.com</a></td>
</tr>
</tbody>
</table>
Personal Care

Health-related services provided in the home, including bathing and grooming. Also see Home Health Agencies (page 47) and “Home Health” in the Yellow Pages for more agencies. For hospice eligible clients, see Hospice (page 43).

St. Francis Health Services for Senior Citizens  547-6121
Bathing service for frail seniors 60 years and older in their home.
P.O. Box 29700  Honolulu  96820

Need more information? Call the Senior Helpline

768-7700
Health Care

Health & Safety Education

One out of three older adults falls each year. Falls are the most common cause of injuries that can make it difficult to get around and limit independent living. The risk can be reduced by exercise that increases strength and improves balance, medication review to reduce side effects and interactions, eye checks once a year, improved home lighting, and reduction of hazards in the home that can lead to falls. Tips on falling and other health related topics can be found at the U.S. National Library of Medicine’s MedlinePlus at www.medlineplus.gov.

Also see Exercise for Frail Seniors (page 33), Support Groups (page 39), Education (page 27), and Caregiver Education (page 29).

Alu Like, Inc. 535-6700
Chronic Disease Self-Management Program www.alulike.org
458 Keawe St. Honolulu 96813

Alzheimer’s Association 591-2771
Maintain Your Brain: How to live a brain healthy lifestyle.
www.alz.org/Hawaii

Arthritis Foundation, Hawaii Branch 596-2900
Free arthritis education and wellness brochures.
www.arthritis.org

CFS Gerontology Program 543-8468
Child & Family Service www.childandfamilyservice.org
Chronic Disease Self-Management Program
200 N. Vineyard Blvd. Bldg. B Honolulu 96817

Department of Emergency Management 723-8960
(Formally Oahu Civil Defense) www.oahudem.org
Classes on emergency preparedness.
650 S. King St. Basement Honolulu 96813

Kokua Kalihi Valley (KKV) Elderly Services 848-0977
Health Maintenance Program www.kkv.net
For elders residing in Kalihi Valley.
Honolulu Police Department 723-3475
Community Affairs www.honolulupd.org
Crime prevention and safety tips.
801 S. Beretania St. Honolulu 96813

Kaiser Permanente
Senior Summit Lecture Series 432-2260
1010 Pensacola St. Honolulu 96814 www.kaiserpermanente.org

Kapiolani Women’s Health Center 535-7000
Women’s health classes www.kapiolani.org

Project Dana Home Safety Program 945-3736
Home is assessed to identify hazards to frail elders; provides safety education and recommendations.

Wellness and Lifestyle Medicine Center 263-5050
Castle Medical Center
642 Ulukahiki St. Suite 105 Kailua 96734

Health Information & Referral
To find a doctor, ask your insurance provider, clinic, or look under “Physicians” in the Yellow pages.

Alzheimer’s Association 1-800-272-3900
24-hour Helpline www.alz.org/Hawaii

American Cancer Society 1-800-227-2345
24-Hour Referral and Information www.cancer.org

Audient 1-866-956-5400
Program for affordable hearing aids. www.audientalliance.org

Cancer Information Service 1-800-422-6237
National Cancer Institute www.cancer.gov
<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
<th>Website</th>
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<tbody>
<tr>
<td>Dental Lifeline Network</td>
<td>1-888-449-9670</td>
<td><a href="http://www.nfdh.org">www.nfdh.org</a></td>
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<tr>
<td>(Formerly Donated Dental Services)</td>
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<tr>
<td>Hearing Aid Helpline</td>
<td>1-800-521-5247</td>
<td><a href="http://www.ihsinfo.org">www.ihsinfo.org</a></td>
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<tr>
<td>International Hearing Society</td>
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<tr>
<td>Honolulu County Medical Society</td>
<td>536-6988</td>
<td><a href="http://www.hcsmsonline.org">www.hcsmsonline.org</a></td>
</tr>
<tr>
<td>Poison Control Center</td>
<td>1-800-222-1222</td>
<td><a href="http://www.rmpdc.org">www.rmpdc.org</a></td>
</tr>
<tr>
<td>Information for poison emergencies or prevention.</td>
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<tr>
<td>Quit Line (to stop smoking)</td>
<td>1-800-784-8669</td>
<td><a href="http://www.callitquitshawaii.org">www.callitquitshawaii.org</a></td>
</tr>
<tr>
<td>Senior EyeCare Program</td>
<td></td>
<td><a href="http://www.eyecareamerica.org">www.eyecareamerica.org</a></td>
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<tr>
<td>Website only</td>
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<tr>
<td>CDC Information</td>
<td>1-800-232-4636</td>
<td><a href="http://www.cdc.gov">www.cdc.gov</a></td>
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<tr>
<td>Centers for Disease Control &amp; Prevention</td>
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**Medical & Dental Clinics**

For list of **Geriatricians** (doctors that specialize in older adults) see the Yellow Pages or the **Family Caregiving Guide** online at www.elderlyaffairs.com. Also ask your health insurance provider.

