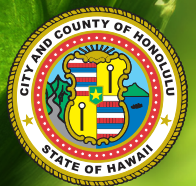


KŪPUNA

INFORMATION & ASSISTANCE HANDBOOK





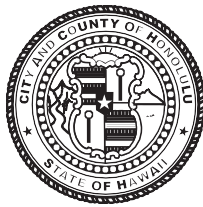
A publication of the
Elderly Affairs Division,
Department of Community Services,
City and County of Honolulu as a public service.



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



The sponsoring agency for Honolulu's
Aging & Disability Resource Center program.



MESSAGE FROM MAYOR RICK BLANGIARDI



Aloha,

Together with Department of Community Services, Elderly Affairs Division, we take great pleasure in presenting the updated **Kūpuna Information and Assistance Handbook**. This handbook is a key resource for our kūpuna, their families and caregivers to assure our elders are comfortable, healthy and have safe living environments as they age in place.

The handbook provides valuable information on senior housing options, meal assistance, transportation, community services and much more. Family and caregivers can also find resources to adult day-care, in-home care, safety and fall prevention, and support group classes.

Please use and share the handbook with your loved ones, friends and neighbors. For more information, please visit www.elderlyaffairs.com or call our Kūpuna Helpline at 808-768-7700.


Rick Blangiardi

HOW TO USE THIS BOOK

- ☎ To locate services, use the Table of Contents. For additional listings of companies, check the Yellow Pages of the telephone directory under similar headings, or search online.
- ☎ TTY refers to a phone number that connects to a device often used by individuals who have hearing impairments.
- ☎ If an agency is listed more than once, its address may appear only in the first entry.
- ☎ The 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.
- ☎ Located at the back of the book: Emergency Preparedness, Your Emergency Kit, and Frequently Called Government Numbers.
- ☎ This handbook is available at www.elderlyaffairs.com.
- ☎ For more information, call the Kūpuna Helpline at 808-768-7700.

**The information contained in this handbook is
subject to change at any time.**

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Elderly Affairs Division

AGE SMART

Helpline: 808-768-7700
www.elderlyaffairs.com

The Elderly Affairs Division (EAD) has been the designated **Area Agency on Aging (AAA)** for O'ahu since 1973. Created by the **Older Americans Act of 1965**, EAD is one of approximately 620 designated AAA sites 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.

The EAD coordinates advocacy efforts on behalf of older adults, encourages partnerships to improve and expand services, and contracts with agencies to provide support services to older adults and caregivers. The types of services contracted include:

- Adult Day Care and Adult Day Health
- Caregiver Respite, Support, and Education
- Case Management
- Health Promotion

- Home Delivered and Congregate Meals
- Homemaker and Attendant Care
- Housing Information and Assistance
- Legal Information and Assistance
- Personal Care
- Senior Centers
- Transportation

The EAD also has an Information and Assistance Branch that offers the following:

- A Kūpuna Helpline that provides telephone consultation, information, and referral to services
- Assessments of frail and homebound elders for Kūpuna Care services
- Community engagement through presentations, event exhibits, publications, and our website

Advances in healthcare and differing lifestyles have made the frail and aging a more diverse group. Many people in their '50s are developing chronic conditions requiring ongoing care, while some in their '80s and '90s remain independent, but face dementia or social isolation. Today's older adults span multiple generations, each with unique values, adding complexity to Hawai'i's aging population.

The Aging Network, a collection of groups and providers supporting older adults, now needs more collaboration and innovation. As aging impacts everyone, understanding the process helps improve care and prevent crises.

Whether you are a grandchild caring for grandparents, a working adult managing your parents' health, or simply a neighbor, knowing how to handle dementia, recognize isolation or exploitation, or navigate the healthcare system can significantly impact your loved ones and community.

AREA AGENCIES ON AGING (AAA)

Hawai'i Aging & Disability Resource Center (ADRC)

808-643-2372

All Hawai'i's Area Agencies on Aging

www.hawaiiadrc.org

Helps older adults, individuals with disabilities, and family caregivers find options for long term supports and services available to them in the State of Hawai'i.

Hawai'i Area Agencies on Aging

City and County of Honolulu – Elderly Affairs Division

808-768-7700

925 Dillingham Blvd. Suite 200, Honolulu, HI 96817

www.elderlyaffairs.com

Hawai'i County Office of Aging

www.hcoahawaii.org

Hilo Office

1-808-961-8626

1055 Kino'ole St. Suite 101 Hilo, HI 96720

Kona Office

1-808-323-4390

74-5044 Ane Keohokalole Hwy. Kailua-Kona, HI 96740

Kaua'i Agency on Elderly Affairs

1-808-241-4470

4444 Rice St. Suite 330 Lihue, HI 96766

www.kauaiadrc.org

Māui County Office on Aging

1-808-270-7774

95 Mahalani St. Suite 20 Wailuku, HI 96793

www.mauicountyadrc.org

Lāna'i Office

1-808-565-6818

309 Seventh St. Lāna'i City, HI 96763

Moloka'i Office

1-808-553-5241

290 Kolapa Pl. Suite 20 Kaunakakai, HI 96748

Hawai'i State Unit on Aging

Executive Office on Aging (EOA)

808-586-0100

250 S. Hotel St. Suite 406 Honolulu, HI 96813

www.hawaii.gov/health/eoa

Other Area Agencies on Aging

To find other Area Agencies on Aging in the United States & its territories, call the:

Eldercare Locator

1-800-677-1116

www.eldercare.acl.gov

BASIC NEEDS – FOOD

For **SNAP Benefits**, also known as Food Stamps, refer to the **Financial Assistance** section (see **page 41**).

Food Bank / Food Distribution Centers

Hawai'i Foodbank

2611 Kilihau St. Honolulu, HI 96819

For food assistance in your area, call 211.

808-836-3600

www.hawaiifoodbank.org

'Ohana Produce Plus, Senior Farmer's Market Senior Food Box

808-954-7877

808-954-7868

Kualoa-He'eia Ecumenical Youth (KEY) Project

47-200 Waihe'e Rd. Kāne'ohe, HI 96744

Food assistance, resilience-building, and basic needs.

808-836-3600

www.keyproject.org

Kahuku Village Association

56-576 Kamehameha Hwy. Kahuku, HI 96731

Monthly 'Ohana Foodbank Distributions

The Pantry by Feeding Hawai'i Together

2522 Rose St. Honolulu, HI 96819

Register online to request pantry items.

808-888-0778

www.thepantry.org

Home Delivered Meals

Nutritious, dietitian-planned meals are available for pick-up, group dining, or home delivery. Some organizations also offer therapeutic meal options, including low-sodium, low-fat, diabetic-friendly, and renal-specific diets.

Alu Like, Inc. – Ke Ola Pono No Nā Kūpuna Project

Hale O Na Limahana

550 Paiea St. Suite 226 Honolulu, HI 96816

Group dining and home delivered meals for Native Hawaiian elders.

808-535-6700

www.alulike.org

Hawai'i Meals on Wheels (HMOW)

P. O. Box 61194 Honolulu, HI 96839

Island-wide home delivered meals (hot and frozen).

808-988-6747

www.hmow.org

Keiki to Kūpuna**808-379-0982**

94-252 Pupuole St. Waipahu, HI 96797

www.keikitokupuna.org

Home delivered meals from Salt Lake to Wai‘anae, Honolulu and Hawai‘i Kai.

Lanakila Meals on Wheels (LMOW)**808-356-8519**

1809 Bachelot St. Honolulu, HI 96817

www.lanakilapacific.org

Frozen home delivered meals island-wide. Traditional in-person congregate dining at Kūpuna Wellness Centers: ‘Aiea Public Library Community Center and ‘Aiea United Methodist Church. Hybrid (In-person or Virtual) congregate dining services at Lanakila Multipurpose Senior Center and Pohulani Senior Living (Kaka‘ako/Downtown).

Lunalilo Meals-to-Go**808-395-1000**

501 Kehauluohi St. Honolulu, HI 96825

www.lunalilo.org

Meal delivery in the East O‘ahu area, with pickup options available. Choose from hot lunches or chilled meals for dinner or the weekend.

Mom’s Meals**1-877-508-6667 or 1-866-204-6111**

3210 S.E. Corporate Woods Dr. Ankeny, IA 50021

www.momsmeals.com

Chilled meals delivered to your home via FedEx.

Pālolo Chinese Home**808-737-2555 ext. 803 or 801**

2459 10th Ave. Honolulu, HI 96816

www.palolohome.org

Hot lunch and/or dinner delivered in Pālolo and nearby areas. Convenient frozen meals are also available for delivery and pick-up.

Meal Prep Services

Medical, as well as housing, conditions may challenge one’s ability to prepare a meal on a regular basis. There are services that offer subscriptions for ready-made meals that you can choose from on a menu. This is an alternative to the Home Delivered Meals program and is not required to use the help of a Registered Dietician. Despite this, many programs offer options for low-sodium, no added sugar, gluten-free, and more. Either pick them up or have them delivered for an additional fee. You can also explore services that provide meal preparation/cooking in your home. If you want the ability to choose meals that you like, these types of services may be a great option. Search online under “meal prep services on O‘ahu.” Additionally, **Home Care** agencies may offer meal prep services (see **page 56**).

Shopping Assistance

Many enjoy taking trips to the market. In cases where an individual may struggle with lifting and carrying items from a store to home, there are services that can provide personalized support. **Home Care** agencies (see **page 56**) can shop for you or take you to the store. You may also consider finding a volunteer service to do the same.

Hawai'i VA Foundation – Our Kūpuna

808-215-0073

111 Hekili St. #102, Kailua, HI 96734

www.ourkupuna.com

Grocery delivery, phone check-ins, and socialization are some offered services for those that live alone and have challenges leaving their home. Referral needed from a Social Worker, Case Manager, or Medical Professional.

BASIC NEEDS – HOUSING

Most older adults prefer to age in their home. Those living at home, may need **Family Support** (see **page 32**). Others may move in with family or choose alternative housing for support, convenience, or social engagement. Those experiencing housing challenges may need **Housing Instability** resources (see **page 13**).

Housing options vary by independence level. Self-sufficient individuals may opt for retirement communities (55+) or low-income housing (62+). Those needing assistance can consider **In-Home Assistance** (see **page 55**), Adult Residential Care Homes (ARCH), or Assisted Living. For higher care needs, options include Skilled Nursing, Intermediate Care, Expanded ARCHs, or Foster Family Care Homes.

Home Goods

In our community, no household should go without necessities. Programs are dedicated to assisting families by providing household essentials at no cost. Organizations operate on a referral and application basis to ensure resources are distributed to those who need them most. Programs thrive through the support of the community; gently used or new household essentials can also be donated.

Helping Hands Hawai'i – Community Clearinghouse

808-440-3800

2100 N. Nimitz Hwy. Honolulu, HI 96819

808-536-7234

Receives donated goods to disperse to the public.

www.helpinghandshawaii.org

Home Improvement

Home modifications such as walk-in showers, grab bars, enhanced lighting and lever door handles may allow a person who is increasingly frail to remain in their home independently. When working with building or remodeling professionals, ask about “Universal Design” options. For more information, search for “Universal Design” online or at your library. For **financial** resources on home repairs, see **page 41**.

American Red Cross of Hawai‘i – Home Fire Campaign

808-739-8111

4155 Diamond Head Rd. Honolulu, HI, 96816

www.redcross.org

Offers smoke alarm installations in homes that do not have them and educates people about home fire safety.

Honolulu Habitat for Humanity

808-538-7070

680 Iwilei Rd. Suite 675, Honolulu, HI 96817

www.honoluluhabitat.org

Provides help with home repairs.

Re-use Hawai‘i

808-537-2228

4561 Salt Lake Blvd. Honolulu, HI 96818

www.reusehawaii.org

Provides the community with affordable and reusable resources.

Thrive For Life – Accessibility and Lift Specialists

808-797-2590

1441 Kapi‘olani Blvd. Suite 1114 Honolulu, HI 96814

www.thriveforlife.com

Provides tailored and affordable home modifications that enhance the wellbeing of lives.

Housing Instability

Various resources are available for individuals experiencing homelessness or are at risk of being homeless. For details on programs, you may visit: **www.partnersincareoahu.org** or **www.homelessness.hawaii.gov/help** for a current list of shelters or call the **Crisis Outreach Response and Engagement (C.O.R.E.)** hotline at **(808) 768-2673**.

City and County of Honolulu – HONU Program

Homeless Outreach and Navigation for Unsheltered Persons

808-768-4668

925 Dillingham Blvd. Suite 200 Honolulu, HI 96817

www.honolulu.gov/dcs/honu

Honolulu Emergency Services Department
Crisis Outreach Response and Engagement (C.O.R.E.) Hotline 808-768-2673
530 S. King St. Room 306 Honolulu, HI 96813 emergencyservices.honolulu.gov/core

Institute for Human Services (IHS) www.ihshawaii.org
Men's Shelter – 350 Sumner St. Honolulu, HI 96817 808-447-2900
Women's and Family Shelter – 546 Ka'aahi St. Honolulu, HI 96817 808-447-2800

Keauhou Shelter – Waikīkī Health 808-537-8330
1020 Isenberg St. Honolulu, HI 96826 www.waikikihealth.org/locations/keauhou-shelter

Kulaokahua Senior Apartments 808-599-5759
1311 Ward Ave. Honolulu, HI 96814 www.dynamichealingcenter.org

Partners In Care (PIC) 808-380-9444
200 N. Vineyard Blvd. Suite A-210 Honolulu, HI 96817 www.partnersincareoahu.org

Wai'anae Community Outreach 808-696-5667
P. O. Box 1912 Wai'anae, HI 96792 www.wcohawaii.org

Housing Search & Information

Start your search early as waitlists for low-income housing are extremely long, especially in urban Honolulu. Go to **www.elderlyaffairs.com** for additional housing information. Please note that Section 8 programs with the State Public Housing Authority and the City and County of Honolulu are currently not accepting applications due to an extensive waitlist and limited funding.

Catholic Charities Hawai'i – Housing Assistance 808-527-4777
1822 Ke'eaumoku St. Honolulu, HI 96822 www.catholiccharitieshawaii.org
Assists kūpuna with housing solutions and resources.

City and County of Honolulu – WorkHawai'i 808-768-7762
680 Iwilei Rd. Suite 700 Honolulu, HI 96817 www.honolulu.gov/dcs/wh-housing
Provides housing support programs for financial independence and sustainability.

Department of Housing & Urban Development (HUD) 808-457-4662
1003 Bishop St. Suite 2100 Honolulu, HI 96813 www.hud.gov/states/hawaii

EAH Housing

733 Bishop St. Makai Suite 1717 Honolulu, HI 96813

808-523-8826www.eahhousing.org**Hawai'i Affordable Properties**

Kamakee Vista 1050 Queen St. #304 Honolulu, HI 96814

808-589-1845www.hawaiiiaffordable.com**Hawai'i Public Housing Authority**

1002 N. School St. Building A Honolulu, HI 96817

808-832-4692 or 808-832-4696www.hpha.hawaii.gov**Hawaiian Properties, Ltd.**1165 Bethel St. 2nd Floor Honolulu, HI 96813**808-539-9777**www.hawaiianprop.com**Housing Solutions Inc.**

2734 S. King St. #100 Honolulu, HI 96826

808-973-0050www.hsiservices.net**Locations Property Management**

614 Kapahulu Ave. Suite 102 Honolulu, HI 96815

808-738-3100www.locationsrentals.com**Nursing Facilities**

Nursing facilities provide intermediate and skilled nursing care which may be short-term (rehabilitation) or long-term (for chronic conditions). Should you have concerns about the quality of care provided, you may contact the **Long-Term Care Ombudsman** at **808-586-0100**. Complaints regarding improper hospital or nursing home discharge procedures can be reported to the **Office of Health Care Assurance** at **808-692-7420**. To review ratings and compare nursing homes, visit www.medicare.gov/care-compare/.

