ADDITIONAL RESOURCES (continue)

COUNTY

Immigration Information Services
(808) 961-8220
Go to: USCIS.gov for more details.
Provides immigrants and English as a second language speakers with guidance on visa extensions and other immigration concerns.

Hawaii’s Department of Health
(808) 974-6001 M-F 7:45-4:30
Go to: health.hawaii.gov for up-to-date reliable information and guidance for families, business and communities to prepare and respond to the COVID emergency.

Hawaii’s Department of Labor & Industrial Relations
(808) 974-6464 or (808) 322-4808
Provides unemployment insurance to assist employers and employees affected by COVID-19.

FEDERAL

Centers for Disease and Prevention
1-800-232-4636
Go to: cdc.gov for up-to-date reliable information, health notices, travel advisories, response and guidance for families, business and communities.

STATE

The Food Basket—Hawaii’s Island’s Food Bank
(808) 933-6030 or (808) 322-1418
Go to: hawaiifoodbasket.org
Island-wide supplemental food network that collects and distributes nutritious, high-quality food to households, the working poor, the disabled, the ill, senior citizens, children, and other members of the Big Island’s most vulnerable populations.

Aloha United Way
(dial 2-1-1) For more information and referrals.

Big Island Substance Abuse Council
(808) 969-9994
Provides our Hawaii’s Island community with a safety net for those dealing with substance abuse problems or struggling with mental health issues.

Hilo Adult Mental Health Service
(808) 974-4300

Hawaii’s Behavioral Health
(808) 935-7949

Mental Health Kūkua
(808) 331-1468 or (808) 935-7167

West Hawaii’s Mental Health Center
(808) 322-4818

OTHER

The County of Hawaii is committed to working together with Federal, State and private partners to keep Hawaii’s safe and helping each other to come through this pandemic with a minimum impact on our community. This is a difficult time for so many in our community and we all need help at times. The Call Center will be serving anyone who needs extra assistance by taking your contact information and basic request and then following up with the appropriate service provider.

HOW TO GET HELP

If you need help with the contents of this pamphlet, or if you need help with getting services or assistance, you should contact the Call Center. Representatives are standing by to answer your questions and help you.

(808) 961-8665
Monday-Friday 7:45am - 4:30pm.

This pamphlet was developed to provide you with information on what programs are available to help you and how to get that help. A Call Center has been established to further assist you, if needed. Call Center staff will be well informed of any additional information on other programs that are not identified in this pamphlet. The Call Center will keep up with changes and will be the place where you can get the most up-to-date information.

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(808) 961-8665
Monday-Friday 7:45am - 4:30pm.
For more information about housing programs, contact the Call Center.

What is it?
Until July 26, 2020, property owners cannot evict renters or charge any fees about postponing mortgage payments, contact the Call Center. Homeowners with government-guaranteed mortgages who fall behind on their monthly payments because of the pandemic may be able to postpone their payments for up to a year. FOR MORE INFORMATION about student loan payments, contact the Call Center.

2019 TAX FILING DEADLINES EXTENDED
What is it? Federal and State 2019 tax filing extension for individuals and businesses.
- The deadline to file 2019 Federal taxes has been extended to July 15, 2020.
- The deadline to file 2019 State taxes has been extended to July 20, 2020.
For more information about tax deadlines, or questions concerning your individual or business tax, contact the Call Center.

TAX RELIEF FOR RETIREMENT EARLY WITHDRAWALS
What is it? Waives the 10% penalty tax for early withdrawals made from individual retirement accounts (IRAs) and 401(k) retirement plans between January 1, 2020 – December 31, 2020.
For more information about retirement plan early withdrawals, contact the Call Center.

HOMEOWNERS WITH MORTGAGES
What is it? Homeowners with government-guaranteed mortgages who fall behind on their monthly payments because of the pandemic may be able to postpone their payments for up to a year.
For more information about postponing mortgage payments, contact the Call Center.

EVICTION FREEZE FOR RENTERS
What is it? Until July 26, 2020, property owners cannot evict renters or charge any fees for unpaid rent in properties with federally-guaranteed loans or participating in federal housing programs.
For more information about evictions or fees concerning renters, contact the Call Center.