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
<th>Website</th>
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<tr>
<td>Aloha Medical Mission</td>
<td>841-4489</td>
<td><a href="http://www.alohamedicalmission.org">www.alohamedicalmission.org</a></td>
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<tr>
<td>Dental clinic only.</td>
<td></td>
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<tr>
<td>Serves the uninsured. Call for appointment.</td>
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<tr>
<td>810 N. Vineyard Blvd. Honolulu 96817</td>
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<tr>
<td>Dept. of Health - Lanakila Health Center</td>
<td></td>
<td><a href="http://www.hawaii.gov/health">www.hawaii.gov/health</a></td>
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<tr>
<td>1700 Lanakila Ave. Honolulu 96817</td>
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<tr>
<td>Dental Clinics</td>
<td>832-5710</td>
<td></td>
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<tr>
<td>Priority to Medicaid eligible persons.</td>
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<tr>
<td>Tuberculosis Testing Center</td>
<td>832-5731</td>
<td></td>
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<tr>
<td>Tuberculosis Information Line</td>
<td>832-5738</td>
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Kalihi Palama Health Center  845-8578
915 N. King St. Honolulu 96817  www.kphc.org
  Dental  845-0686
  Optometry  792-5599

Kokua Kalihi Valley
Comprehensive Family Services
Geriatric Medicine consultation & Dental service
for residents of Kalihi Valley.  www.kkv.net
  Main clinic  791-9400
   2239 N. School St. Honolulu 96819
  KKV Elder Center  848-0977
   1846 Gulick Ave. Honolulu 96819

Koolauloa Community Health & Wellness Center  www.koolauloachc.org
  Hauula  293-9216
   54-316 Kamehameha Hwy. Hauula 96717
  Kahuku  293-9231
   56-119 Pualalea St. Kahuku 96731

Queen Emma Clinics
1301 Punchbowl St. Honolulu 96813  www.queens.org
  Adult Medicine  691-4970
  Queen’s Medical Center Dental Clinic  691-4292

Queen’s Medical Center
Geriatric Clinic  691-8877
1301 Punchbowl St. Honolulu 96813  www.queens.org

Tzu Chi Medical Clinic  550-8608
Chinese speakers available.  www.tzuchi.org
100 N. Beretania St. Suite 122 Honolulu 96817

Waianae Coast Comprehensive Health Center  696-7081
86-260 Farrington Hwy. Waianae 96792  www.wcchc.com
Medicare is a federal health insurance plan available to seniors 65 years and older and certain people with disabilities. It does not pay for all medical costs. Beneficiaries are responsible for deductibles, copays, premiums, and non-covered services. Medicare does not pay for long-term care; skilled nursing facility care provided by Medicare is limited to less than 100 days, depending on the beneficiary’s condition.

**Part A**, Hospital coverage, limited skilled nursing facility & home health, and hospice - No premium for those who worked longer than 10 years or covered by a spouse.

**Part B**, Doctor visits, outpatient, and other medical care - 2012 monthly premium is $99.90 for most beneficiaries.

**Part D**, Drug coverage - plans and premiums vary.

**Part C**, also referred to as Medicare Advantage Plans, combines Part A and B plans into PPO (Preferred Provider Organization), HMO (Health Maintenance Organization), PFFS (Private Fee for Service), Cost Plans, Special Needs Plans, and Medical Savings Accounts. For a description of the plans available in Hawaii, check your current *Medicare and You Handbook*.

Each of these plans have their own unique advantages and limitations. Be careful when choosing Part C or D plans as they may affect your other coverages, such as an employer retirement plan.

**Medigap** plans are Medicare Supplemental Insurance plans provided by insurance companies to fill the “gaps” in coverage that may not be provided by Original Medicare.

Call **Sage PLUS** (586-7299) if you need help understanding your options and choosing a Medicare plan. It is important to sign up for Medicare as soon as you become eligible. Contact the Social Security Administration three months before you turn 65 or become eligible for Medicare, otherwise you may have to pay a penalty or delay your coverage if you miss your initial enrollment period.
Medicaid is a State-administered health insurance program for persons with certain disabilities/medical conditions and persons 65 years and older who have very low incomes and limited assets. In Hawaii, the Medicaid program is run by the Department of Human Services Med-QUEST Division. Services are provided through the managed care program QUEST Expanded Access (QExA).

Centers for Medicare & Medicaid Services

Medicare Hotline 1-800-633-4227
Online information on Medicare & Medicaid. www.medicare.gov

Executive Office on Aging www.hawaiiadrc.org
Hawaii SHIP/Sage PLUS 586-7299
Medicare health insurance counseling. toll free 1-888-875-9229
www.hawaiiship.org

SMP 586-7281
Volunteers trained to give presentations about Medicare/Medicaid fraud, waste, and abuse. toll free 1-800-296-9422

Med-QUEST Division www.med-quest.us
Honolulu 587-3521
801 Dillingham Blvd. 3rd Floor
Kapolei 692-7364
601 Kamokila Blvd. Room 415

QUEST Expanded Access Helpline 1-866-928-1959
TTY 1-866-928-1958
Information on Hawaii’s Medicaid managed-care program. www.qexa.org

Medical Equipment

Medical equipment also known as durable medical equipment (DME) includes items such as walkers, wheelchairs, and hospital beds. Medicare will cover certain types of DME with a prescription.

In some cases, renting DME may be more appropriate than purchasing. Renting is also covered under Medicare. Consult with a Sage PLUS (586-7299) counselor to see what would be best for your situation. In most cases, once you purchase DME using your Medicare benefit,
you may be responsible for repairs and/or replacement. Be sure to get information in writing on warranty coverage BEFORE purchasing the equipment.