15 Craigside

15 Craigside Pl. Honolulu, HI 96817

808-523-7000www.arcadia.org/15-craigside**Aloha Nursing & Rehab Centre**

45-545 Kamehameha Hwy. Kāne'ohe, HI 96744

808-247-2220www.alohanursing.com**Ann Pearl Rehab & Nursing**

45-181 Waikalua Rd. Kāne'ohe, HI 96744

808-247-8558www.ohanapacific.com**Arcadia Retirement Residence – Nursing Facility**

1434 Punahou St. Honolulu, HI 96822

808-941-0941www.arcadia.org

Avalon Care Center – Honolulu, LLC 1930 Kamehameha IV Rd. Honolulu, HI 96819	808-847-4834 www.avalonhealthcare.com/honolulu
The Care Center of Honolulu 1900 Bachelot St. Honolulu, HI 96817	808-531-5302 www.ccoh.us
The Clarence T. C. Ching Villas at St. Francis 2230 Liliha St. Suite 500 Honolulu, HI 96817	808-547-6000 www.thevillashawaii.com
Daniel Kahikina Akaka State Veterans Home 91-1204 Kealanani Ave. Kapolei, HI 96707	808-751-3220 www.dkasvh.org
Hale Ho Aloha 2670 Pacific Heights Rd. Honolulu, HI 96813	808-524-1955 www.halehoaloha.com
Hale Malamalama 6163 Summer St. Honolulu, HI 96821	808-396-0537 www.hmnursing.com
Hale Nani Rehabilitation & Nursing Center 1677 Pensacola St. Honolulu, HI 96822	808-537-3371 www.volarehcm.com/locations
Hale Ola Kino by Arcadia 1314 Kalākaua Ave. 2nd Floor Honolulu, HI 96826	808-983-4444 www.haleolakino.com
Harry & Jeanette Weinberg Care Center at Pohai Nani 45-090 Namoku St. Kāneʻohe, HI 96744	808-247-1670 www.pohainani.org
Hiʻolani Care Center at Kāhala Nui 4389 Malia St. Honolulu, HI 96821	808-218-7001 www.kahalanui.com
Islands Skilled Nursing & Rehabilitation LLC 1205 Alexander St. Honolulu, HI 96826	808-773-8700 www.islandsnr.com
Ka Punawai Ola 91-575 Farrington Hwy. Kapolei, HI 96707	808-674-9262 www.kapunawaiola.com
Kahuku Medical Center 56-117 Pualalea St. Kahuku, HI 96731	808-293-9221 www.kmc-hi.org

Kalākaua Gardens, LLC

1723 Kalākaua Ave. Honolulu, HI 96826

808-518-2273

www.kalakauagardens.com

Kuakini Geriatric Care

347 N. Kuakini St. Honolulu, HI 96817

808-547-9741

www.kuakini.org

Kūlana Malama

91-1360 Karayan St. 'Ewa Beach, HI 96706

808-681-1200

www.kulanamalama.com

Lē'ahi Hospital

3675 Kīlauea Ave. Honolulu, HI 96816

808-733-8000

www.leahi.hhsc.org

Maluhia

1027 Hala Dr. Honolulu, HI 96817

808-832-5874

www.maluhia.hhsc.org

Mānoa Cottage Kaimuki

748 Olokele Ave. Honolulu, HI 96816

808-426-7850

www.manoacottage.com

Maunalani Nursing and Rehabilitation Center

5113 Maunalani Cir. Honolulu, HI 96816

808-732-0771

www.maunalaninursing.org

Navian Hawai'i

566 Papalani St. Kailua, HI 96734

808-262-4055

www.navianhawaii.org

New Family Health, Inc.

www.newfamilyhealthhi.com

Liliha Healthcare Center – 1814 Liliha St. Honolulu, HI 96817

808-537-9557

Nu'uanu Hale – 2900 Pali Hwy. Honolulu, HI 96817

808-595-6311**O'ahu Care Facility**

1808 S. Beretania St. Honolulu, HI 96826

808-973-1900

www.oahucarefacility.com

Pālolo Chinese Home

2459 10th Ave. Honolulu, HI 96816

808-737-2555

www.palolohome.org

Pearl City Post Acute

919 Lehua Ave. Pearl City, HI 96782

808-687-3200

www.pearlcitypostacute.com

Residential Care Homes & Adult Foster Homes

In Hawai‘i, individuals requiring assistance with daily activities have several residential care options.

- **Adult Residential Care Homes (ARCH):** Provide a safe environment for those needing help with tasks like bathing, dressing, and meal preparation.
- **Expanded Adult Residential Care Homes (ExpARCH):** Offer similar services to ARCH but with additional support for residents with higher care needs.
- **Community Care Foster Family Homes (CCFFH):** Provide a family-like setting where residents receive personalized care in a home environment.

The State Department of Health, Office of Health Care Assurance, regulates these facilities. On O‘ahu, there are over 1,000 licensed care homes, varying from small private residences to larger facilities. Some specialize in caring for individuals with specific conditions, such as dementia. Costs vary based on location, amenities, and the level of care provided. Consult your primary care physician to see if you meet the criteria to be placed in a facility.

What’s the difference?

- **Adult Residential Care Homes (ARCH):** Provides 24-hour supervision, assistance with daily activities (bathing, dressing, meals).
- **Expanded ARCH (ExpARCH):** Includes ARCH services plus higher-level care (Intermediate Care Facility or ICF-certified).
- **Community Care Foster Family Homes (CCFFH):** Previously regulated by DHS, these provide ICF-level care for Medicaid clients, managed by case management agencies. Some also accept private-pay residents.

What are the advantages & considerations?

Advantages

- Home-like setting rather than institutional
- More affordable than in-home or nursing home care
- Suitable for those needing assistance but not constant medical supervision

Considerations

- Larger facilities may provide more activities and specialized meals
- Nursing homes offer more medical staff
- Services and quality vary—research is essential

How to choose a care home:

Visit the facility, talk to caregivers and residents, and observe the environment.

Ask about:

- Caregiver experience
- Meals & dietary accommodations
- Transportation options
- Visiting hours

Check recent inspection reports from the Department of Health to ensure compliance. Placement into a CCFFH for ICF care must go through a licensed case management agency. Find more information on licensed care homes and case management agencies at health.hawaii.gov/ohca/state-licensing-section. To report issues or concerns about a facility, contact the **Long-Term Care Ombudsman** at **808-586-0100**.

Retirement & Assisted Living Residences

Retirement residences are designed for independent kūpuna, typically aged 55 and older. These communities offer amenities such as housekeeping, on-site dining, and transportation coordination to enhance convenience and quality of life.

Types of Residences:

- **Retirement Residences:** Ideal for active, independent kūpuna who want access to amenities without requiring daily personal care.
- **Assisted Living Residences:** Provide intermittent personal care support in addition to retirement amenities.
- **Specialized Care Units:** Some facilities offer dementia care units, while others include on-site skilled nursing facilities, for those who may need higher levels of care.

Financial Considerations:

Most retirement and assisted living residences operate on a month-to-month rental basis; however, some facilities have additional financial requirements.

- **15 Craigside** and **Arcadia**: Requires entrance fees that guarantee lifetime care within their facilities.
- **Kāhala Nui**: Requires a partially refundable deposit along with monthly fees.
- **Olaloa Retirement Community** and **One Kalākaua Senior Living**: Offer units for purchase and resale by individuals. If interested in buying or renting these units, consider consulting a realtor for assistance.

For more details on specific facilities and financial arrangements, reach out to the residence directly or consult with a senior living specialist.

15 Craigside

15 Craigside Pl. Honolulu, HI 96817

808-533-5416

www.arcadia.org/15-craigside

Arcadia Retirement Residence

1434 Punahou St. Honolulu, HI 96822

808-533-5416

www.arcadia.org/arcadia

Good Samaritan Society – Pohai Nani

45-090 Namoku St. Kāneʻohe, HI 96744

808-247-6211 or 1-866-247-3448

www.good-sam.com/locations/pohai-nani

The Ivy at Hawaiʻi Kai

428 Kawaihae St. Honolulu, HI 96825

808-374-5228

www.ivyliving.com/theivyhawaiikai

Kāhala Nui

4389 Malia St. Honolulu, HI 96821

808-218-7001

www.kahalanui.com

Kalākaua Gardens

1723 Kalākaua Ave. Honolulu, HI 96826

808-518-2273

www.kalakauagardens.com

The Plaza Assisted Living

Independent living, assisted living, memory care, and respite care.

www.plazaassistedliving.com

Kāneʻohe – 46-068 Alaloa St. Kāneʻohe, HI 96744

808-235-5055

Mililani – 95-1050 Ukuwai St. Mililani, HI 96789

808-626-8807

Moanalua – 1280 Moanalualani Pl. Honolulu, HI 96819

808-833-8880

Pearl City – 1048 Kuala St. Pearl City, HI 96782

808-455-8808

Punchbowl – 918 Lunalilo St. Honolulu, HI 96822

808-809-8528

Waikīkī – 1812 Kalākaua Ave. Honolulu, HI 96815

808-955-0800

BASIC NEEDS – TRANSPORTATION

Driver & Pedestrian Information

For driving ability evaluation, ask your doctor for a referral to the Driver Program at the Rehabilitation Hospital of the Pacific. Additionally, see the following resources for guidance and support:

- The Hartford's website: www.thehartford.com/talkwitholderdrivers
- American Automobile Association (AAA) Senior Driving: seniordriving.aaa.com

AARP Smart Driver

1-800-350-7025

4201 FM 1960 W. Houston, TX 77068

www.aarpdriversafety.org

The Driver Safety course helps drivers 50 years and older understand age-related changes and adapt their driving accordingly.

City and County of Honolulu – Division of Motor Vehicles

808-768-9100

925 Dillingham Blvd. Suite 257 Honolulu, HI 96817

www.honolulu.gov/csd

Serves O'ahu residents by issuing driver's licenses, motor vehicle registrations, business licenses, disability parking placards, moped registrations and bicycle licenses.

Rehab Hospital of the Pacific – Drivers Program

808-566-3862

226 N. Kuakini St. Honolulu, HI 96817

rehabhospital.org/programs/drivers-program

Provides a comprehensive evaluation to assess the ability to continue driving or return to driving. For those who have sustained a new injury, illness or diagnosis, the Drivers Program assesses abilities to reintegrate into the community by maintaining or regaining driving independence. Additional components of the program include a behind-the-wheel assessment, adaptive equipment consultation and optional additional training sessions. Ask your doctor to make a referral.

Local Transportation & Passes

Some transportation services support independent older adults or disabled travelers, while others assist those needing help. Persons with Disabilities Parking Permit applications are available at **Satellite City Halls** (see **page 24**) or www.hawaii.gov/health/dcab. Ride-sharing apps like Lyft or Uber are also options.

Non-emergency transportation providers offer curb-to-curb or door-to-door service, aiding frail passengers or wheelchair users. Some medical transport services accommodate gurneys and stretchers, with Medicaid accepted for eligible medical appointments. Search online under “gurney transport services on O‘ahu” for options.

American Cancer Society – O‘ahu **808-595-7544**
National Cancer Information Center **1-800-227-2345**
Referrals to resources, including the Road to Recovery program. www.cancer.org

Charley's Taxi – MediCab **808-531-1333**
1451 S. King St. Suite 300 Honolulu, HI 96814 www.charleystaxi.com
Offers front-door pickup service, hospital check-in escort service, prescription pickup, and home-return escort service.

Department of Health – Disability and Communication Access **808-586-8121**
1010 Richards St. Room 118 Honolulu, HI 96813 www.health.hawaii.gov/dcab
Find information on Disability Parking Permits, including application procedures and eligibility criteria.

TheBus – O‘ahu Transit Services, Inc.
811 Middle St. Honolulu, HI 96819 www.thebus.org
Customer Service/Schedules and Routes **808-848-5555, option 2**
HOLO Card **808-848-5555, option 3**
Skyline System or Rail System **808-848-5555, option 4**
Lost & Found **808-848-5555, option 5**

A HOLO Card is needed to ride TheBus. Please contact Customer Service or visit their website for more information and inquire about opportunities for reduced pricing.

TheHandi-Van – O‘ahu Transit Services, Inc.
For persons with disabilities who are unable to access and use TheBus.
Customer Service, Reservations **TTY 808-454-5054 or 808-456-5555**
Eligibility Center **TTY 808-538-0033, option 1 or 711 or 808-538-0033**
1100 Ward Ave. Suite 835 Honolulu, HI 96814 www.honolulu.gov/handivan
Schedule an appointment to complete an in-person assessment. A Mobility Coordinator will identify your specific transit use skills, abilities and/or limitations.

COMMUNITY SERVICES

Here are organizations that can assist in a range of services for older adults.

Information & Referral

Action Line c/o KHON2 **808-591-0222**
88 Piikoi St. Honolulu, HI 96814 www.khon2.com/action-line
Primarily a consumer referral and information service with volunteers available Tuesday to Friday, 11 a.m.-1 p.m. to assist with inquiries.

Aloha United Way 211 **808-275-2000 or 211**
200 N. Vineyard Blvd. Suite 700 Honolulu, HI 96817 www.auw.org
Comprehensive, community information and referral helpline that is available Monday to Friday, 7 a.m.-5 p.m., excluding holidays.

Better Business Bureau **808-628-3939 or 208-994-6896**
Accredited Business Hotline **1-888-948-2227**
900 Fort Street Mall, Honolulu, 96813 www.bbb.org/us/hi/honolulu

City and County of Honolulu – Department of Customer Services **808-768-4385**
925 Dillingham Blvd. Suite 257 Honolulu, HI 96817 www.honolulu.gov/csd

Kūpuna Care Pair www.kupunacarepair.com
Online platform that helps families connect to long-term care options.

Personal Identification

MedicAlert **1-800-432-5378**
Medical identification bracelets and services. www.medicalert.org

State Identification **808-532-7730**
Official Hawai'i State Identification Card www.honolulu.gov/csd/stateid
Government-issued identification for non-drivers is issued at Driver Licensing Centers:

Kapālama – 925 Dillingham Blvd. Suite 101 Honolulu, HI 96817 **808-768-9100**

Kapolei – 1000 Uluohia St. #101 Kapolei, HI 96707 **808-768-3100**

Ko'olau – 47-388 Hui Iwa St. Suite 19 Kāne'ohe, HI 96744 **808-768-4045**

Wahiawā – 330 N Cane St. Wahiawā, HI 96786 **808-768-4054**

Wai'anae – 85-670 Farrington Hwy. Suite 3 Wai'anae, HI 96792 **808-768-4222**

Satellite City Halls

Services include vehicle registration, bus pass sales, and parking permits for individuals with disabilities. For more information, visit www.honolulu.gov/csd.