PAYCHECK PROTECTION PROGRAM (PPP) FOR SMALL BUSINESS & AGRICULTURE
What is it? Provides forgivable loans up to $10 million to small businesses left in financial hardship by COVID-19. Those eligible for the program include small businesses, certain non-profits, veterans’ organizations, self-employed individuals, independent contractors, etc. The loans help keep employees on the payroll for up to eight weeks, and the SBA will forgive the portion of the loan used for payroll costs.
For more information about the PPP, contact the Call Center.

FEDERAL STUDENT LOAN PAYMENTS
What is it? Allows those currently paying their federal student loans to stop making payments through September 30, 2020. Additionally, those with federal student loans that are past due will not be subject to debt collection.
For more information about student loan payments, contact the Call Center.

LOANS FOR SMALL BUSINESSES THROUGH THE SMALL BUSINESS ADMINISTRATION (SBA)
What is it? The Economic Injury Disaster Loan will provide up to $10,000 of economic relief to small businesses that are currently experiencing difficulties. This loan provides vital economic support to help overcome the temporary loss of revenue as a result of COVID-19. This loan may not have to be repaid.
For more information about loans for small businesses, contact the Call Center.

UNEMPLOYMENT FOR EMPLOYEES & SELF-EMPLOYED
What is it? If you are an employee who was laid-off or were self-employed — such as a restaurant worker, farm worker, retail worker, hotel worker, landscaper, etc., you may be eligible for financial help.
For more information about unemployment, contact the Call Center.

GRAB & GO MEALS FOR STUDENTS
What is it? Many public and private schools in each district are offering free breakfasts and lunches to help students who might otherwise miss meals during school closure due to COVID-19. Breakfast will be available for takeout from 7:30 a.m. to 8 a.m. and lunch from 11:30 a.m. to noon for children through age 18.
The meals are free and there are no income requirements.
For more information about meal locations, contact the Call Center.

EMERGENCY MEAL PLAN FOR SENIORS
What is it? Eligible seniors enrolled in Hawai‘i County’s Nutrition Program will receive 5 nutritious meals per week.
In addition to the delivery of meals, staff members are reaching out by phone weekly to the seniors in its highest risk category to ensure they are doing okay and to talk with them about their plans during COVID-19. If we missed you, or if there is any way that staff can assist you further in this period of emergency, please contact us.

For more information about meal plans, or how to enroll in the nutrition program, contact the Call Center.

SUPPLEMENTAL NUTRITIONAL ASSISTANCE PROGRAM (SNAP)
What is it? During this pandemic, many are struggling with enough food to eat. SNAP helps families and individuals on public assistance, seniors and people with disabilities get the food they need.
For more information concerning SNAP, or how to enroll, contact the Call Center.

FOOD DISTRIBUTION SITES AND FOOD DELIVERY
What is it? Island-wide emergency food distribution plan in response to COVID-19. This involves distribution of boxes with a supply of non-perishable food and locally gathered fresh produce for individuals & families. Numerous organizations are getting food to those who need help in two ways: drive up sites and home delivery for those who cannot make it to the distribution site.
For more information on locations, dates and times of the drive up sites or to sign up for home delivery, contact the Call Center.

COVID-19 SCREENING AND TESTING
What is it? Locations throughout the island offer drive-through screening and testing clinic(s). These free clinics are open to the public. However, individuals must first undergo an on-site screening by a physician to determine if they meet the criteria to be tested. The screening criteria will be based on guidance of the CDC and the State’s COVID-19 Response Task Force.
For more information on locations, dates and times of the drive-through screening, contact the Call Center.

MEDICAL ASSISTANCE

FINANCIAL HELP WITH MEDICAL NEEDS
What is it? The Hawai‘i Med-Quest program provides those in need with no-cost access to health, mental health, medical and dental coverage.
For more information about eligibility requirements, or to seek a referral for a service provider, contact the Call Center.

BAY CLINIC
What is it? Healthcare for the Uninsured. All of the services at Bay Clinic are available to you whether or not you have health insurance. If you qualify for QWEST (Hawai‘i’s State Medicaid Managed Care Plan), Bay Clinic can help you and your family get enrolled in the program. If you do not qualify, you can still be seen at any of their clinics for primary care, behavioral health, or dental care.
For more information about healthcare for the uninsured, contact the Bay Clinic Call Center at (808) 333-3600.

(continue on page 5)