To find a DME supplier look in the Yellow Pages under “Medical Equipment” or “Medical Supplies” and ask if they accept Medicare. Also, go to www.medicare.gov, look under “Search Tools” and click on “Find Suppliers of Medical Equipment in Your Area.” You can also call 1-800-MEDICARE (1-800-633-4227) to speak to a Medicare representative.

Look for dealers that accept “assignment” which means they accept Medicare’s payment amount as payment in full (not including plan copayment). Ask friends, social workers, and medical professionals for advice and referrals. Call Sage PLUS for additional information.

**Mental Health Care & Counseling**

Life changes that happen as we get older may cause feelings of uneasiness, stress, and sadness. For instance, the death of a loved one, moving from work into retirement, or dealing with an illness can leave people feeling sad or anxious - feelings that could develop into depression.

Depression and anxiety are common problems among older adults, but they are not a normal part of aging. These are real diseases that people cannot simply “snap out of.” However, many people do recover when provided proper treatment. This could include psychotherapy, group counseling, and/or medication. Ask your insurance provider or primary care physician for referrals. Also see “Counselors,” “Psychologists,” “Psychotherapists,” and “Physicians - Psychiatrists” in the Yellow Pages.

**Adult Mental Health Division** 586-4686  
Access and Crisis Line 832-3100  
Department of Health www.amhd.org  
1250 Punchbowl St. Honolulu 96813

**Counseling & Spiritual Care Center of Hawaii** 545-2740  
1020 S. Beretania St. Honolulu 96814 www.cscch.org

**Hawaii State Hospital** 247-2191  
45-710 Keahahala Rd. Kaneohe 96744 www.hawaii.gov/health
Kahi Mohala Behavioral Health 671-8511
24 Hour Call Center 677-2512
91-2301 Old Ft. Weaver Rd. Ewa Beach 96706 www.kahimohala.org

Mental Health America of Hawaii 521-1846
For persons with mental health concerns regarding access, treatment, and service. www.mentalhealth-hi.org
1124 Fort St. #205 Honolulu 96813

Queen’s Medical Center Counseling and Clinical Services 547-4401
Day treatment and counseling to promote spiritual, physical, and mental needs. www.queensmedicalcenter.net
1374 Nuuanu Ave. Honolulu 96817

Safe Haven - Puuhonua 524-7233
Support and services for mentally ill homeless persons. 41 S. Beretania St. Honolulu 96813

Senior Behavioral Health Care Unit 621-4310
Wahiawa General Hospital www.wahiawageneral.org
Provides in-patient Geriatric Psychiatry and Geriatrician follow-up for the elderly.

Prescription Drugs & Medications
Also see Medicare & Medicaid (page 54). To check credentials of online pharmacies, go to the National Association of Boards of Pharmacy at www.nabp.net.

Partnership for Prescription Assistance 1-888-477-2669
Information on Patient Assistance Programs for those who qualify. www.pparx.org

Medicare Part D 1-800-633-4227
For eligibility, information, and help choosing a plan call Sage PLUS at 586-7299. www.medicare.gov
Income Security

Government, social service agencies, and businesses may provide assistance to protect, maintain, and supplement your income. Home-owners may want to consider housesharing, home equity loans, or reverse mortgages.

Consumer Assistance & Protection


Better Business Bureau of Hawaii Inc. 536-6956
Neighbor Islands call toll free. 1-877-222-6551

Senior Scam Hotline 628-3950
1132 Bishop St. Suite 615 Honolulu 96813
1-888-333-1593
www.hawaii.bbb.org

Dept. of Commerce & Consumer Affairs www.hawaii.gov/dccca

Office of Consumer Protection 586-2630
Consumer Information Line 587-1234
Pre-recorded information on common consumer issues.

Consumer Resource Center 587-3222
Check status of a business or licensee.

Landlord-Tenant Information 586-2634
Monday - Friday 8 a.m. - 12 p.m.

Insurance Fraud Unit Hotline 587-7416
Insurance fraud complaints.

Investor Education Program 587-7400
Free information and presentations on www.investing.hawaii.gov investment products, current scams, and how to avoid fraud.

Securities Fraud Hotline 587-2267
Call to report securities violations like fraud.
Dept. of the Attorney General 586-1058
Medicaid Fraud Control Unit - Criminal Justice Div.
Also investigates abuse of dependent adults committed by Medicaid providers, care facilities, and paid caregivers.
333 Queen St. 10th Floor Honolulu 96813 www.hawaii.gov/ag

Direct Marketing Association 1-212-768-7277
Register your home address www.dmaconsumers.org/cgi/offmailinglist with DMA’s Mail Preference Service to decrease the amount of national advertising mail (commonly referred to as “junk mail”) you receive.
1111 19th St. NW Suite 1100 Washington, DC 20036

Elder Abuse Justice Unit 768-7536
Dept. of the Prosecuting Attorney www1.honolulu.gov/prosecuting
Prosecutes criminal cases involving victims 60 years and older.
Community presentations about elder abuse and prevention.
1060 Richards St. Honolulu 96813

Executive Office on Aging - SMP Program 586-7281
Volunteers trained to give presentations www4.hawaii.gov/oea/programs about Medicare/Medicaid waste, fraud, and abuse.