Locations:

Ala Moana	– 1450 Ala Moana Blvd. Suite 1255 Honolulu, HI 96814	808-768-4300
Downtown	– 1041 Nu‘uanu Ave. Suite A Honolulu, HI 96817	808-768-4103
Hawai‘i Kai	– 6600 Kalaniana‘ole Hwy. Suite 101 Honolulu, HI 96825	808-768-4800
Kapālama	– 925 Dillingham Blvd. Suite 102 Honolulu, HI 96817	808-768-4500
Kapolei	– 1000 Uluohia St. Suite 103 Kapolei, HI 96707	808-768-3400
Pearlridge	– 98-1005 Moanalua Rd. Suite 244 B ‘Aiea, HI 96701	808-768-5000
Wahiawā	– 330 N. Cane St. Wahiawā, HI 96786	808-768-4700
Wai‘anae	– 85-670 Farrington Hwy. Suite 3 Wai‘anae, HI 96792	808-768-4900
Windward	– 45-480 Kāne‘ohe Bay Dr. Suite C06 Kāne‘ohe, HI 96744	808-768-4100

Senior Centers

Engage in recreational, educational, social, and volunteer opportunities tailored for independent older adults. For information on activities offered by the Department of Parks and Recreation, visit their website at www.honolulu.gov/parks.

Catholic Charities Hawai‘i

Lanakila Multi-Purpose Senior Center (LMPSC)

808-847-1322

1640 Lanakila Ave. Honolulu, HI 96817

www.catholiccharitieshawaii.org

Open weekdays, 7:30 a.m.-3:00 p.m., and Saturdays, 8:30 a.m.-11:30 a.m.; no holidays.

Department of Parks and Recreation

Kāne‘ohe Community & Senior Center

808-768-6847

45-613 Pū‘ōhala St. Kāne‘ohe, HI 96744

Offers recreation, education, social supports, and volunteer activities for kūpuna (55+).

Kapahulu Center

808-737-1748

3410 Campbell Ave. Honolulu, HI 96815

www.kapahulucenter.org

Membership and program fees may apply.

KEY Project – Nā Pua o Ko‘olau

808-836-3600

For kūpuna (50+) who reside in regions of Kāne‘ohe to Kahuku.

www.keyproject.org

Mō'ili'ili Senior Center at Mō'ili'ili Community Center**808-955-1555**

2535 S. King St. Honolulu, HI 96826

www.moiliilicc.org

For kūpuna (60+) who reside within the areas from Ward Avenue to Hawai'i Kai.

Nā Kūpuna Makamae Center**808-773-7047 Option 1**

653 Ala Moana Blvd. Honolulu, HI 96813

www.nakupunamakamae.org

Offers classes in exercise, crafts, education, and more.

ORI 'Ānuenue Hale Inc.**808-622-3929**

64-1510 Kamehameha Hwy. Wahiawā, HI 96786

www.ori-hawaii.com

Offers classes and activities from Wednesdays to Fridays at 10 a.m. to 12 p.m.

Susannah Wesley Community Center – Kūpuna Korner**808-847-1535**

1117 Ka'ili St. Honolulu, HI 96819

www.susannahwesley.org**Waikīkī Community Center****808-923-1802**

310 Paoakalani Ave. Honolulu, HI 96815

www.waikikicomunitycenter.org

Offers workshops, classes and activities.

Senior Clubs & Organizations

Refer to **Senior Centers** (see **page 24**) to inquire about their clubs and activities. Many churches and temples also offer Kūpuna groups worth exploring. Contact them directly to find out.

AARP Hawai'i**1-866-295-7282**

1001 Bishop St. Suite 625 Honolulu, HI 96813

www.aarp.org/states/hi

Provides advocacy, education, and services for older adults.

Department of Parks and Recreation**Senior Citizens Program****808-768-3045**1541 Kalākaua Ave. Suite 3 Honolulu, HI 96826 www.honolulu.gov/dpr/seniors-kupuna

Activities, events, and clubs for kūpuna aged 55 and older.

HGEA Headquarters – Retirees Unit**808-543-0054**

888 Mililani St. Suite 401 Honolulu, HI 96813

www.hgea.org

Hawai'i Government Employees Association

HSTA – Retirees

1200 Ala Kapuna St. Honolulu, HI 96819
Hawai'i State Teachers Association-Retired

808-840-2258
www.hstaretired.org

Koku Council

4172 Keanu St. #4 Honolulu, HI 96816

808-265-5716
www.kokuacouncil.org

NARFE – National Active & Retired Federal Employees

NARFE Electronic Service Office (ESO)

Refer to website for Hawai'i Chapters: www.sites.google.com/site/narfehi/hsfc-svc-center.

808-377-4277
NARFE808@gmail.com

Volunteer Opportunities

Offer your time, talents, and wisdom by volunteering in an essential role. Besides the agencies listed below, reach out to other organizations to learn about their volunteer opportunities.

American Red Cross of Hawai'i

Offers opportunities in various interests and time commitments.

808-739-8111
www.redcross.org

Catholic Charities Hawai'i

Volunteers provide friendly phone calls, transportation escort services, and support for individuals living alone with dementia.

808-527-4777
www.catholiccharitieshawaii.org

Child & Family Service

91-1841 Fort Weaver Rd. 'Ewa Beach, HI 96706
Seeking volunteers to enhance the quality of kūpuna.

808-543-8468
www.childandfamilyservice.org

Department of Parks and Recreation

Offers volunteer and giving opportunities.

808-768-7138
www.honolulu.gov/dpr/volunteer-give

Hawai'i VA Foundation – Our Kūpuna

111 Hekili St. #102, Kailua, HI 96734
Volunteers provide assistance with shopping and check-ins.

808-215-0073
www.ourkupuna.com

Long Term Care Ombudsman

Executive Office on Aging
Volunteers advocate for residents in long term care facilities.

808-586-7268
www.hi-ltc-ombudsman.org

Project Dana

902 University Ave. Honolulu, HI 96826

Volunteers assist kūpuna with various needs.

808-945-3736

www.projectdana.org

Retired Senior Volunteer Program (RSVP)

City and County of Honolulu – Elderly Affairs Division

Volunteer opportunities for individuals 55 years and older.

808-768-7778

www.elderlyaffairs.com/rsvp

EDUCATION

Learning Opportunities

Also refer to **Senior Centers** and **Senior Clubs and Organizations** (see **pages 24 and 25**). Make use of your local library. Beyond books, public libraries offer access to computers, the internet, music and movie collections, e-books, audiobooks, educational presentations, performances, community events, and more. Explore the Hawai'i State Public Library System online at **www.librarieshawaii.org**.

Department of Education – Adult Education

Offers courses for adult learners in the areas of basic education, Hawai'i adult community school diploma, family literacy, citizenship, workforce education and life enhancement. Courses are also offered at eight satellite sites. For more information, go to <https://hawaiipublicschools.org/academics/adult-education/>.

McKinley Community School for Adults (MCSA)

808-594-0540

634 Pensacola St. Honolulu, HI 96814

Waipahu Community School for Adults (WCSA)

808-307-9677

94-521 Farrington Hwy. Waipahu, HI 96797

Hawai'i Literacy Inc.

808-537-6706

245 N. Kukui St. Suite 202 Honolulu, HI 96817

www.hawaiiliteracy.org

Adult Literacy program offering free basic English language classes.

Hawai'i State Public Library System

808-586-3500

51 locations statewide.

www.librarieshawaii.org

Take Charge of Your Money!

cms.ctahr.hawaii.edu/tcym

CTAHR Cooperative Extension Service

Financial literacy videos broadcast on local television and the internet.

University of Hawai‘i – Honolulu Community College

www.honolulu.hawaii.edu

Emeritus College

808-845-9296

874 Dillingham Blvd. Bldg. 2 Room 507 Honolulu, HI 96817

pcatt.org/emeritus

Offers a wide range of specialized computer workshops for kūpuna.

Senior Citizen Visitor Program

808-845-9129

Non-credit classes offered to participants 60 years & older, free of charge.

University of Hawai‘i – Kapi‘olani Community College

www.kapiolani.hawaii.edu

Continuing Education & Training

808-734-9211

4303 Diamond Head Rd. Ilima Bldg. Room 203 Honolulu, HI 96816

Kū Pūnāwai Series

808-734-9889

Provides courses such as Tai Chi, Ikebana and Zumba.

Kūpuna Education Center

808-734-9108

4303 Diamond Head Rd. Kōpiko Bldg. Room 123, Honolulu, HI 96816

Non-credited courses/training for older adults.

Senior Citizen Visitor Program

808-734-9889

University of Hawai‘i – Leeward Community College

www.leeward.hawaii.edu

Office of Workforce Development

808-455-0477

96-045 Ala ‘Ike St. Room CE 101 Pearl City, HI 96782

Senior Citizen Visitor Program

808-455-0642

University of Hawai‘i at Mānoa

Center on Aging

808-956-5001

2430 Campus Rd. Gartley Hall Honolulu, HI 96822

manoa.hawaii.edu/aging/

Helps to enhance the well-being of older adults through interdisciplinary and collaborative efforts in research as well as educational programs.

Na Kūpuna Senior Citizen Visitor Program

808-956-4642

2600 Campus Rd. QLC Room 413 Honolulu, HI 96822

linktr.ee/UHMnakupuna

Non-credit classes offered to participants 60 years & older, free of charge.

Osher Lifelong Learning Institute (OLLI-UHM)	808-956-0654
2440 Campus Rd. Krauss Hall Room 113 Honolulu, HI 9682	olliuhm.org
A member-based learning community of adults age 50+ offering a program of non-credit, college-level courses, workshops, lectures, events, and other activities.	
Outreach College	808-956-7221
1960 East-West Rd. BioMed Bldg. B210 Honolulu, HI 96822	outreach.hawaii.edu
Non-credit courses for personal and professional development.	

University of Hawai‘i – West O‘ahu	westoahu.hawaii.edu
Senior Citizen Visitor Program	808-689-2900
91-1001 Farrington Hwy. Kapolei, HI 96707	

University of Hawai‘i – Windward Community College	windward.hawaii.edu
Career & Community Education	808-235-7433
45-720 Keaahala Rd. Kāne‘ohe, HI 96744	windwardcce.org
Senior Citizen Visitor Program	808-235-7432

END-OF-LIFE SERVICES

The programs listed below provide support for end-of-life matters. Additionally, visit **Kokua Mau** (www.kokuamau.org), a collaborative network of agencies and organizations dedicated to enhancing end-of-life care.

Advance Directives, POLST, CCO & DNR

Previously referred to as "Living Wills," advance directives allow you to communicate your medical treatment preferences if you are unable to speak for yourself. You may also appoint someone to make healthcare decisions on your behalf in case of incapacitation. These forms are available at most hospitals, healthcare organizations, law offices, or through UHELP, and are available to anyone age 18 years or older.

Additionally, documents such as Physician’s Orders for Life-Sustaining Treatment (POLST) and Comfort Care Only/Do Not Resuscitate (CCO-DNR) I.D. bracelets provide specific instructions to healthcare providers in emergency situations. These forms can be accessed online at www.kokuamau.org.

Kokua Mau

PO Box 62155 Honolulu HI 96839

Resource for accurate information on Advance Care Planning (ACP) including Advance Directives and POLST, palliative care.

808-585-9977

www.kokuamau.org

University of Hawai'i Elder Law Program (UHELP)

William S. Richardson School of Law

2515 Dole St. Suite 201 Honolulu, HI 96822

808-956-6544

www.hawaii.edu/uhelp

Bereavement Counseling & Support

If a loved one is in the hospital, consider speaking with the chaplain or social worker, or reaching out to your own religious organization. Additionally, refer to **Support Groups** (see **page 39**), **Hospice & Palliative Care** (see **page 31**), and **Mental Health Care & Counseling** (see **page 53**) for further assistance.

Pacific Health Ministry

1245 Young St. Suite 204 Honolulu, HI 96814

Provides spiritual care and emotional support at healthcare-related organizations.

808-591-6556

www.phmhawaii.org

Funeral & Memorial Services

When seeking services, it is important to compare options between establishments, as prices and offerings can differ significantly. Below are programs that can offer limited aid.

Department of Human Services – Med-QUEST Division

801 Dillingham Blvd. 3rd Floor Honolulu, HI 96817

Eligibility for funeral payments will be determined for Medicaid beneficiaries.

808-587-3521

www.medquest.hawaii.gov

Funeral Consumers Alliance

Nationwide funeral consumer support, information, and advocacy.

1-802-865-8300

www.funerals.org

Social Security Administration

One-time lump sum death payment of \$255 to the surviving spouse.

1-800-772-1213

www.ssa.gov

U.S. Department of Veterans Affairs – Veterans Service Center

P. O. Box 29040 Honolulu, HI 96820

Burial benefits for veterans.

1-800-827-1000

www.dod.hawaii.gov/ovs/benefits-and-services

Hospice & Palliative Care

While hospice care focuses on the end-of-life journey, palliative care provides support for individuals diagnosed with a serious but treatable condition. Medicare covers services such as pain management, comfort care, and counseling, provided at home or in other settings. May include respite support for caregivers. Consult with your primary care physician if interested in exploring these services.

Bristol Hospice Hawai'i, LLC

55 Merchant St. Suite 2900 Honolulu, HI 96813

808-536-8012

www.bristolhospice.com

Islands Hospice

820 Mililani St. Suite 400 Honolulu, HI 96813

808-550-2552

www.islandshospice.com

Kaiser Permanente Care at Home

3288 Moanalua Rd. Honolulu, HI 96819

808-432-7660

www.kaiserpermanente.org

Malama Ola Health Services

1783 Pi'ikea St. Honolulu, HI 96818

808-543-1188

www.malamaolacares.com

Navian Hawai'i (formally Hospice Hawai'i)

860 Iwilei Rd. Honolulu, HI 96817

808-924-9255

www.navianhawaii.org

St. Francis Hospice

2228 Liliha St. Suite 406 Honolulu, HI 96817

808-595-7566

www.stfrancishawaii.org

Organ or Body Donation

Whole body and organ donation programs play a crucial role in medical research, surgical training, and the development of new treatments, ultimately advancing healthcare and benefiting humanity. To explore these programs, contact the organizations below.

John A. Burns School of Medicine (JABSOM)

Willed Body Program

651 Ilalo St. BSB 119B Honolulu, HI 96813

808-692-1445

jabsom.hawaii.edu/about/giving/willed-body

Ke Ola Uhane

905 Kalaniana'ole Hwy. Space 4504 Kailua, HI 96734

1-844 330-7040

www.keolauhane.org

Legacy of Life Hawai'i (formally Organ Donation Center)

405 N. Kuakini St. Suite 810 Honolulu, HI 96817

808-599-7630www.legacyoflifehawaii.org**Lions Eye Bank of Hawai'i Makana Foundation**

405 N. Kuakini St. Suite 801 Honolulu, HI 96817

1-800-393-2265www.lebh.org

FAMILY SUPPORT

Family caregivers play a crucial role in supporting kūpuna by assisting with daily tasks like transportation, shopping, and personal care. While many assume only professionals are caregivers, unpaid family members provide a significant portion of long-term care and often wait until burnout or crisis to seek help, lacking essential skills or knowledge of legal and financial aspects. Support groups, counseling, and educational resources can reduce stress and enhance their well-being.

Long-term care (LTC) is more than nursing homes; it involves any ongoing services to maintain quality of life. Medicare typically covers short-term rehab but not LTC for chronic conditions. Understanding a condition's prognosis helps determine the need for rehab, LTC, or hospice.

Caregiver Education

Refer to **Support Groups** on **page 39** and **Health Education, Safety Awareness and Referral Services** on **page 44**. Visit www.elderlyaffairs.com to access the Family Caregiving Guide.

Alzheimer's Association – Aloha Chapter

677 Ala Moana Blvd. Suite 301 Honolulu, HI 96813

808-591-2771**1-800-272-3900 (24/7 Helpline)**

Classes and information for caregivers of dementia patients.

www.alz.org/hawaii**Catholic Charities Hawai'i**

1822 Ke'eumoku St. Honolulu, HI 96822

808-527-4777www.catholiccharitieshawaii.org

Provides information and training through the REACH program.

'Ohana Caregiverswww.ctahr.hawaii.edu/ohanacaregivers

Web-based information and resources for family caregivers.

Project Dana – Caring for the Caregiver

808-979-5365

902 University Ave. Honolulu, HI 96826

www.projectdana.org/caregiver

Family caregivers actively caring for an individual at least 60 years old and over and still living at home are qualified to receive the following services: support groups, caregiver counseling, and caregiver training. Public presentations are open to everyone.

St. Francis Healthcare System of Hawai‘i

808-547-6500

2228 Liliha St. Honolulu, HI 96817

www.stfrancishawaii.org

Offers classes and emotional support services to caregivers, including bathing classes and bereavement support.

Case Management

Case managers often specialize in assisting individuals in specific situations, such as homelessness or transitioning from hospital care. They may work with various populations, including frail elderly individuals, at-risk youth, or those with developmental disabilities. Some focus on tasks like coordinating in-home care or arranging facility placements. For elderly or disabled clients, case managers develop care plans, coordinate services, connect clients to resources, and monitor progress.

A common misconception is that case managers solve all client problems or make decisions for them. Instead, they empower clients by discussing options, setting realistic goals, and creating action plans. Success depends on client commitment, understanding of challenges, and familial support.

Not all case managers are social workers—some have medical or social service backgrounds. Those seeking placement in Community Care Foster Family Homes (CCFFH) for Intermediate Care Facility (ICF) level care can seek assistance from Community Case Management Agencies (CCMAs). For more details, see **Residential Care Homes & Adult Foster Homes** (see **page 18**).

Child & Family Service

808-543-8468

91-1841 Fort Weaver Rd. ‘Ewa Beach, HI 96706

www.childandfamilyservice.org

Primary caregivers to individuals who are disabled, frail, and/or isolated residents, 60 years of age or older, are eligible for case management, counseling, and training services. Staff will also provide information and referral sources when needed.

Department of Health – Public Health Nursing Branch

1700 Lanakila Ave. Room 201 Honolulu, HI 96817

808- 832-3773

health.hawaii.gov/phnb/

Ho‘okele Care at Home

820 Mililani St. Suite 711 Honolulu, HI 96813

808-457-1655

www.hookelehealth.com

Provides assessment, planning, coordination of community resources & monitoring.

Ke Ola Mamo – Native Hawaiian Health Care System

680 Iwilei Rd. Suite 500 Honolulu, HI 96817

808-848-8000

www.keolamamo.org

Specialize in Native Hawaiian health, but doors are open to the entire O‘ahu community.

Kōkua Kalihi Valley Comprehensive Family Services

Elder Center 1846 Gulick Ave. Honolulu, HI 96819

808-848-0977

www.kkv.net

Case management for frail elderly living in zip code 96819.

The Queen’s Medical Center – Geriatric Services

550 S. Beretania St. POB 3 Suite 601 Honolulu, HI 96813

808-691-8877

www.queens.org

St. Francis Healthcare System of Hawai‘i

Franciscan C.A.R.E. PLUS Program

808-547-6500

www.stfrancishawaii.org

Emergency Alert Systems

Personal Emergency Alert Systems, or Personal Emergency Response Systems, are wireless devices that notify a designated contact when activated. They connect to a home phone or cellular network and are ideal for individuals who live alone. Some models offer fall detection and medication dispensing. For Medicaid beneficiaries, check with your health plans for options.

Connect America

98-030 Hekaha St. Suite 4 ‘Aiea, HI 96701

808-721-1201

www.connectamerica.com

Medical alert, medication-dispensing system monitoring, and Auto Alert fall detector. Statewide service.

Escort / Attendant Care Services

Offers personal assistance or supervision for a frail individual, typically while transporting them to and from a destination. Also, see **Transportation** on **page 21**.

Catholic Charities Hawai'i

1822 Ke'eaumoku St. Honolulu, HI 96822

Transportation and escort services for kūpuna.

808-527-4777

www.catholiccharitieshawaii.org

Project Dana

Social and Support Services

808-945-3736

www.projectdana.org

Exercise for Older Adults

Check with your doctor or health insurance provider for program referrals. If you have SilverSneakers included in your Medicare Advantage Plan, you get gym access, classes, on-demand videos, and other perks at no additional cost. Visit www.silversneakers.com for more details. Refer to **Education** on **page 27** and **Senior Centers** on **page 24** for additional resources.

Arthritis Foundation – Hawai'i Branch

2752 Woodlawn Dr. Suite 5-204B Honolulu, HI 96822

Land exercises, AQUA, and Tai Chi offered at various locations.

800-283-7800 or 808-596-2900

www.arthritis.org/hawaii

Department of Parks and Recreation

1000 Uluohia St. Suite 309 Kapolei, HI 96707

Free classes offered include Aerobics, Gate Ball, Line Dancing, Recreational Pickleball, and Zumba. Online registration required.

www.honolulu.gov/parks

District 1 East Honolulu (Ka Iwi to Waikīkī)

808-768-8944

District 2 West Honolulu (Makiki to 'Aiea)

808-768-9292

District 3 Leeward O'ahu (Waipahū to Mākaha)

808-768-6889

District 4 Windward O'ahu (Mokulē'ia to Makapu'u)

808-768-8980

District 5 Central O'ahu (Pearl City to Whitmore)

808-768-6940

Therapeutic Rec Unit

808-768-3027

Staff assist individuals with disabilities access to participate in park activities.

GYMGUYZ Urban Honolulu

2131 Hunnewell St. Honolulu, HI 96822

808-204-4747

www.gymguyz.com/urban-honolulu-hi

St. Francis Healthcare System of Hawai'i

Offers Zumba and Tai Chi classes.

808-547-6500

www.stfrancishawaii.org

YMCA – Exercise Programs

www.ymcahonolulu.org

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

Kalihi – 1335 Kalihi St. Honolulu, HI 96819 (No Aquatics)	808-848-2494
Kaimuki – 4835 Kīlauea Ave. Honolulu, HI 96816	808-737-5544
Leeward – 94-440 Mokuola St. Waipahu, HI 96797	808-671-6495
Mililani – 95-1190 Hikikaulia St. Mililani, HI 96789	808-625-1040
Nu‘uanu – 1441 Pali Hwy. Honolulu, HI 96813	808-536-3556
Windward – 1200 Kailua Rd. Kailua, HI 96734	808-261-0808

Long-Term Care Planning

Planning ahead for long-term care provides peace of mind and helps ensure that the right kind of support is received when, and where, it is needed. In addition to the Elderly Affairs Division, there are community partners that offer advice on long-term care planning.

CareSift

808-400-9992

7192 Kalaniana‘ole Hwy. Suite A-143A Honolulu, HI 96825

www.caresift.com

Assistance with placement matching kūpuna with care providers free of charge.

Department of Health – Office of Health Care Assurance

808-692-7400

601 Kamokila Blvd. Suite 361 Kapolei, HI 96707

www.hawaii.gov/health/ohca

Visit the website for a complete list of licensed care homes.

Elite CareFinders

808-445-4111

P.O. Box 971641 Waipahu, HI 96797

www.elitecarefinders.com

Nursing Home Partners

808-468-9112

828 Ailuna St. Honolulu, HI 96821

www.nursinghomepartners.com

Respite – Adult Day Care (ADC) & Adult Day Health (ADH)

Provides supervised care, social engagement, meals, and activities for older adults in a communal setting. ADC programs cater to those needing minimal assistance, while ADH programs support individuals requiring a higher level of medical care. Both are licensed by the Department of Health and may offer additional services for a fee (varies per location). For a list of providers, visit: www.health.hawaii.gov/ohca/state-licensing-section.

Aged to Perfection Adult Day Care Centers

94-330 Mokuola St. Waipahu, HI 96707

808-622-4717

www.agedtoperfectionhawaii.com

Ann Pearl Adult Day Health

45-181 Waikalua Rd. Kāneʻohe, HI 96744

808-247-8558

www.ohanapacific.com/locations/oahu

Casamina Adult Day Care

1426 Ala Napunani St. Honolulu, HI 96818

808-839-9733 or 808-282-2023

Central Union Church – ADC & ADH Center

1660 S. Beretania St. Honolulu, HI 96826

808-983-5910

www.arcadia.org/central-union

Evergreen Adult Day Care Centers

1500 Kapiʻolani Blvd. Suite 102E Honolulu, HI 96814

825 Keʻeaumoku St. Suite 113 Honolulu, HI 96814

808-946-7505 or 808-796-7059

www.evergreenhawaiiadc.com

Franciscan Adult Day Center

2230 Liliha St. Honolulu, HI 96817

808-547-6500

www.stfrancishawaii.org

Furukawa Living Treasure Day Care Centers

1449 Brigham St. Honolulu, HI 96817

1647 Pālolo Ave. Honolulu, HI 96816

Japanese speaking staff available.

808-842-5175 or 808-203-7826

808-737-4345 or 808-386-2006

Hale Hauʻoli Hawaiʻi – Adult Day Care

98-1247 Kaʻahumanu St. Suite 207 ʻAiea, HI 96701

98-939 Moanalua Rd. ʻAiea, HI 96701

45-480 Kāneʻohe Bay Dr. Unit D04 Kāneʻohe, HI 96744

808-798-8706

www.halehauolihawaii.org

Hulu Makua, Inc. – Adult Day Care

1029 Kapahulu Ave. Suite 408 Honolulu, HI 96816

808-729-9086

Lēʻahi – Adult Day Health

3675 Kīlauea Ave. Honolulu, HI 96816

808-733-7955

www.leahi.hhsc.org

Live Well at Iwilei by Kāhala Nui – Adult Day Care

888 Iwilei Rd. Suite 105 Honolulu, HI 96817

808-218-7777

www.livewellhi.org

Lotus Adult Day Care Center 99-186 Puakala St. 'Aiea, HI 96701	808-486-5050
Lunalilo Adult Day Care Center 501 Kekāuluohi St. Honolulu, HI 96825	808-395-4065 or 808-395-1000 www.lunalilo.org
Maluhia Adult Day Health Center 1027 Hala Dr. Honolulu, HI 96817	808-832-5659 www.maluhia.hhsc.org
Mililani Hale – Adult Day Care 95-257 Kaloapau St. Mililani, HI 96789	808-561-2147 or 808-457-8623 www.mililanihongwanji.org
Pālolo Chinese Home – Adult Day Care 2459 10th Ave. Honolulu, HI 96816 Open to all, 7 days a week & most holidays.	808-748-4907 www.palolohome.org
Sakura House – Adult Day Care 1666 Mott Smith Dr. Honolulu, HI 96822 Japanese speaking staff available	808-536-1112 www.sakurahousehawaii.com
St. Francis Adult Day Center 91-1758 O'ohao St. 'Ewa Beach, HI 96706 Provides an intergenerational program with adjoining preschool.	808-681-0100 www.stfrancis.org
Seagull Schools Adult Day Center 91-531 Farrington Hwy. Kapolei, HI 96707 Provides an intergenerational program with adjoining preschool.	808-674-1160 www.seagullschools.org
Waipahu Hongwanji Mission Adult Day Care Center 94-821 Kuhaulua St. Waipahu, HI 96797	808-678-1770 www.adultdaycarehawaii.org
Windward Seniors Adult Day Care – Hope Center 77 N. Kainalu Dr. Kailua, HI 96734	808-261-4947 www.windwardseniordaycarecenter.org

Respite – In-Home

Short-term relief for caregivers provided in their home. See **In-Home Assistance** (see **page 55**) for additional options.

Ho‘okele Care at Home

808-457-1655

820 Mililani St. Suite 711 Honolulu, HI 96813

www.hookelehomecare.com

Also provides other services such as well-being check-in visits and medication reminders.

Project Dana

808-945-3736

902 University Ave. Honolulu, HI 96826

www.projectdana.org

Services are provided by volunteers exclusively during the day. Overnight services are not available.

Respite – Other

This section highlights additional options for temporary caregiver relief, including overnight stays at various facilities. It's recommended to book reservations well in advance, as availability is often limited. Many **Nursing Facilities, Residential Care Homes, and Retired & Assisted Living Residences** also offer respite care (see **pages 15-19**).

Hale Ho Aloha

808-524-1955 x122

2670 Pacific Heights Rd. Honolulu, HI 96813

www.halehoaloha.com

Lunalilo Home

808-395-1000

Offers short-term in-residence care for kūpuna.

www.lunalilo.org

Pālolo Chinese Home

808-737-2555

Day & overnight services offered.

www.palolohome.org

U.S. Department of Veterans Affairs – VA Center for Aging

808-433-0256

459 Patterson Rd. Bldg. 110 Honolulu, HI 96819

www.hawaii.va.gov

Respite Program for eligible veterans.

Support Groups

See also **Caregiver Support Groups** (see **page 40**) or **dial 211** for assistance.

Alcoholics Anonymous

808-946-1438

Call or check online for meeting locations and times.

www.oahucentraloffice.com

Alzheimer's Association – Aloha Chapter

808-591-2771

677 Ala Moana Blvd. Suite 301 Honolulu, HI 96813

www.alz.org/hawaii

American Diabetes Association – Hawai‘i
P.O. Box 7023 Merrifield, VA 22116

808-764-3348 or 1-800-342-2383
www.diabetes.org/hawaii

**American Heart Association & American Stroke Association
National Call Center**

707 Richard St. Suite 615 Honolulu, HI 96813

**808-377-6651
1-800-242-8721**
www.americanheart.org

American Lung Association of Hawai‘i
1050 Queen St. Suite 100 Honolulu, HI 96814

808-537-5966 or 1-800-586-4872
www.lung.org/hi

Castle Medical Center/Adventist Health
640 Ulukahiki St. Kailua, HI 96734

808-263-5382
www.castlemed.org

Epilepsy Foundation of Hawai‘i
200 N. Vineyard Blvd. Suite B259 Honolulu, HI 96817

808-528-3058
www.epilepsyhawaii.org

Hina Mauka
45-845 Po‘okela St. Kāne‘ohe, HI 96744

Provides treatment and support through every level of addiction recovery.

808-236-2600
www.hinamauka.org

Hawai‘i Parkinson Association
2228 Liliha St. Suite 206 Honolulu, HI 96817

808-762-0600
www.parkinsonhawaii.org

National Kidney Foundation of Hawai‘i
1314 S. King St. Suite 1555 Honolulu, HI 96814

808-593-1515
www.kidneyhi.org

Overeaters Anonymous

Visit the organization’s website to find a meeting near you.

oahawaii.org

Support Groups – Caregivers Only

A support group exists for caregivers, offering a safe and understanding space to share experiences, receive emotional support, and connect with others in similar challenges.

Caregiver Foundation Support Groups

926 3rd St. Pearl City, HI 96782

Support groups are available at various locations.