Honolulu Police Department 723-3704
White Collar Crime - Criminal Investigation Div. 723-3609
Investigates telemarketing or investment fraud. www.honolulupd.org
801 S. Beretania St. CID Honolulu 96813

Inspector General’s Office 1-800-447-8477
Medicare, Medicaid, or health care fraud.

National Do Not Call Registry toll free 1-888-382-1222
Federal Trade Commission Registry to stop most telemarketing calls. If you often get calls from the same business or organization, tell them to remove your number from their call list. By law, they are obligated to comply.

National Fraud Information Center www.fraud.org
Information referral services for telemarketing and internet fraud.
Employment & Training Programs

Also see “Employment” in the Yellow Pages. For employment assistance for immigrants see Immigrant Assistance (page 66).

Goodwill Industries of Hawaii Inc. 836-0313
2610 Kilihau St. Honolulu 96819
www.higoodwill.org

Honolulu Community Action Program (HCAP) 521-4531
Senior Community Service www.hcapweb.org
Employment Program (SCSEP)
Part time, paid employment training and job search services for seniors.
33 S. King St. Suite 300 Honolulu 96813

Oahu WorkLinks 768-5600
Career planning, job search assistance,
and for qualified individuals, training opportunities.
For employer assistance with recruitment, referrals,
employee training, and tax credits, call 220-5619.
www.owib.org

Pacific Gateway Center 851-7010
Helping immigrants, refugees, and
low-income residents to self-sufficiency.
83 N. King St. Honolulu 96817
www.pacificgatewaycenter.org

Respite Companion Service Program 832-5236 or
Department of Human Services 832-5235
Part-time employment and training program for
income eligible persons 55 years and older.
420 Waiakamilo Rd. #202 Honolulu 96819
www.hawaii.gov/dhs

Winners at Work dba Abilities Unlimited 532-2100
Employment services for people with disabilities.
414 Kuwili St. Suite 103 Honolulu 96817
www.abilitiesunlimitedhi.org
Money & Debt Management

For help with budgeting and bill paying.

**Consumer Credit Counseling**
532-3225
Service of Hawaii
1-800-801-5999
Non-profit community service agency offering credit counseling.
www.cccsofhawaii.org
1164 Bishop St. Suite 1614 Honolulu 96813

**CSI Inc. (Comfort, Security, Independence)**
538-0353
1164 Bishop St. Suite 1505 Honolulu 96813
www.csihawaii.org

**Take Charge of Your Money!**
956-7138
University of Hawaii
www2.ctahr.hawaii.edu/tcym
Cooperative Extension Service
Financial education telecourse with internet components
1955 East-West Rd. #217 Honolulu 96822

Social Security & SSI

Supplemental Security Income (SSI) is a federal income supplement for very low income persons 65 years or older, blind, and/or disabled.

**Social Security Administration**
1-800-772-1213
Medicare, retirement, survivors, and disability benefits.
www.socialsecurity.gov

**Hale Kuai Center**
563 Farrington Hwy. Suite 201 Kapolei 96707

**Honolulu Office**
300 Ala Moana Blvd. Room 1-114 Honolulu 96850
Financial Help

Financial Assistance

Financial aid and/or Food Stamps based on eligibility.

Benefit, Employment & Support Services
Department of Human Services
Welfare and Food Stamp programs.

Public Assistance Information Line 643-1643
For eligibility information and application locations. www.hawaii.gov/dhs

Med-QUEST Division
Department of Human Service
Medical assistance for eligible persons. www.med-quest.us
Applications also available online.

Honolulu 587-3521
801 Dillingham Blvd. 3rd Floor

Kapolei 692-7364
601 Kamokila Blvd. Room 415

Temporary Financial Aid

Catholic Charities Hawaii 521- HELP (521-4357)
Helpline www.catholiccharitieshawaii.org

Domestic Violence Action Center 531-3771
For victims of intimate partner abuse.
P.O. Box 3198 Honolulu 96801 www.domesticviolenceactioncenter.org

Jewish Community Services 258-7121
Counseling, referrals, and resources for the Jewish community
2550 Pali Hwy. Honolulu 96817
Salvation Army 841-5565
Rental Assistance for persons facing eviction or homelessness.
Food pantry, Clothing voucher.
1931 N. King St. Honolulu 96819

Waianae Community Outreach 696-5667
Services for persons experiencing homelessness.
P.O. Box 1912 (87-132 Farrington Hwy.) Waianae 96792

Utility Assistance

Hawaiian Telecom Lifeline/Link-up Service 643-3456
Telephone subsidies for qualified individuals. www.hawaiiantel.com
On website click on “Customer Service,” then “About Us,” then “Community.”
P.O. Box 2200 Honolulu 96814

Honolulu Community Action Program (HCAP) 521-4531
Subsidies for electric bills through the Low-Income Home Energy Assistance Program (LIHEAP).
Applications accepted only once a year. Call to find office near you.
Legal Services & Advocacy

Many types of Elder Law concerns are presented in Deciding “What’s Next?,” a publication of the University of Hawaii Elder Law Project (www.hawaii.edu/uhelp). Available at Hawaii State Public Libraries (www.librarieshawaii.org) with call number: H346.013Pi.

Advocacy

For Guardianship Pro-se Packet go to www.courts.state.hi.us/docs/1FP/ProSeInCap.pdf. This packet describes the steps necessary to establish guardianship of an incapacitated person.