808-625-3782
www.thecaregiverfoundation.org

Hale Hau‘oli Hawai‘i – Caregiver Support Group

98-1247 Ka‘ahumanu St. Suite 207 ‘Aiea, HI 96701

808-292-4665www.halehauolihawaii.org**Kōkua Kalihi Valley Comprehensive Family Services**

Elder Services – Caregiver Support Groups

808-848-0977www.kkv.net**Project Dana**

Caring for the Caregiver Support Group

808-945-3736www.projectdana.org**VA Caregivers Support Group**

459 Patterson Rd. Honolulu, HI 96819

Support services for veterans' caregivers.

808-566-8384**Windward Senior Day Care – Caregiver Support Group**

77 N. Kainalu Dr. Kailua, HI 96734

www.windwardseniordaycarecenter.org

Open to caregivers of current adult day care clients only. On-site respite provided.

808-261-4947

FINANCIAL ASSISTANCE

Financial struggles can hit when you least expect them. Many people need financial support to get back on their feet. Assistance programs and hardship grants exist to give you temporary support if funds are available. Contact the **Kūpuna Helpline** at **808-768-7700** for information on community resources currently being offered.

Assistance for Low-Income Households

Financial assistance and/or Supplemental Nutrition Assistance Program (SNAP) benefits, subject to eligibility.

Benefit, Employment & Support Services Division (BESSD)

Department of Human Services

Public Assistance Information System (PAIS)

For SNAP eligibility information and application locations.

1-855-643-1643www.hawaii.gov/dhs

Contracted to aid in applying for SNAP via phone or in-person:

Hawai‘i Food Bank – SNAP Assistance

2611 Kili Hau St. Honolulu, HI 96819

808-265-2250 or 808-265-1144www.hawaiifoodbank.org/snap

Helping Hands Hawai'i – SNAP Outreach

2100 N. Nimitz Hwy. Honolulu, HI 96819

808- 536-7234 ext. 832www.helpinghandshawaii.org**Lanakila Pacific – SNAP Program**

1809 Bachelot St. Honolulu, HI 96817

808-356-8519www.lanakilapacific.org/snap-assistance**Med-QUEST Division****1-800-316-8005**

Department of Human Services

mybenefits.hawaii.gov

Medical assistance for eligible individuals. Complete applications online or via phone.

Honolulu Service Center – 1350 S. King St. Suite 200 Honolulu, HI 96814**Kapolei Service Center** – 601 Kamokila Blvd. Suite 415 Kapolei, HI 96707**Waipahu Service Center** – 94-275 Mokuola St. Suite 301 Waipahu, HI 96797**Home Modification Loans**

City and County of Honolulu – Department of Community Services**Loan Programs for Homeowners****808-768-7068 or**

51 Merchant St. Honolulu, HI 96813

808-768-7076

Loans can be used to repair and correct deteriorated and hazardous property conditions.

www.honolulu.gov/dcs/dcs-cad-loan-programs-for-homeowners**U.S. Department of Agriculture, Rural Development****808-933-8300****Single Family Housing Programs****808-541-2600 ext. 4**

300 Ala Moana Blvd. #1-340, Honolulu, HI 96850

www.rd.usda.gov/programs-services/single-family-housing-programs**Temporary Financial Aid**

Catholic Charities Hawai'i**808-521-4357**

Limited funding and qualifications may apply.

www.catholiccharitieshawaii.org**Domestic Violence Action Center (DVAC)****808-531-3771**

P. O. Box 3198 Honolulu, HI 96801

www.domesticviolenceactioncenter.org

Dedicated to alleviating the problem of domestic abuse.

Jewish Community Services**808-258-7121**

2550 Pali Hwy. Honolulu, HI 96817

www.jcs-hi.org

Counseling, referrals, and resources for the Jewish community.

Kealahou West O‘ahu

87-123 Farrington Hwy. Wai‘anae, HI 96792
Services for individuals experiencing homelessness.

808-696-5667www.kealahouwestoahu.com**St. Francis Healthcare System of Hawai‘i**

One-time Home Modification Grant up to \$500

808-547-6500www.stfrancishawaii.org**Salvation Army**

296 N. Vineyard Blvd. Honolulu, HI 96819

www.salvationarmyhawaii.org

Provides food assistance and short-term rental assistance to limited income individuals and families, aiding in the prevention of homelessness by bridging the gap between income and expenses. Inquire about other available grants.

808-521-6551

Utility Assistance

In addition to financial assistance, check with your utility company on payment plans and options if you are struggling to pay your bill. Call them as soon as you know you will not be able to make payment to prevent any service interruption. There will be additional fees incurred if payment is late or if service deactivates and needs to be reinstated.

Honolulu Community Action Program (HCAP)www.hcapweb.org

Central District – 99-102 Kalaloa St. ‘Aiea, HI 96701

808-488-6834

Kalaeloa District – 91-1096 Yorktown St. Building 36 Kapolei, HI 96707

808-682-5494

Kalihi-Palama District – 420 N. King St. #10-107 Honolulu, HI 96817

808-847-0804

Lē‘ahi District – 1915 Palolo Ave. Honolulu, HI 96819

808-732-7755

Leeward District – 85-555 Farrington Hwy. Wai‘anae, HI 96792

808-696-4261

Windward District – 47-232 Waihe‘e Rd. Kāne‘ohe, HI 96744

808-239-5754

Applications are accepted only once a year. Other services offered include homeless resources, income tax services, energy saving tips, and the Kūpuna Independent Life Series.

- **Hawai‘i Home Energy Assistance Program (H-HEAP formerly LIHEAP)**
Provides a one-time payment for vulnerable households at risk of utility disconnection due to non-payment.
- **Low-Income Home Water Assistance Program (LIHWAP)**
Provides water and wastewater assistance to needy Hawai‘i households by assisting with a one-time payment toward their water or wastewater bill.

USAC Lifeline Support – The Lifeline Assistance Program

1-800-234-9473

www.lifelinesupport.org / www.cca.hawaii.gov/dca/telecommunications/lifeline

Lifeline is a federal program dedicated to making phone and internet service more affordable for limited income households. Eligibility requirements apply, go online to see if you qualify.

HEALTH CARE

Health Education, Safety Awareness, and Referral Services

One in three older adults experience a fall each year, making falls the leading cause of injury among Kūpuna. These injuries can make mobility difficult and limit independent living. However, the risk of falling may be reduced through exercises that improve strength and balance, regular medication reviews to minimize side effects and interactions, annual eye exams, enhanced home lighting, and the removal of household hazards.

For more tips on fall prevention and other health-related topics, visit the U.S. National Library of Medicine's MedlinePlus at www.medlineplus.gov. Also, see **Exercise for Older Adults** (see page 35), **Support Groups** (see page 39), **Education** (see page 27), and **Caregiver Education** (see page 32). To find a doctor, contact your insurance provider for recommendations.

Alzheimer's Association

808-591-2771 or 1-800-272-3900 (24-hour helpline)

Maintain Your Brain: How to live a brain healthy lifestyle

www.alz.org/hawaii

American Cancer Society

1-800-227-2345

24-Hour Referral and Information

www.cancer.org

Arthritis Foundation – Hawai‘i Branch

808-596-2900

Free arthritis education and wellness brochures.

www.arthritis.org/hawaii

Audient – Epic Hearing Healthcare

1-866-956-5400

Program for affordable hearing aids.

www.epichearing.com/home

CDC Information

1-800-232-4636

Centers for Disease Control & Prevention

www.cdc.gov

Child & Family Service – Health Maintenance

91-1841 Fort Weaver Rd. 'Ewa Beach, HI 96706

808-543-8468

www.childandfamilyservice.org

Dental Lifeline Network

(Formerly Donated Dental Services)

1-888-449-9670

www.dentallifeline.org/hawaii

Department of Emergency Management

650 S. King St. Basement Honolulu, HI 96813

Resources on emergency preparedness.

808-723-8960

www.honolulu.gov/dem

EyeCare America

Provides uninsured adults access to eye exams.

1-877-887-6327

www.aao.org/eyecare-america

Hawai'i Tobacco Quitline

Uses a combination of quit methods, like counseling and free quit medication, to increase your chances of quitting.

1-800-784-8669

www.hawaiiquitline.org

Hearing Aid Helpline

International Hearing Society

1-800-521-5247

www.ihsinfo.org

Honolulu County Medical Society

1360 S. Beretania St. Suite 301 Honolulu, HI 96814

808-536-6988

www.hcmsonline.org

Honolulu Police Department – Community Affairs Division

801 S. Beretania St. Honolulu, HI 96813

Crime prevention and safety tips.

808-529-3111

www.honolulupd.org/cad

Kapi'olani Medical Center - Health & Wellness

www.hawaiiPacificHealth.org/kapiolani/health-wellness

808-535-7000**Kōkua Kalihi Valley Comprehensive Family Services****Elder Services**

1846 Gulick Ave. Honolulu, HI 96819

Health Maintenance Program for elders residing in zip code 96819

808-848-0977

www.kkv.net/elder

KPT Satellite Clinic

1475 Linapuni St. A#115 Honolulu, HI 96819

808-845-3130

Poison Control Center

Information about poison emergencies or prevention.

1-800-222-1222

www.poison.org

Project Dana Fall Prevention Program

Fall prevention education and recommendations.

808-945-3736

www.projectdana.org

Home Modification and Fall Prevention Tips for Kūpuna & Caregivers

Information provided by Occupational Therapists, Catia Garell, MA, OTR, SCEM of Thrive for Life, LLC and Kendall Horan OTS, OTR, BS, ECHM, in support of Age-Friendly Honolulu (www.agefriendlyhonolulu.com).

Falls can happen at any age, but older adults are at higher risk of serious injury. Falls are the leading cause of fatal and nonfatal injuries among Kūpuna, with one in three experiencing a fall each year. Many kūpuna prefer to live independently, making a safe home environment essential for aging in place. Below are home modification and fall prevention tips for kūpuna and caregivers.

Stay on Top of Your Health

Schedule telehealth or in-person exams to discuss fall prevention with your primary care provider (PCP).

Home Safety Tips

Health Maintenance and Exercise

- If you've had a fall or near fall, consult your primary care provider (PCP) for a fall risk assessment.
- Consider a referral to a Physical or Occupational Therapist.
- Establish a regular exercise routine; Tai Chi can help prevent falls.
- Check if your insurance covers free gym membership.

Improve Vision to Prevent Falls

- Schedule annual eye exams.
- Upgrade to bright LED light bulbs (3,000-4,000 Kelvin).
- Maximize natural light and add extra lighting in key areas.
- Install motion-activated pathway lights for nighttime use.
- Use contrasting colors to improve visibility around the home.

Medication Management

- Review all medications and supplements with your pharmacist.
- Use a pill organizer or structured schedule.
- Request easy-open medication bottles if needed.
- Consult your PCP about proper hydration levels.

Home Safety Adjustments

- Seek a home safety assessment from an Occupational or Physical Therapist.
- Keep floors and stairs clutter-free.
- Store frequently used items within easy reach.
- Remove throw rugs and apply anti-slip treatments.
- Install handrails, lever-style handles, and motion-sensor lighting.

Bathroom Safety

- Install grab bars and a handheld shower hose.
- Improve lighting around the toilet and shower.
- Use anti-slip flooring or non-skid tape.
- Keep toiletries within easy reach.

Caregiver Support

- Communicate with medical professionals about fall concerns.
- Encourage rehabilitation therapy if needed.
- Review medications and share fall prevention tips with loved ones.

Tips for Working with Home Modification Professionals

- Consult a rehabilitation professional (OT or PT) to minimize fall risks before hiring a contractor.
- Verify contractor licenses by calling (808) 587-4272.
- Issues with a contractor? Contact the Regulated Industries Complaints Office (RICO) at (808) 587-4272.
- To verify therapy licenses, call (808) 586-3000.
- Unsure about permits? Contact the Honolulu Department of Permitting and Planning at (808) 768-8000 or visit www.honolulu.gov/dpp.
- Renters' rights? Contact the Legal Aid Society of Hawai'i at (808) 536-4302.

Helpful Resources

- AARP HomeFit Guide:
www.aarp.org/livable-communities/housing/info-2020/homefit-guide.html.
- CDC fall prevention resources:
www.cdc.gov/steady/pdf/STEADI-Brochure-WhatYouCanDo-508.pdf.
- Learn about STEADI: www.cdc.gov/steady/index.html.
- Hale for Kūpuna:
www.hiphi.org/wp-content/uploads/2022/03/Hale-4-Kupuna-Booklet-2021.pdf

More Information Online

- National Institute on Aging Home Safety Checklist: Home Safety Checklist.
- Hawai'i Department of Health:
www.health.hawaii.gov/injuryprevention/home/preventingfalls/information

Hospital Discharge Information

When a doctor determines that a patient's condition has stabilized and they no longer need hospital care, they are discharged. This doesn't mean full recovery, and the transition to home care may still require attention and support.

Ask Questions!

It's crucial to discuss the discharge plan with doctors, nurses, and social workers while still in the hospital. Family members may be tasked with duties like changing dressings, administering medication, or assisting with transfers at home. Those responsible should understand their role and communicate if they need help.

Key Questions to Ask:

- Who is responsible for the discharge process?
- What is the expected recovery time?
- What care tasks will be needed?
- Do any tasks require special training, and who will provide it?
- What if family support is insufficient? Who can help?
- Are medications needed, and how often should they be taken?
- Does the patient need medical equipment, and where will it come from?

Care Facility Placement

If long-term care is needed, ask the discharge planner about placement in a care facility. For more details, refer to pages 15-20 for options like nursing facilities and adult foster homes.

Discharge Appeals

If a patient is getting Medicare services from a hospital, skilled nursing facility, home health agency, comprehensive outpatient rehabilitation facility, or hospice, and feels that the Medicare covered services are ending too soon (being discharged too soon), an appeal can be made.

Review the Notice of Medicare Non-Coverage or An Important Message from Medicare that was provided by the facility with instructions on how to ask for a fast appeal (Medicare discharge/service termination appeal). With a fast appeal, an independent reviewer will decide if your services should continue. The appeal must be filed before time of discharge. Call **Livanta** at **877-588-1123** or file the appeal online at **www.livantaqio.cms.gov/en/appeal-initiation**.

Explore Options

If family support is insufficient, inquire about in-home care services covered by insurance or explore private-pay options. For more information, refer to **In-Home Assistance** on **page 55** or consider **Adult Day Care** on **page 36**. For more information, search "Hospital Discharge" online.

Medicaid & Medicare

Medicare is a federal health insurance program for those 65 and older, and some with disabilities. It doesn't cover all expenses, leaving beneficiaries responsible for deductibles, copayments, premiums, and uncovered services. Long-term care isn't covered, and skilled nursing facility care is limited to less than 100 days.

- **Part A:** Hospital coverage, limited skilled nursing, home health, and hospice—no premium for those with 10+ years of work or a covered spouse.
- **Part B:** Doctor visits, outpatient, and medical care.
- **Part C:** Medicare Advantage Plans (PPO, HMO, PFFS, etc.), combining Parts A and B. Check your Medicare and You Handbook for Hawai'i-specific options.
- **Part D:** Drug coverage, with varying plans and premiums.

Part C and D plans may affect other coverages, like employer retirement plans, so consult your provider before changing Medicare coverage.

Medigap plans are supplemental insurance to cover gaps in Original Medicare. Enroll in Medicare on time to avoid penalties or coverage gaps. For help, contact **Hawai'i SHIP** at **808-586-7299**.

Medicaid is a state-run program for low-income individuals, including those 65 and older or with disabilities. In Hawai'i, it's managed by the Med-QUEST Division through the QUEST Integration managed care program.

Centers for Medicare & Medicaid Services Medicare Information

1-800-633-4227
www.medicare.gov

Information available online about Medicare and Medicaid.

Executive Office on Aging

www.hawaiiadrc.org

A volunteer-driven program that offers counseling on Medicare/Medicaid fraud, waste, and abuse, as well as guidance on how to interpret medical statements.

Hawai'i SHIP

Toll free 1-888-875-9229 or 808-586-7299

Hawai'i-based Medicare health insurance counseling.

www.hawaiiiship.org

Senior Medicare Patrol (SMP)

Toll free 1-800-296-9422 or 808-586-7281

Medicare outreach, counseling, and education.

www.smphawaii.org

Med-QUEST Division

1-800-316-8005

Department of Human Services

mybenefits.hawaii.gov

Medical assistance for eligible individuals. Complete applications online or via phone.

Honolulu Service Center – 1350 S. King St. Suite 200 Honolulu, HI 96814

Kapolei Service Center – 601 Kamokila Blvd. Suite 415 Kapolei, HI 96707

Waipahu Service Center – 94-275 Mokuola St. Suite 301 Waipahu, HI 96797

Medical & Dental Clinics

You can request referrals within your provider network from your primary care doctor or health insurance provider. Find your medical insurance card and call member services at the phone number listed. Alternate options listed here.

Aloha Medical Mission Dental Clinic 808-847-3400
200 N. Vineyard Blvd. Suite B-120 Honolulu, HI 96817 www.alohamedicalmission.org

Department of Health – Hospital and Community Dental Services

Priority to Medicaid eligible persons www.health.hawaii.gov

Lanakila Dental Clinic 808-832-5704

1700 Lanakila Ave. Room 202 Honolulu, HI 96817

Leeward Dental Clinic 808-453-6160

860 Fourth St. Rm. 250 Pearl City, HI 96782

Windward Dental Clinic 808-235-9125

45-691 Keaahala Rd. Bldg. D Kāneʻohe, HI 96744

Department of Health – Tuberculosis Testing & Screening Clinics

Tuberculosis Information Line 808-832-5738

TB testing & treatment accessible for everyone. health.hawaii.gov/tb/

Daimond Head Health Center 808-733-9220

3627 Kīlauea Ave. Room 302, Honolulu, HI 96816

Lanakila Health Center 808-832-5731

1700 Lanakila Ave. Ground Floor Honolulu, HI 96817

Waiʻanae Neighborhood Community Center 808-697-7839

85-670 Farrington Hwy. Room 7 Waiʻanae, HI 96792

Waipahu Civic Center 808-675-0073

94-275 Mokuola St. Room 101 Waipahu HI 96797

Windward Health Center 808-233-5450

45-691 Keaʻahala Rd. Bldg. B Kāneʻohe, HI 96744

Kalihi-Palama Health Center (KPHC) www.kphc.org

Family Services – 2239 N. School St. Honolulu, HI 96817 808-848-1438

Behavioral Health – 952 N. King St. Honolulu, HI 96817 808-841-7981

Dental – 915 N. King St. Honolulu, HI 96817 808-845-0686

Optometry – 888 N. King St. Unit 3 Honolulu, HI 96817 808-792-5599

Kōkua Kalihi Valley Comprehensive Family Services

www.kkv.net

Main Clinic – 2239 N. School St. Honolulu, HI 96819 808-791-9400

Elder Center – 1846 Gulick Ave. Honolulu, HI 96819 **808-848-0977**
Comprehensive Family Services, Consultation & Dental services for residents in zip
code 96819.

Ko‘olauloa Health Center www.koolauloachc.org
Hau‘ula – 54-316 Kamehameha Hwy. Suite 6 Hau‘ula, HI 96717 **808-293-9231**
Kahuku – 56-119 Pualalea St. Kahuku, HI 96731 **808-293-9231**

Project Vision – Mobile Health **808-201-3937**
Offers vision and dental services. Other services offered: housing, homeless outreach,
social services, re-entry. Call for mobile location.

Queen Emma Clinics
1301 Punchbowl St. Honolulu, HI 96813 www.queens.org
Adult Medicine **808-691-4970**
Queen’s Medical Center Dental Clinic **808-691-4292**

The Queen’s Medical Center – Geriatric Services **808-691-8877**
550 S. Beretania St. Suite 601 Honolulu, HI 96813 www.queens.org

University of Hawai‘i at Mānoa Dental Hygiene Clinic **808-956-8229**
2445 Campus Rd. Hemenway Hall Room 200 Honolulu, HI 96822
Dental hygiene services at a reduced cost. Nursing.hawaii.edu/dental-hygiene-clinic

Wai‘anae Coast Comprehensive Health Center **808-697-3300**
86-260 Farrington Hwy. Wai‘anae, HI 96792 www.wcchc.com

Waikīkī Health www.waikikihc.org
Makahiki Clinic – 935 Makahiki Way Honolulu, HI 96826 **808-922-4787**
Dental Clinic – 935 Makahiki Way Honolulu, HI 96826 **808-739-7346**
‘Ōhua Clinic – 277 ‘Ōhua Ave. Honolulu, HI 96815 **808-922-4787**

Waimanalo Health Center **808-259-7948**
41-1347 Kalaniana‘ole Hwy. Waimanalo, HI 96795 www.waimanalohc.org

Medical Equipment

Medicare covers Durable Medical Equipment (DME), like walkers, wheelchairs, and hospital beds, when prescribed by a doctor. Rentals may be an option, as Medicare covers them too. For guidance, contact **Hawai'i SHIP** at **808-586-7299**.

If you purchase DME, you may be responsible for repairs or replacement, so check warranty details beforehand. To find a supplier, visit **www.medicare.gov** and select "Find medical equipment & supplies." Choose suppliers accepting "assignment" to avoid extra costs. Also, consult with social workers and healthcare providers.

Mental Health Care & Counseling

Good emotional health affects physical health. Prioritizing mental health is essential for healthy aging and maintaining a good quality of life. Aging brings life changes that can cause stress, anxiety, or sadness, sometimes leading to depression. While common, these conditions are not a natural part of aging and require proper treatment. Many recover through therapy, counseling, or medication. Consult your doctor or insurance provider for support.

Adult Mental Health Division (AMHD)

808-643-2643

Utilization Management Assessments Unit

health.hawaii.gov/amhd/

Serves as the state mental health authority, for adults needing mental health services.

Hawai'i CARES 988

988 or 1-800-753-6879

24/7 Support available via phone, text, or chat

www.hicares.hawaii.gov

A coordinated and responsive system of care for crisis intervention, substance use treatment and recovery, and mental health concerns.

Kokua Support Services

808-847-4227

1130 N. Nimitz Hwy. #A226 Honolulu, HI 96817

www.kokuabehavioralhealth.org

Empowers individuals and families in their journey toward mental wellness.

North Shore Mental Health (NSMH)

808-638-8700

56-117 Pualalea St. Kahuku, HI 96731

northshoremmentalhealth.com/

Mental and behavioral health providers that service the island of O'ahu. Other locations:

‘Aiea – 99-128 ‘Aiea Heights Dr. ‘Aiea, HI 96701

Kāne‘ohe – 46-001 Kamehameha Hwy. Kāne‘ohe, HI 96744

Wahiawā – 302 California Ave. Suite 212 Wahiawā, HI 96786
Wai‘anae – 86-188 Farrington Hwy. Suite 105 C Wai‘anae, HI 96792

Mental Health America of Hawai‘i

1136 Union Mall Suite 208 Honolulu, HI 96813
For individuals with mental health concerns regarding
access, treatment, and service.

808-521-1846

www.mentalhealth-hi.org
www.noshamegethelp.org

Mental Health Kokua

680 Iwilei Rd. Suite 600 Honolulu, HI 96817
Services and support for homeless individuals with mental illness.

808-737-2523

www.mhkhawaii.org/

The Queen’s Health Systems

Behavioral Health Services (Outpatient)

1374 Nu‘uanu Ave. Honolulu, HI 96817

Family Treatment Center

1301 Punchbowl St. Honolulu, HI 96813

The Queen’s Medical Center – Kahi Mohala

91-2301 Old Fort Weaver Rd. ‘Ewa Beach, HI 96706

www.queens.org

808-691-4401

808-691-4221

808-691-5214

Samaritan Counseling Center Hawai‘i

1020 S. Beretania St. Honolulu, HI 96814

808-545-2740
www.samaritancounselingcenterhawaii.org

Substance Abuse and Mental Health Services Administration

5600 Fishers Ln. Rockville, MD 20857

Disaster Distress Helpline

National Helpline

1-877- 726-4727

www.samhsa.gov

1-800-985-5990

TTY 1-800-487-4889 or 1-800-662-4357

Prescription Drugs & Medications

Coverage for prescription drugs varies based on your insurance plan. Medicare Part D provides prescription drug coverage, while Medicaid may offer additional assistance based on eligibility. Visit the **Medicaid & Medicare** section (see **page 49**) for details.

Medicare Part D

For assistance with eligibility details and selecting a plan,
please contact Hawai‘i SHIP at 808-586-7299.

1-800-633-4227

www.medicare.gov

Public Health Nurses

The Public Health Nursing Branch offers statewide services through registered nurses, including home visits for frail and vulnerable elderly people with complex health conditions and limited resources. Additionally, it provides health consultations to groups and organizations on emergency preparedness, communicable disease control, and elder health and wellness.

Administration	– 1700 Lanakila Ave. Suite 201 Honolulu, HI 96817	808-832-3773
Central O‘ahu	– 860 Fourth St. Suite 130 Pearl City, HI 96782	808-453-6190
East Honolulu	– 3627 Kīlauea Ave. Suite 311 Honolulu, HI 96816	808-733-9220
Leeward	– 94-275 Mokuola St. Suite 101 Waipahu, HI 96797	808-675-0073
Wai‘anae	– 85-670 Farrington Hwy. Suite 7 Wai‘anae, HI 96792	808-697-7839
West Honolulu	– 1700 Lanakila Ave. Suite 201 Honolulu, HI 96817	808-832-5757
Windward	– 45-691 Keaahala Rd. Kāne‘ohe, HI 96744	808-233-5450

IN-HOME ASSISTANCE

Older adults may hesitate to accept in-home assistance due to discomfort with strangers, denial of need, or fear of nursing home placement. However, in-home support can help them maintain independence longer. Care options range from informal support by family and friends to formal services from nonprofits, independent caregivers, home care and health agencies, and government programs. Home health agencies provide more medical services than home care agencies. **Please verify qualifications and references when hiring providers.**

Medicare covers only limited in-home services, while Medicaid recipients should check with their QUEST Integrated (QI) plan for benefit eligibility. Services may include home delivered meals, personal care, transportation to medical appointments, and others.

Chore / Homemaker Services

This may involve tasks such as cleaning, shopping, and running errands. Additionally, explore **Home Care** agencies found in the next section.

Heaven's Helpers, Inc.

765 Amana St. Honolulu, HI 96814

808-952-6898

heavenshelpershawaii.com/

Ho'okele Care at Home

820 Mililani St. Suite 711 Honolulu, HI 96813

808-457-1655

www.hookelehomecare.com

Also provides other home health services such as companion care and respite.

Pālolo Chinese Home – Home Cleaning Services

Serving kūpuna island-wide.

808-748-7994

www.palolohome.org

Home Care & Home Health Agencies

Home Health refers to healthcare services provided in a person's home, typically for individuals recovering from illness, injury, or surgery, or managing chronic conditions. It encompasses a range of medical and personal care services, delivered by licensed professionals like nurses and therapists, or by aides who assist with daily living activities. While all agencies must be licensed by the Office of Healthcare Assurance, only some are Medicare-certified.

Types of Services

- **Medicare-ordered care:** Short-term care after hospitalization.
- **Private-duty care:** Long-term, private-pay services.
- Some agencies provide both.

Home Care agencies offer non-medical support like housekeeping, meal prep, and personal care, typically private-pay, though some accept QUEST Integrated plans. Licensing is managed by the Department of Health.

Cost & Services

- 2-4 hour minimum per visit. Some agencies may have waived this requirement.
- Options include respite care, live-in care, and travel assistance.
- Companion care: Call the organization for cost information.
- Personal care (bathing, transferring): Higher cost, provided by trained staff.
- Skilled nursing (LPN/RN): Call the organization for cost information.

For a social alternative, consider **Respite – Adult Day Care (ADC) & Adult Day Health (ADH)**, see **page 36**.

Choosing a Provider

- Verify insurance, background checks, and certifications.
- Protect valuables, especially for those with cognitive impairments.
- Find licensed agencies at: www.health.hawaii.gov.
- For Medicare-certified agency reviews: www.medicare.gov.
- Check reviews and other information with the Department of Commerce and Consumer Affairs, as well as the Better Business Bureau.

Adventist Health – Castle Home Care

45-045 Kamehameha Hwy. HPU Annex Kāneʻohe, HI 96744

808-263-5077

www.castlemed.com

Always Best Care Senior Services

1001 Dillingham Blvd. Suite 317 Honolulu, HI 96817

808-207-8558

alwaysbestcare.com/oahu/

Arcadia Home Health and Home Care Services

1660 S. Beretania St. 3rd Floor Honolulu, HI 96826

808-983-5900

www.arcadia.org

Attention Plus Care

1580 Makaloa St. Suite 1060 Honolulu, HI 96814

808-739-2811

www.attentionplus.com

Bayada Home Health Care

1003 Bishop St. Pauahi Tower Suite 1250 Honolulu, HI 96813

808-591-6068

www.bayada.com

BrightStar Care

50 S. Beretania St. Suite C-117A Honolulu, HI, 96813

808-201-7691

CareResource Hawaiʻi

680 Iwilei Rd. Suite 490 Honolulu, HI 96817

808-599-4999

www.careresourcehawaii.org

Griswold Home Care for Oʻahu

500 Ala Moana Blvd. Bldg. 6 Suite 400 Honolulu, HI 96813 www.griswoldcare.com/oahu/

808-539-1700

HiHealthCare – HiHomeCare

700 Bishop St. Bishop Tower Suite 610 Honolulu, HI 96813

808-356-4357

hihealthcarehawaii.com

HMC Home Care

1221 Kapiʻolani Blvd. Suite 644 Honolulu, HI 96814

808-488-8826

www.hmchomecare.com

Home Instead Honolulu 1600 Kapi'olani Blvd. Suite 212 Honolulu, HI 96814 Windward, Central O'ahu 970 N. Kalaheo Ave. Suite A-323 Kailua, HI 96734	www.homeinstead.com 808-757-9871 808-427-5601
Kaiser Home Health Agency – O'ahu 2828 Pa'a St. Honolulu, HI 96819	808-432-4660
Kokua Care 3184 B Waialae Ave. Honolulu, HI 96816	808-734-5555 kokuacare.com/forms/
Lou's Quality Home Health Care Services 95-212 Wailawa St. Mililani, HI 96789	808-623-7109 or 808-599-0079 www.lqhcs.net
Mastercare Homecare & Healthcare 1314 S. King St. Suite 856 Honolulu, HI 96814	808-597-1564 www.gomastercare.com
'Ohana Pacific Health – Home Health Honolulu 2228 Liliha St. Suite 205 Honolulu, HI 96817	808-531-0050 www.ohanapacific.com
Senior Helpers Honolulu to Pearl City, Mililani 1130 N. Nimitz Hwy. Suite A142 Honolulu, HI 96817 Honolulu to East O'ahu, Waimanalo, Kailua, MCBH Kāne'ohe Bay 1953 S. Beretania St. Suite 1G, Honolulu, HI 96826 West O'ahu, Central O'ahu, North O'ahu 1001 Kamokila Blvd. Kapolei Building Suite 133, Kapolei, HI	www.seniorhelpers.com 808-762-2522 808-900-8480 808-698-6400
Wilson Homecare 711 Kapi'olani Blvd. Suite 450, Honolulu, HI 96813	808-596-4486 www.wilsoncare.com

Personal Care

Health-related services provided at home, such as bathing and grooming. For additional information, refer to the **Home Care & Home Health Agencies** section (see **page 56**). Hospice-eligible clients can refer to the **Hospice & Palliative Care** section (see **page 31**).