Office of Health Care Assurance
Department of Health

Care Home complaints  692-7400
601 Kamokila Blvd. Room 361 Kapolei 96707

Hospital & Nursing Home complaints  692-7420
601 Kamokila Blvd. Room 395 Kapolei 96707

Hawaii Disability Rights Center  949-2922
For persons with disabilities. www.hawaiidisabilityrights.org
1132 Bishop St. Suite 2102 Honolulu 96813

Legal Aid Society of Hawaii  536-4302
Non-profit law firm assisting the low to moderate-income community. www.legalaidhawaii.org
924 Bethel St. Honolulu 96813

Long Term Care Ombudsman
Executive Office on Aging  586-0100
For nursing, care home, and assisted living residents. www.hawaiiadrc.org

Mental Health America of Hawaii  521-1846
For persons with mental health concerns regarding access, treatment, and service. www.mentalhealth-hi.org
1124 Fort St. #205 Honolulu 96813
Office of the Public Guardian 534-6100
Guardianship for incapacitated adults of the state.
P.O. Box 2495 Honolulu 96804-2445

State Office of the Ombudsman 587-0770
Complaints about executive branch agencies of state and county governments. www.ombudsman.hawaii.gov
TTY 587-0774
465 S. King St. 4th Floor Honolulu 96813

UHELP 956-6544
University of Hawaii Elder Law Program www.hawaii.edu/uhelp

Victim Witness Kokua Services 768-7400
Department of the Prosecuting Attorney Assistance to victims of criminal offenses. 1060 Richards St. 9th Floor Honolulu 96813

Legal Representation & Mediation

Hawaii Immigrant Justice Center 536-8826
Legal Aid Society of Hawaii 1-877-208-8828
Legal services, community outreach & education, and www.hijcenter.org advocacy for immigrants. Neighbor islands call toll free.
P.O. Box 3950 Honolulu 96812

Lawyer Referral & Information Service 537-9140
Hawaii State Bar Association www.hawaiilawyerreferral.com

Legal Aid Society of Hawaii (LASH) 536-4302
Income eligible service, locations island-wide. www.legalaidhawaii.org

Affordable Lawyers Project 527-8027
Affordable services for those who do not qualify for LASH.
924 Bethel St. Honolulu 96813

Mediation Center of the Pacific 521-6767
Mediation services. www.mediatehawaii.org
680 Iwilei Rd., Suite 530 Honolulu 96817
Immigrant Assistance

Services for people who are new to the U.S. and need assistance such as translation, job search, and filling out applications. Also see Employment & Training Programs (page 60).

Bilingual Access Line (24-hours)
Helping Hands Hawaii
Interpreter and translation services.
2100 N. Nimitz Hwy. Honolulu 96819

Catholic Charities Hawaii
Immigrant Services
Assistance for low-income immigrants.

Goodwill Industries of Hawaii Inc.
2610 Kilihau St. Honolulu 96819

Lanakila Easy Access Project
Referrals for immigrants living in U.S. less than a year.
1700 Lanakila Ave. Suite 104 Honolulu 96817

Pacific Gateway Center
Helping immigrants, refugees, and low-income residents to self-sufficiency.
83 N. King St. Honolulu 96817

Refugee/Immigrant Program
Child & Family Service
Help with job search, filling out forms, and English training.
200 N. Vineyard Blvd. Bldg. B Honolulu 96817
Taxes

During tax season AARP’s Tax-aide program can provide simple income tax assistance to seniors. For locations, call the Senior Helpline at 768-7700.

City & County Real Property Assessment Div.
Exemption Program

www.realpropertyhonolulu.com

A Real Property Tax Exemption lowers the taxable value of your home. The amount exempted is based on age and certain disabilities.

Honolulu Office 768-3799
842 Bethel St. Honolulu 96813

Kapolei Office 768-3169
1000 Uluohia St. Suite 206 Kapolei 96707

City & County Tax Collections - Treasury Div.

www1.honolulu.gov/budget/treasury_division.htm

Current Collections 768-3980
Questions on tax payments.
530 S. King St. Room 115 Honolulu 96813
mail payments to: P.O. Box 4200 Honolulu 96812-4200

Homeowner’s Tax Relief 768-3205
A Real Property Tax Credit is based on the homeowner’s income. Credit would be applied for taxed amounts exceeding a certain percentage of a homeowner’s income.

Federal Internal Revenue Service (IRS) 1-800-829-1040
www.irs.gov
State Tax Information 587-4242 1-800-222-3229 www.hawaii.gov/tax
Help with state tax information, questions, billing notices, refunds, copy requests, tax clearance, tax disability exemptions, and other tax issues.

Taxpayer Advocate Service 566-2950 www.irs.gov/advocate
Handles taxpayer problems not resolved through normal IRS channels.
MSH2200 1099 Alakea St. Floor 22 Honolulu 96813

Need more information? Call the Senior Helpline 768-7700
Persons with Disabilities

**Assistive Technology**

**ATRC**
Assistive Technology Resource Centers of Hawaii
Information on assistive devices and funding resources.
414 Kuwili St. #104  Honolulu  96817

**ISG, Inc.**
Support services and product sales of blind/low vision, deaf/hard of hearing, and other disability assistive technology.
3472 Kanaina Ave.  Honolulu  96815

**Blind/Visually Impaired**

**American Foundation for the Blind**
Senior website
www.afb.org/seniorsite

**Hoopono**
Low Vision Clinic
1901 Bachelot St.  Honolulu  96817

**Library for the Blind and Physically Handicapped**
Certified persons unable to use or read regular print due to visual or physical disabilities.
402 Kapahulu Ave.  Honolulu  96815
Deaf/Hard-of-Hearing

Aloha State Association of the Deaf  www.asadhawaii.org
Non-profit association of and for deaf citizens.