Holly Services

707 Richards St. Suite 710 Honolulu, HI 96813

808-466-3481www.hollyserviceshawaii.com**Ho‘okele Care at Home**

820 Mililani St. Suite 711 Honolulu, HI 96813

808-457-1655www.hookelehomecare.com**St. Francis Health Services for Senior Citizens**

2228 Liliha St. Suite 408 Honolulu, HI 96817

808-547-6121www.stfrancishawaii.org

INCOME SECURITY

Consumer Assistance & Protection

For resources on identity theft from the Federal Trade Commission, visit www.consumer.gov/idtheft. Protect yourself from financial fraud and scams.

Better Business Bureau**808-536-6956 or 208-994-6896**www.bbb.org/us/hi/honolulu**Department of Commerce & Consumer Affairs**www.hawaii.gov/dcca**Office of Consumer Protection Consumer Information Line****808-586-2630**

Pre-recorded information on common consumer issues.

Consumer Resource Center**808-587-4272**

Check status of a business or licensee.

Landlord-Tenant Information**808-586-2634**

Monday – Friday, 8 a.m. – 12 p.m.

Insurance Fraud Investigation Branch Hotline**808-587-2267**

Insurance fraud complaints.

Investor Education Program**808-587-7400**

Free information and presentations on investment products, scams, and fraud.

Department of the Attorney Medicaid Fraud Control Unit**808-586-1058**

707 Richard St. Suite 402 Honolulu, HI 96813

www.ag.hawaii.gov/cjd

Investigates cases of abuse against dependent adults by Medicaid providers, care facilities, and paid caregivers.

Department of the Prosecuting Attorney **808-768-7400**
Elder Abuse Justice Unit www.honoluluprosecutor.org/resources/elder-abuse
1060 Richards St. Honolulu, HI 96813
Prosecutes all felony crimes where the victims are age 60 or older.

Honolulu Police Department – Criminal Investigation Division **808-723-3609**
801 S. Beretania St. Honolulu, HI 96813 www.honolulupd.org/cid
Investigates Computer Crimes, Identity Theft, and White-Collar Crimes.

National Do Not Call Registry **toll free 1-888-382-1222**
Federal Trade Commission www.donotcall.gov
Helps block most telemarketing calls. If a specific business or organization repeatedly contacts you, request that they remove your number from their call list.

National Elder Fraud Hotline **1-833-372-8311**
1132 Bishop St. Suite 615 Honolulu, HI 96813 ovc.ojp.gov/states/Hawaii

Office of Inspector General – Hotline Operations **1-800-447-8477**
PO Box 23489 Washington, DC 20026 www.oig.hhs.gov/fraud/report-fraud
Accepts reports on Medicare, Medicaid, or healthcare fraud.

U.S. Consumer Product Safety Commission **1-800-638-2772 or 808-733-8326**
3675 Kīlauea Ave. Honolulu, HI 96816 www.cpsc.gov
Report on potential product safety hazards and access recall information.

Employment & Training Programs

Employment and training programs help individuals develop skills, gain work experience, and secure jobs. These may include job placement, vocational training, career counseling, and workforce development initiatives for various industries. For immigrant-specific assistance, see the **Immigrant Assistance** section on (see **page 65**).

American Job Center Hawai'i / Work Hawai'i **808-768-5705**
680 Iwilei Rd. Suite 700 Honolulu, HI 96817 www.honolulu.gov/dcs/workhawaii
Offers career development, job search, and training opportunities. Employers can receive assistance with recruitment, referrals, employee training, and tax credits. Call 808-786-5701 for more information.

Goodwill Industries of Hawai'i Inc.**808-836-0313**

2610 Kilihau St. Honolulu, HI 96819

www.higoodwill.org

Offers free assistance to help you identify, prepare for, and secure your dream job or career. Certain services may depend on eligibility and location.

Pacific Gateway Center**808-851-7010**

723-C Umi St. Honolulu, HI 96819

www.pacificgatewaycenter.org

Job training and support for small business success.

State of Hawai'i Workforce Development Division**808-586-8877**

Senior Community Service Employment Program

830 Punchbowl St. Honolulu, HI 96813

Provides unemployed, low-income individuals aged 55+ with limited job prospects the opportunity to gain training through part-time community service assignments, helping them build skills for transition into unsubsidized employment.

Winners at Work dba Abilities Unlimited**808-532-2100**

200 N. Vineyard Blvd. Suite A200 Honolulu, HI 96817

Employment services for people with disabilities.

Financial Fraud, Exploitation, & Scams

Financial fraud, exploitation, and scams are rising concerns for kūpuna in Hawai'i. Awareness of the risks and warning signs can help protect you and your loved ones. Kūpuna, often facing isolation, memory challenges, or past risky behaviors, are particularly vulnerable.

Warning Signs of a Scam

- The scammer pressures you for immediate action or intimidates you.
- The scammer refuses to provide contact details or written terms.
- The scammer promises simple rewards for payment.
- The scammer continues contacting you after you've asked them to stop.

Signs of Elder Exploitation

- Unusual banking activity, like frequent withdrawals or large transfers.
- Missing financial statements or personal valuables.

- The elderly are often without cash or can't cover minor expenses.
- Unpaid bills and collection notices.
- Behavioral changes after meeting a new friend or romantic interest.
- The new friend is overly involved in the elder's life and speaks for them.

What You Can Do

- Stay informed about scams via the news.
- Decline unsolicited offers by phone or mail.
- Be cautious of individuals who befriend you or know personal details.
- Avoid filling out forms for contests or prizes.
- Never share personal information with strangers.
- Stay in regular contact with vulnerable friends or family.
- Report suspected abuse to Adult Protective Services (APS).
- Keep a log of suspicious activities.
- File a police report if you're scammed.

More information online:

- **Financial Fraud Enforcement Task Force** - www.smphawaii.org
- **Hawai'i's Fraud Prevention & Resource Guide** can be found at www.health.hawaii.gov/ea/files/2013/04/Fraud.pdf.

Money & Debt Management

CSI Trust Company (CSI Inc.)

808-538-0353

1001 Bishop St. Suite 2305 Honolulu, HI 96813

www.csitrustcompany.org

Provides personalized financial management and fiduciary solutions to Hawai'i's families – kūpuna, individuals with disabilities, and those for whom an individual trustee or bank trust company may not be appropriate or feasible.

Hawai'i ABLE Savings Program

1-844-394-2253

<https://www.hawaiiablsavings.com/>

Hawai'i has partnered with the State of Oregon and their ABLE for ALL Savings Plan to offer a great savings experience to Hawai'i residents. Program provides eligible residents and their families the resources, support, and holistic services to reach their financial goals.

Helping Hands Hawai'i – Representative Payee Program

808-536-7234

2100 N. Nimitz Hwy. Honolulu, HI 96819

www.helpinghandshawaii.org

For individuals who are experiencing long-term illness or other impairment to manage their Supplemental Security Income (SSI) and Retirement, Survivors and Disability Insurance (RSDI) benefits. To be referred as a client, contact 'Ohana Health Plan's Community Care Services (CCS) at 888-846-4262.

Social Security & SSI

Supplemental Security Income (SSI) is a federal financial assistance program for individuals who are 65 or older, blind, and/or disabled, and have very low income.

Social Security Administration

1-800-772-1213

Medicare, retirement, survivors, and disability benefits.

www.socialsecurity.gov

Also inquire about the Representative Payee Program. A program administered by Social Security that manages benefit payments for beneficiaries who are unable to manage their Social Security or Supplemental Security Income (SSI) payments.

Honolulu Office

1-855-572-4879

300 Ala Moana Blvd. Suite 1-114 Honolulu, HI 96850

Kapolei Office

1-855-572-4866

970 Manawai St. Kapolei, HI 96707

LEGAL – ADVOCACY & SUPPORTS

Various Elder Law issues are explored in *Deciding What's Next and Trying to Remember...*, a publication by the University of Hawai'i Elder Law Program. This resource is available at Hawai'i State Public Libraries (www.librarieshawaii.org) under the call number H346.013Pi. To obtain a copy of the recent handbook, contact the **Elderly Affairs Division** at **808-768-7700**.

Advocacy

Department of Health – Office of Health Care Assurance

601 Kamokila Blvd. Suite 361 Kapolei, HI 96707

www.health.hawaii.gov/ohca

Care Home concerns

808-692-7400

Hospital & Nursing Home concerns

808-692-7420

Hawai'i Disability Rights Center (HDRC)

1001 Bishop St. Suite 1110 Honolulu, HI 96813

808-949-2922

www.hawaiidisabilityrights.org

Legal Aid Society of Hawai'i (LASH)

924 Bethel St. Honolulu, HI 96813

808-536-4302

www.legalaidhawaii.org

Provides legal advocacy, outreach, and education for those in need.

Long Term Care Ombudsman**808-586-7268****Executive Office on Aging**

250 S. Hotel St. Suite 406 Honolulu, HI 96813

www.hi-ltc-ombudsman.org

Provides services in advocacy, education, and support to residents in long-term care (LTC) facilities statewide.

Mental Health America of Hawai'i**808-521-1846**

1136 Union Mall Suite 208 Honolulu, HI 96813

www.mentalhealth-hi.org

For individuals with mental health concerns regarding access, treatment & service.

www.noshamegethelp.org

Office of the Public Guardian**808-534-6100**

P.O. Box 1200 Honolulu, HI 96807-1200

Provides guardianship services for incapacitated adults who lack relatives or friends willing to act in that capacity and assists the court in guardianship matters. Referral through Adult Protective Services.

State Office of the Ombudsman**TTY 808-587-0774 or 808-587-0770**

465 S. King St. 4th Floor Honolulu, HI 96813

www.ombudsman.hawaii.gov

Independently and impartially investigates complaints against state and county agencies.

University of Hawai'i Elder Law Program (UHELP)**808-956-6544**

2515 Dole St. Room 201 Honolulu, HI 96822

www.hawaii.edu/uhelp

Victim / Witness Kokua Services**808-765-7401**

Department of the Prosecuting Attorney

1060 Richards St. 9th Floor Honolulu, HI 96813

honoluluprosecutor.org

Provides specialized services to victims/witnesses of violent crime who are going through the criminal justice system.

LEGAL – REPRESENTATION & MEDIATION

Lawyer Referral & Information Service

808-537-9140

Hawai'i State Bar Association

www.hawaiilawyerreferral.com

1100 Alakea St. Suite 1000 Honolulu, HI 96813

Panel member attorneys assist clients with various types of legal issues.

Mediation Center of the Pacific

808-521-6767

1301 Young St. 2nd Floor Honolulu, HI 96814

www.mediatehawaii.org

Provides mediation and dispute resolution services that are affordable and accessible.

Volunteer Legal Services Hawai'i

808-528-7046

545 Queen St. Suite 100 Honolulu, HI 96819

www.vlsh.org

Provides legal assistance to the limited income community.

Immigrant Assistance

Services for newcomers to the U.S. who need support with translation, job searching, and completing applications. For additional resources, see **Employment & Training Programs** (see page 60).

Bilingual Access Line – Helping Hands Hawai'i

808-526-9724

2100 N. Nimitz Hwy. Honolulu, HI 96819

www.helpinghandshawaii.org

Provides interpreter and translation services. 24/7 requests available online.

Catholic Charities Hawai'i

808-524-HOPE (808-524-4673)

1822 Ke'eaumoku St. Honolulu, HI 96822

www.catholiccharitieshawaii.org

Provides legal immigration services.

Child & Family Service

808-543-8436

Employment Services for Refugees

www.childandfamilyservice.org

91-1841 Fort Weaver Rd. 'Ewa Beach, HI 96706

Offers job preparation, counseling and job placement services with the goal of gainful employment and self-sufficiency.

Easy Access Program

808-832-5685

1700 Lanakila Ave. Room 104 Honolulu, HI 96817 health.hawaii.gov/bilingual-services

Provides services in accessing health services.

**Hawai'i Immigrant Justice Center
Legal Aid Society of Hawai'i (LASH)**

924 Bethel St. Honolulu, HI 96813

808-536-4302

1-877-208-8828

www.legalaidhawaii.org

A non-profit law firm dedicated to achieving fairness and justice through legal advocacy, outreach, and education for those in need. Also, provides legal services to eligible indigent immigrants in Hawai'i and victims of domestic violence.

Goodwill Industries of Hawai'i Inc.

2610 Kilihau St. Honolulu, HI 96819

808-836-0313

www.higoodwill.org

Programs range from job readiness and educational advancement to financial literacy and other support services for the state's most vulnerable populations.

Pacific Gateway Center

723 C Umi St. Honolulu, HI 96819

808-851-7010

www.pacificgatewaycenter.org

Assists limited-income residents, immigrants, refugees and other vulnerable populations to achieve self-sufficiency through skill-building and access to opportunities.

U.S. Citizenship & Immigration Services

500 Ala Moana Blvd. Suite 2-403 Honolulu, HI 96813

1-800-375-5283

www.uscis.gov

Oversees lawful immigration to the United States.

Taxes

AARP Foundation Tax Aide Service

1-888-227-7669

Provides simple income tax assistance to kūpuna during tax seasons. For O'ahu locations, call the **Kūpuna Helpline** at **808-768-7700**.

City and County of Honolulu – Real Property Assessment Division

Real Property Tax Exemption

www.realpropertyhonolulu.com

Offers guidance assessing your eligibility for tax relief or a home exemption. Based on age and certain disabilities.

Honolulu Office 842 Bethel St. Honolulu, HI 96813

808-768-3799

Kapolei Office 1000 Uluohia St. Suite 206 Kapolei, HI 96707

808-768-3799

City and County of Honolulu – Tax Collections

Treasury Division

www.qpublic.net/hi/honolulu

Current Collections**808-768-3980**

530 S King St. Suite 115 Honolulu, HI 96813

Provides information on property tax assessments, dedications, and exemptions.

Real Property Tax Credit**808-768-3205**

Provides information on real property tax credit to qualifying property owners.

Federal Internal Revenue Service (IRS)**1-800-829-1040**

Provides information on tax responsibilities.

www.irs.gov**Hawai'i VITA (Volunteer Income Tax Assistance)**www.hawaiiitaxhelp.org/

Search the website to find free tax prep services. Available only during tax seasons.