American Sign Language Interpreter  Voice/TTY 734-9154
Education Program  Fax 734-9799
Kapiolani Community College  programs.kcc.hawaii.edu/~noncredit
Credit and non-credit courses in
American Sign Language (ASL).
4303 Diamond Head Rd.
Manono Bldg. Room 116  Honolulu  96816

Kapiolani Community College (KCC)
Deaf Center  Voice/TTY 734-9210
Fax 734-9238
Education programs for adults who are
deaf or hard-of-hearing, their families, and
friends. Lending library of books and video
tapes for deaf and hard-of-hearing adults.
4303 Diamond Head Rd.
Manono Bldg. Room 102  Honolulu  96816

Telecommunications Relay Service (TRS)  711
Text Telephone (TTY)  1-877-447-5990
Voice Carry Over (toll free)  1-877-447-5991
TRS provides a way for those who are
deaf, hard-of-hearing, or who have a
speech disability to communicate through
traditional, internet, or video relay services.

Other

Department of Human Services  692-8601
Vocational Rehabilitation Division  www.hawaii.gov/dhs
Employment services for people with disabilities.
601 Kamokila Blvd. Room 501  Kapolei  96707
PERSONS WITH DISABILITIES

Easter Seals Hawaii
Services for children and adults with disabilities or special needs.
710 Green St. Honolulu 96813

Hawaii Centers for Independent Living
Assistance for persons with disabilities.
200 N. Vineyard A-501 Honolulu 96817

SECOH (Special Education Center of Hawaii)
Supporting Exceptional Citizens of Hawaii

The Arc in Hawaii
Advocacy and services for people with intellectual or a related developmental disability.

Need more information?
Call the Senior Helpline
768-7700
Abuse & Neglect Victims

Abuse can affect people of all ethnic backgrounds and social status. It may include physical, emotional and sexual abuse; neglect; abandonment; and financial exploitation.

Social isolation, mental impairment, or a history of domestic violence may make an older person more susceptible to abuse. Sometimes seniors neglect their own care because of declining health, isolation, dementia, or drug or alcohol dependency.

Financial exploitation is a growing problem. Some people will try to take advantage of vulnerable elders. Perpetrators are often a caregiver, friend, or even a family member. For agencies that deal with scams and fraud see also Consumer Assistance & Protection (page 58).

Adult Protective Services
Dept. of Human Services - Adult Intake Unit 832-5115
If you know of a dependent adult who is being abused or neglected, call this number for assistance. www.hawaii.gov/dhs
420 Waiakamilo Rd. Suite 300A Honolulu 96817

Domestic Violence Action Center 531-3771
P.O. Box 3198 Honolulu 96801 www.domesticviolenceactioncenter.org

Elder Abuse Justice Unit 768-7536
Dept. of the Prosecuting Attorney
Prosecutes criminal cases involving victims 60 years and older.

Hawaii Immigrant Justice Center 536-8826
Legal Aid Society of Hawaii 1-877-208-8828
Legal services, community outreach & education, and advocacy for immigrants. www.hijcenter.org
Neighbor islands call toll free.
P.O. Box 3950 Honolulu 96812

Honolulu Domestic Violence Shelter 841-0822
Child & Family Service www.childandfamilyservice.org
Shelter for abused spouses/children.
PACT Family Peace Center

**Crisis Hotline**
Group counseling for domestic violence batterers, victims, and child witnesses.
1505 Dillingham Blvd. Suite 208 Honolulu 96817

**CFS Gerontology Program - REACH**
Child & Family Service
Prevention and Case Management for those at risk of Abuse.
200 N. Vineyard Blvd. Bldg. B Honolulu 96817

**The Sex Abuse Treatment Center**
Support for victims of sexual assault.
24 hr Hotline 524-7273
Harbor Court, 55 Merchant St. 22nd Floor Honolulu 96813

Grandparents


**Hawaii Family Services, Inc.**
Programs for grandparents raising grandchildren in Waianae/Leeward area.
87-227 St. John’s Rd. Waianae 96792

**PATCH**
People Attentive to Children
Child care resource and referral agency.
560 N. Nimitz Hwy. Suite 218 Honolulu 96817

**Queen Liliuokalani Children’s Center**
Support group for grandparents & relative caregivers of minors.
46-316 Haiku Rd. Kaneohe 96744

**The Parent Line**
Support and information for grandparents, parents, and other child caregivers.
OTHER GROUPS

Grandparents, Pet Owners, Veterans

Partners in Development Foundation  524-7633
Tutu and Me traveling preschool at community sites for grandparents raising children up to five years of age.
2345 Nuuanu Ave. Honolulu 96817

Pet Owners

Hawaiian Humane Society  www.hawaiianhumane.org
Adoptions  356-2218
Reduced adoption fees for seniors adopting older animals.
Pals Program  356-2217
Pet foster care during temporary, emergency situations.
2700 Waialae Ave. Honolulu 96826

Veterans

State Office of Veterans Services  433-0420
Services to Veterans and their family members.
459 Patterson Rd., E-Wing, Room 1-A103
Honolulu 96819

U.S. Department of Veterans Affairs  www.va.gov
Veterans Service Center  1-800-827-1000
Burial benefits, disability, education, home loan guaranty, homeless veterans, medical treatment, minority veterans, vocational rehabilitation.