State of Hawai'i, Department of Taxation**808-587-4242 or 1-800-222-3229**

Honolulu County, Taxpayer Services

www.hawaii.gov/tax

Provides information on billing notices, refunds, copy requests, tax clearance, tax disability exemptions, and other tax issues.

Taxpayer Advocate Service**808-466-6375**

1003 Bishop St. Honolulu, HI 96813

Assists taxpayers with issues that remain unresolved through standard IRS procedures.

OTHER SUPPORTS

Abuse & Neglect Victims

Abuse can impact individuals regardless of their ethnic background or social status. It may take the form of physical, emotional, or sexual abuse, as well as neglect, abandonment, or financial exploitation. Older adults may be more vulnerable to abuse due to factors such as social isolation, cognitive impairment, or a history of domestic violence. In some cases, kūpuna may neglect their own well-being due to declining health, loneliness, dementia, or substance abuse.

Financial exploitation is an increasing concern, with some individuals seeking to take advantage of vulnerable individuals. Perpetrators are often caregivers, friends, or even family members. For information on agencies addressing scams and fraud, refer to **Consumer Assistance & Protection on page 59.**

Adult Protective Services

Department of Human Services – Adult Intake Unit

808-832-5115

1010 Richards St. Honolulu, HI 96813

www.humanservices.hawaii.gov

Provides crisis intervention including investigation for vulnerable adults reported to be abused, neglected or financially exploited by others, or endangered due to self-neglect.

Domestic Violence Action Center (DVAC)

808-531-3771

Confidential Helpline

1-800-690-6200

P. O. Box 3198 Honolulu, HI 96801

www.domesticviolenceactioncenter.org

Provides shelter, support, and services to victims of domestic abuse.

Domestic Violence Shelter

Hotline 808-841-0822

Child & Family Service

www.childandfamilyservice.org

91-1841 Fort Weaver Rd. 'Ewa Beach, HI 96706

Offers shelter, counseling support and services to abused spouses/children.

Elder Abuse Justice Unit (EAJU)

808-768-7400

Department of the Prosecuting Attorney

www.honoluluprosecutor.org

Prosecutes all felony crimes where the victims are age 60 or older.

Parents and Children Together (PACT)

1300 Halona St. Honolulu, HI 96817

www.pacthawaii.org

Oahu Family Peace Center

808-832-0855

Domestic Violence Shelter and Crisis Line – 24-hour Hotline

808-526-2200

Provides support for survivors/victims and child witnesses of domestic violence that includes individual and group counseling.

Trafficking Victim Assistance Program – 24-hour Hotline

808-721-9614

Helps victims of human trafficking.

The Sex Abuse Treatment Center – 24-hour Hotline

808-524-7273

Kapi'olani Medical Center for Women & Children

www.satchawaii.com

Harbor Court 55 Merchant St. 22nd Floor Honolulu, HI 96813

Provides comprehensive services for survivors of sexual assault.

AIDS / HIV

Support resources are available for individuals living with and/or affected by HIV.

Gregory House Programs

200 N. Vineyard Blvd. Suite A310 Honolulu, HI 96817

808-592-9022

www.gregoryhouse.org

Hawai'i Health & Harm Reduction Center

677 Ala Moana Blvd. Suite 226 Honolulu, HI 96813

808-521-2437

www.hhhrc.org

Community Resources

Kula No Nā Po'e Hawai'i

Papakolea Kūpuna Community Care Network

808-371-4015

2150 Tantalus Dr. Honolulu, HI 96813

kula-papakolea.com/health

Serves Papakōlea kūpuna and their caregivers through the establishment and operation of a community health care network.

The United Korean Association of Hawai'i

Cultural Community Center

808-591-8984

1527 Ke'eaumoku St. Bldg. 42 2nd Fl Honolulu, HI 96823

www.hawaiihanin.org

Individuals from all backgrounds can come together to engage in meaningful cultural exchanges, foster understanding, and promote unity.

We Are Oceania

808-913-1364

720 N. King St. Honolulu, HI 96817

www.weareoceania.org

Assist Micronesians living in the state, including help with legal documents, education on local laws, pre-employment skills training, housing guidance, language translation, and referrals to other support systems.

Grandparents

Support resources for grandparents raising children are available at **Generations United**. Visit www.gu.org/explore-our-topics/grandfamilies for more information.

The Parent Line

808-526-1222 or 1-800-816-1222

91-1841 Fort Weaver Rd. 'Ewa Beach, HI 96706

www.theparentline.org

Provides resources on child behavior, child development, parenting, caregiver support, and community resources for grandparents, parents, and other child caregivers

Partners in Development Foundation – Tutu and Me**808-524-7633**

2040 Bachelot St. Honolulu, HI 96817

www.pidfoundation.org

Traveling preschool provides early childhood education and parenting/caregiver support for grandparents raising children up to five years of age.

PATCH – People Attentive to Children**808-839-1988**

560 N. Nimitz Hwy. Suite 218 Honolulu, HI 96817

www.patchhawaii.org

Childcare resource and referral agency.

Queen Liliuokalani Trust**808-235-7613**

46-316 Ha'ikū Rd. Kāne'ohe, HI 96744

www.onipaa.org

Fosters healing, health, and stabilization for vulnerable Native Hawaiian children and their families.

Pet Owners**Hawaiian Humane Society**www.hawaiianhumane.org

2700 Waialae Ave. Honolulu, HI 96826 (Moi'ili'i Campus)

91-1945 Fort Weaver Rd. 'Ewa Beach, HI 96706 (Kosasa Campus)

Adoptions**808-356-2218**

Reduced adoption fees for those 55+ adopting dogs or cats 6 years and older.

Pet Kōkua Center**808-356-2285**

Provides information on rehoming, pet boarding/sitting, the Pet Food Bank program, surrenders, behavior challenges, and pet-friendly housing.

Veterans**Daniel Kahikina Akaka VA Clinic****1-800-214-1306 or 808-433-0420**

91-1051 Franklin D. Roosevelt Ave. Room 1-K101 Kapolei, HI 96707

Provides health care services to Veterans.

www.va.gov/pacific-islands-health-care**Tripler Army Medical Center****808-433-0420****State of Hawai'i Office of Veterans' Services**www.dod.hawaii.gov/ovs

459 Patterson Rd. E-Wing Suite 1-A103 Honolulu, HI 96819

Supports veterans in obtaining State and Federal benefits, information, and advice on transitions back to civilian life.

U.S. Department of Veterans Affairs

459 Patterson Rd. Honolulu, HI 96819

VA Caregivers Support Line

Provides education, resources, and support for family caregivers of veterans.

1-855-260-3274

www.caregiver.va.gov

VA National Call Center

Questions regarding VA benefits and services.

1-800-827-1000

www.va.gov

Veteran Readiness & Employment

808-433-0560

Loan Guaranty

1-877-827-3702

U.S. Vets Transitional Housing & Homeless Program

91-1039 Shangrila St. Building 37 Kapolei, HI 96707

Offers emergency housing assistance, resources and support

1-877-548-7838

808-672-2977

www.usvets.org

Windward VA Clinic

1-800-214-1306 or 808-234-2240

Castle Professional Center

www.va.gov/pacific-islands-health-care/locations

46-001 Kamehameha Hwy. Suite 301 Kāneʻohe, HI 96744

Provides health care services to Veterans.

PERSONS WITH DISABILITIES

Assistive Technology

ATRC

808-532-7110

Assistive Technology Resource Centers of Hawaiʻi

TTY 808-532-7113

200 N. Vineyard Blvd. Suite 430 Honolulu, HI 96817

www.atrc.org

Provides information on assistive technological devices and available funding resources.

Center for Assistive Technology & Communication Hawaiʻi (CATCH) 888-629-9222

94-428 Mokuola St. #305A Waipahu, HI 96797

www.catch.zone/

Island Skill Gathering

Voice/TTY 808-732-4622

3472 Kanaʻina Ave. Honolulu, HI 96815

islandskillgathering.com/

Support services product sales of blind/low vision, deaf/hard of hearing, & other disability assistive technology.

Blind / Low Vision / Visually Impaired

American Foundation for the Blind

1-212-502-7600

Connects people with vision impairments or loss to resources.

www.afb.org

Guide Dogs of Hawai'i

808-941-1088

1130 N. Nimitz Hwy. #C-301 Honolulu, HI 96817

www.guidedogsofhawaii.org/

Designed to help maintain general wellness and independence, improve technology and mobility skills, promote positive aging, and find ways to cope with everyday challenges.

Ho'opono Services for the Blind

Voice/TTY 808-586-5269

1901 Bachelot St. Honolulu, HI 96817

humanservices.hawaii.gov/vr/hoopono/about/

Provides comprehensive and specialized services that meet the varied needs of consumers who are blind, both deaf and blind, or low vision.

Kapi'olani Community College Deaf Center

Voice/TTY 808-734-9210

Disability Support Services Office (DSSO)

Video Phone 808-447-3141

4303 Diamond Head Rd. Mokuhanua Bldg. Suite 103 Honolulu, HI 96816

808-734-9891

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.

Library for the Blind and Print Disabled

Voice/TTY 808-733-8444

402 Kapahulu Ave. Honolulu, HI 96815

www.librarieshawaii.org

Provides books and magazines in audio and braille for those certified as having a visual impairment or other physical limitation.

Older Individuals Who Are Blind Program

Voice/TTY 808-586-5269

Provides independent living services for blind and low vision individuals 55 and older.

Relay Hawai'i Services

711

P. O. Box 240267 Honolulu, HI 96824

www.relayhawaii.com

Text Telephone (TTY)

1-877-447-5990

Voice

1-877-447-5991

Voice Carry Over (VCO)

1-877-447-5992

Telecommunications Relay Service (TRS)

www.tmobileiprelay.com

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.

University Health Partners of Hawai'i Speech & Hearing Clinic 808-692-1580
677 Ala Moana Blvd. Suite 625 Honolulu, HI 96813 www.uhphawaii.org
Provides evaluation and treatment of speech and hearing issues.

Vocational Rehabilitation Division – Department of Human Services 808-586-4824
707 Richards St. Suite 500 Honolulu, HI 96813 www.hawaii.gov/dhs
Provides services for individuals who experience barriers to employment due to physical or cognitive disability.

Deaf / Hard of Hearing / Hearing Impaired

Comprehensive Service Center 808-369-0499
1953 S. Beretania St. Suite 5A Honolulu, HI 96826 www.csc-hawaii.org/
Provides comprehensive, accessible services that address the diverse needs of individuals with hearing loss, their families, and the broader community.

Other Organizations Supporting Individuals with Disabilities

Access to Independence 808-369-9521
200 N. Vineyard Suite 508 Box 4 Honolulu, HI 96817 www.accesstoindpendence.org
Promotes participation of people with disabilities; to help maintain, sustain, and maximize independence.

The Arc in Hawai'i 808-737-7995
3989 Diamond Head Rd. Honolulu, HI 96816 www.thearcinhawaii.org
Provides advocacy and services for people with intellectual or developmental disabilities.

Easter Seals Hawai'i 808-536-1015
710 Green St. Honolulu, HI 96813 www.eastersealshawaii.org
Provides services for youth and adults with intellectual or developmental disabilities

John A Burns School of Medicine Pacific Disabilities Center 808-692-1370
651 Ilalo St. Suite 104 Honolulu, HI 96813 pdc.jabsom.hawaii.edu
Leads projects that improve the lives of persons with disabilities by integrating culturally based, community-engaged, and technologically innovative solutions.

EMERGENCY PREPAREDNESS

After a disaster such as a hurricane, tsunami, or earthquake, it may be a while before the government can respond. A little planning and preparing on your part could make a big difference when a disaster strikes.

Think about what you would need in different situations and create a plan. Identify who you would contact and discuss your plan with them. Designate a meeting place in case you are unable to contact each other, such as a nearby shelter. Keep the information on your emergency contacts in one easily accessible place, such as on a card on your refrigerator or next to your telephone.

Depending on the type of emergency and where you live, you may be advised to stay where you are (shelter in place) rather than evacuate. If you live in an apartment or condo, make sure you familiarize yourself with any safe zones and/or evacuation plans.

Look in the phone book or online for other emergency preparedness information and identify the closest shelters to you. If you have pets, plan accordingly as shelters may have specific requirements.

Making your Plan:

- ☐ Identify who could help you:

- ☐ Identify what they would do for you:

- ☐ Places near me identified as potential shelters.

YOUR EMERGENCY KIT

Prepare enough supplies to last 14 days or more. Expect to be without telephone, power and tap water. You will need water for drinking, cooking, and hygiene. At least 1 gallon per person, per day, is suggested.

- ☐ Water, at least 14 gallons per person: Tip: If you receive an early warning, fill up pots, large containers, buckets, and/or your bathtub with tap water.
- ☐ Food, non-perishable, manual can opener, enough to last 14 days
- ☐ If you have a vehicle, top off your gas tank.

Keep on hand:

- ☐ Portable Radio Hand crank or with extra batteries
- ☐ Flashlight, waterproof preferred, with extra batteries
- ☐ A whistle, to signal for help
- ☐ Dust mask
- ☐ Disposable tableware, utensils, paper towels, plastic bags, etc.
- ☐ First aid kit with antiseptic, bandages, etc.
- ☐ Phone Charger and Backup Battery
- ☐ Pocket knife and/or tools

If you need to evacuate, have these items ready to go:

- ☐ Medications including copies of prescriptions for eyeglasses and hearing aids
- ☐ Sleeping bag, blanket, air mattress, etc.
- ☐ Extra clothing, shoes
- ☐ Personal care and Sanitation items such as toothbrush and toothpaste, toilet paper, moist towelettes/wipes, hand sanitizer, soap, etc.
- ☐ Assistive devices such as walkers, eyeglasses, hearing aids, etc.
- ☐ List of your emergency contacts, doctors, allergies, medications and health conditions, etc. Tip: Carry a Wallet Card with this information.

What other things would you specifically need in an emergency?

- ☐ Your family may have unique needs, such as extra batteries for medical devices, pet food or items for keiki and/or kūpuna.

FREQUENTLY CALLED GOVERNMENT NUMBERS

City and County of Honolulu

TheBus Schedule & Routes	808-848-5555
TheHandi-Van Reservations	808-456-5555/TTY 808-454-5045
City Public Information Center	808-768-9311
City Complaints	808-768-4381
Driver's License & State ID Information	808-768-9100
Motor Vehicle Registration Information	808-768-4325
Elderly Affairs Division – Kūpuna Helpline	808-768-7700
Mayor's Office	808-768-4141
People's Open Markets	808-768-9299
Office of the City Clerk (City Council, Public Hearings, Elections)	808-768-3810
Board of Water Supply	808-748-5000
Neighborhood Commission Office (Neighborhood Boards)	808-768-3710
Environmental Services – Refuse Division	808-768-3200
Environmental Services – Refuse Division (Household Hazardous Waste Program)	808-768-3201

State of Hawai'i

Adult Protective Services	808-832-5115
Adult Mental Health Division Crisis Line	808-832-3100
Public Assistance Information Line	1-855-643-1643
Executive Office on Aging	808-586-0100
Long Term Care Ombudsman	808-586-7268
Med-Quest Division	808-587-3540 or 808-692-7364
State Employees Retirement System (ERS)	808-586-1735
State Tax Information	808-587-4242
Vital Records	808-586-4539

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

NOTES:



Call the Kūpuna Helpline for information and
assistance on navigating community resources.

808-768-7700

www.elderlyaffairs.com

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