VA Caregivers Support Program  433-0371
Caregiver Support Line  1-855-260-3274
Support, education and information for Family Caregivers of all Era Veterans.

U.S. Vets Transitional Housing and Homeless Program  682-9000
Help veterans achieve independence.
P.O. Box 75329 Kapolei 96707
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The Senior Information and Assistance Handbook is available at the following American Savings Bank branch locations: (Hours of operation are subject to change.)

**ALA MOANA**  
973-4864  
1450 Ala Moana Boulevard  
Mon.- Fri. 9 a.m. - 7 p.m.  
Sat./Sun./Hol. 9 a.m. - 3 p.m.

**CHINATOWN**  
548-5000  
99 North King Street  
Mon.- Thu. 8 a.m. - 4 p.m.  
Fri. 8 a.m. - 6 p.m.  
Sat. 9 a.m. - 1 p.m.

**EWA TOWN CENTER**  
685-4618  
91-1401 Fort Weaver Road, C101  
Mon.- Fri. 9 a.m. - 6 p.m.  
Sat. 9 a.m. - 3 p.m.

**HALEIWA**  
637-5042  
66-197 Kamehameha Highway  
Mon.- Thu. 8 a.m. - 5 p.m.  
Fri. 8 a.m. - 6 p.m.  
Sat. 9 a.m. - 1 p.m.

**HAWAII KAI**  
395-2308  
7192 Kalanianaole Highway, B132  
Mon.- Fri. 9 a.m. - 6 p.m.  
Sat. 9 a.m. - 1 p.m.

**KAILUA**  
262-8102  
200C Hamakua Drive  
Mon.- Fri. 9 a.m. - 6 p.m.  
Sat. 9 a.m. - 1 p.m.

**KALIHI**  
846-4600  
1851 North King Street  
Mon.- Fri. 9 a.m. - 6 p.m.

**KAMEHAMEHA SHOPPING CENTER**  
832-4580  
1620 North School Street  
Mon.- Fri. 9 a.m. - 6 p.m.  
Sat. 9 a.m. - 1 p.m.

**KANEHOE**  
233-4570  
45-1144 Kamehameha Highway  
Mon.- Thu. 8 a.m. - 5 p.m.  
Fri. 8 a.m. - 6 p.m.

**KAPAHULU**  
733-2910  
737 Kapahulu Avenue  
Mon.- Thu. 8 a.m. - 5 p.m.  
Fri. 8 a.m. - 6 p.m.

**KAPIOLANI**  
946-2802  
1600 Kapiolani Boulevard  
Mon.- Fri. 9 a.m. - 6 p.m.

**KAPOLEI**  
674-2288  
890 Kamokila Boulevard  
Mon.- Fri. 9 a.m. - 6 p.m.  
Sat. 9 a.m. - 1 p.m.

**LAIE FOODLAND**  
293-8554  
55-510 Kamehameha Highway  
Mon.- Fri. 10 a.m. - 7 p.m.  
Sat./Hol. 10 a.m. - 3 p.m.

**LILIHA**  
526-0002  
1425 Liliha Street  
Mon.- Fri. 9 a.m. - 6 p.m.  
Sat. 9 a.m. - 1 p.m.

**MAIN**  
523-6844  
1001 Bishop Street  
Mon.- Fri. 7:30 a.m. - 5 p.m.

**MAKIKI**  
591-2255  
1209 Piikoi Street  
Mon.- Fri. 9 a.m. - 7 p.m.  
Sat./Sun./Hol. 9 a.m. - 3 p.m.

**MANOA**  
988-7042  
2855 East Manoa Road  
Mon.- Fri. 9 a.m. - 6 p.m.  
Sat. 9 a.m. - 1 p.m.

**MARKET CITY FOODLAND**  
733-6655  
2939 Harding Avenue  
Mon.- Fri. 10 a.m. - 7 p.m.  
Sat./Sun./Hol. 10 a.m. - 3 p.m.
McCULLY
973-2045
1806 South King Street
Mon. - Fri. 9 a.m. - 6 p.m.
Sat. 9 a.m. - 1 p.m.

MILILANI
623-3300
95-221 Kipapa Drive, Bldg. F
Mon. - Fri. 9 a.m. - 6 p.m.
Sat. 9 a.m. - 1 p.m.

MILILANI TOWN CENTER
623-2878
95-1249 Meheula Parkway, B-9
Mon. - Fri. 9 a.m. - 6 p.m.
Sat. 9 a.m. - 1 p.m.

NANAKULI
SACK N SAVE
673-6600
87-2070 Farrington Highway
Mon. - Fri. 10 a.m. - 7 p.m.
Sat./Sun./Hol. 10 a.m. - 3 p.m.

PEARL CITY
455-4138
850 Kamehameha Highway
Suite 164
Mon. - Thu. 8 a.m. - 5 p.m.
Fri. 8 a.m. - 6 p.m.

PEARL CITY FOODLAND
453-2860
1089 Waimano Home Road
Mon. - Fri. 10 a.m. - 7 p.m.
Sat./Sun./Hol. 10 a.m. - 3 p.m.

PEARL CITY WALMART
453-2070
1131 Kuala Street
Mon. - Fri. 10 a.m. - 7 p.m.
Sat./Sun./Hol. 10 a.m. - 3 p.m.

PEARL RIDGE
483-2455
98-200 Kamehameha Highway
Mon. - Fri. 9 a.m. - 6 p.m.
Sat. 9 a.m. - 1 p.m.

QUEEN-WARD
594-4480
929 Queen Street
Mon. - Fri. 9 a.m. - 6 p.m.

SALT LAKE SHOPPING CENTER
833-2751
848 Ala Lilikoi Street, Suite 103
Mon. - Fri. 9 a.m. - 6 p.m.
Sat. 9 a.m. - 1 p.m.

STADIUM MARKETPLACE
SACK N SAVE
483-5645
4561 Salt Lake Boulevard
Mon. - Fri. 10 a.m. - 7 p.m.
Sat./Sun./Hol. 10 a.m. - 3 p.m.

UH CAMPUS
973-6211
2445 Campus Road
Hemenway Hall
Mon. - Thu. 8 a.m. - 4 p.m.
Fri. 8 a.m. - 5 p.m.

WAIAIWA
622-4179
649 California Avenue
Mon. - Fri. 9 a.m. - 6 p.m.
Sat. 9 a.m. - 1 p.m.

WAIKIKI
923-1102
2255 Kuhio Avenue, Suite 105
Mon. - Thu. 8 a.m. - 5 p.m.
Fri. 8 a.m. - 6 p.m.
Sat. 9 a.m. - 1 p.m.

WAIPAHU
671-1716
94-060 Farrington Highway
Mon. - Fri. 9 a.m. - 6 p.m.
Sat./Sun. 9 a.m. - 3 p.m.

WAIIPIO GENTRY FOODLAND
673-2601
94-1040 Waipio Uka Street
Mon. - Fri. 10 a.m. - 7 p.m.
Sat./Sun./Hol. 10 a.m. - 3 p.m.

WINDWARD CITY SHOPPING CENTER
247-6664
45-480 Kaneohe Bay Drive
Bldg. D10
Mon. - Fri. 10 a.m. - 7 p.m.
Sat./Sun. 10 a.m. - 3 p.m.
Deciding “What’s Next?”
Library call number: H 346.013 Pi
www.hawaii.edu/uhelp

Family Caregiving Guide
Library call number: H 649.8 Ho

These publications are available to borrow through the Hawaii State Public Library System (www.librarieshawaii.org) or view on our website (www.elderlyaffairs.com).

Also available online:
- Oahu Housing Guide
- Aloha Pumehana Newsletter
# Frequently Called Government Numbers

## GOVERNMENT ASSISTANCE

### City & County of Honolulu
- **Bus Schedule & Routes**: 848-5555
- **Customer Services**
  - (Information): 768-4385
  - (Complaints): 768-4381
- **Driver’s License & Motor Vehicle Information**: 532-7700
- **Elderly Affairs Division**
  - Senior Helpline: 768-7700
- **Mayor’s Office**: 768-4141
- **People’s Open Markets**: 522-7088
- **Voting Information**: 768-3800

### State
- **Adult Protective Services**: 832-5115
- **Department of Health Information Line**: 586-4400
- **Public Assistance Information Line**: 643-1643
- **Executive Office on Aging**: 586-0100
- **Governor’s Office of Information**: 586-0221
- **Med-QUEST**: 587-3521/692-7364
- **State Employees Retirement System**: 586-1735
- **State Identification**: 587-3111
- **State Tax Information**: 587-4242
- **Vital Records**: 586-4539

### Federal
- **Federal Information Center**: 1-800-688-9889
  - TTY 1-800-326-2996
- **Internal Revenue Service (IRS)**: 1-800-829-1040
- **Medicare Hotline**: 1-800-633-4227
- **Social Security Administration**: 1-800-772-1213
EMERGENCY NUMBERS

Police, Fire, Ambulance 911
Civil Defense: State 733-4300
Poison Control Center 1-800-222-1222
Suicide & Crisis Line 832-3100
(Mental Health Access Line)

Utilities (to report problems):
  Electric - Hawaiian Electric 548-7961
  Gas Leaks - Gasco, Inc. 526-0066
  Telephone - Hawaiian Telcom 611
  Water - Board of Water Supply 748-5010

OTHER FREQUENTLY CALLED NUMBERS

Aloha United Way 211
Abandoned Vehicles 733-2530
Bulky Item Collection 768-3202
Cesspool 768-7232
Pothole Hotline 768-7777
Recycling Information 768-3200
Refuse Division 768-3401
Road Maintenance 768-3622
Sewer 768-7272
Street Lighting 768-5300
Traffic Signals 768-5333
Tree Trimming 971-7151
<table>
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<td>Phone number</td>
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**Emergency contacts**

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**Allergies**

**Other medical information**

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Call The **SENIOR HELPLINE** for help or information about Senior Services

768.7700

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