HOW TO USE THIS BOOK

To locate services, use the Table of Contents or the Index. For additional listings of companies, check the Yellow Pages of the Telephone Directory under similar headings, or search online.

TTY refers to a phone number that is connected to a device often used by individuals who are deaf or hard-of-hearing.

If an agency is listed more than once, its address may appear only in the first entry.

Inclusion of an agency in this handbook does not imply endorsement, nor is exclusion a reflection on the value or quality of an agency’s services.

This handbook can also be found on our website: www.elderlyaffairs.com

For more information, call the Elderly Affairs Division Senior Helpline at 768-7700.
SENIOR
INFORMATION & ASSISTANCE
HANDBOOK

Elderly Affairs Division
AGE SMART

A publication of the
Elderly Affairs Division
Department of Community Services
City and County of Honolulu
Aloha. On behalf of the residents of the City and County of Honolulu, I am pleased to present this updated Senior Information and Assistance Handbook, a well-referenced guide to services and support for seniors and the individuals who care for them.

The Department of Community Services, Elderly Affairs Division, has produced this resource directory to serve the community, service providers and our Kūpuna, with the goal of assisting our seniors with aging in their homes and communities for as long as possible.

Copies of this handbook are available at all nine City and County of Honolulu Satellite City Hall offices on O'ahu. For more information on senior or caregiver issues, please visit www.elderlyaffairs.com or call the Senior Helpline at 768-7700.

Kirk Caldwell
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The Elderly Affairs Division (EAD) has been the designated **Area Agency on Aging** for Oahu since 1973. Created by the **Older Americans Act of 1965**, it is one of 600 Area Agencies on Aging nationwide. Its mission is to develop a comprehensive and coordinated system of services to assist older persons in leading independent, meaningful, and dignified lives in their own homes and communities for as long as possible.

The Division coordinates advocacy efforts on behalf of elders, encourages partnerships to improve and expand services, and contracts with agencies to provide services to seniors and caregivers. The types of services contracted include:

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

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

• Elderly Affairs Helpline (768-7700)
• Telephone consultation, information, and referral to services
• Assessments of frail and homebound elders
• Speakers, event exhibits, publications, website
• Volunteer opportunities for active seniors (RSVP Program)

With advances in health care and increasing disparity of lifestyles, the frail and the elderly have evolved into a diverse group. Many people in their 50s are now acquiring chronic conditions that require ongoing assistance. Some in their 80s and 90s may still be physically independent, but suffer from dementia or social isolation. Older persons of today now span several generations, each with their own sub-cultures and values. Mixed in with Hawaii’s ethnic and cultural diversity, the wide range of complex issues arising are a growing challenge for our Aging Network.

The Aging Network are the groups, agencies, and providers that serve and advocate for the elderly. Now, more than ever, is their collaboration and innovation needed. Aging affects all ages, and the more each of us understand the aging process, the better we can respond to assist our Kupuna. Having proper knowledge and being prepared can improve quality of life or even prevent a crisis or costly intervention.

Whether you are a grandchild tasked to watch your grandparents, a working adult that takes time off for your parents’ medical appointments, a supermarket cashier that frequently assists seniors, or a young college student living next door to retirees, all of us could benefit from knowing more. Being able to redirect outbursts and calm an elder with dementia, recognizing the signs of isolation, mental illness, and financial exploitation, knowing what questions to ask when hospitalized, where to go for counseling or a support group, how to make your own Advance Directive, or just knowing who to refer to can make all the difference in the world to your family member, neighbor, spouse, or even you.
Hawaii Area Agencies on Aging

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

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

Hawaii County Office of Aging 1-808-961-8626
1055 Kinoole St. Suite 101 Hilo 96720 FAX: 1-808-961-8603
www.hcoahawaii.org

Kona Office 1-808-323-4390
74-5044 Ane Keohokalole Hwy. Kailua-Kona 96740 FAX: 1-808-323-4398

Maui County Office on Aging 1-808-270-7774
2200 Main St. Suite 547 Wailuku 96793 FAX: 1-808-270-7935
www.mauicountyadrc.org

Molokai Office 1-808-553-5241
Lanai Office 1-808-565-6818

State Unit on Aging

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

Other Area Agencies on Aging

To find other Area Agencies on Aging in the United States & its territories, call the
National Eldercare Locator 1-800-677-1116
www.eldercare.gov
Basic Needs – Food

For Food Stamps, see Financial Assistance, page 56.

Food Banks

Hawaii Foodbank 836-3600
For food assistance in your area, call 211.
For information on senior programs, call 954-7889.
2611 Kilihau St. Honolulu 96819

Honolulu Community Action Program (HCAP) 521-4531
Federal surplus food distribution for qualified individuals with low income. Call to find closest district.

Meals

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

Alu Like, Inc. 535-6700
Ke Ola Pono No Na Kupuna Project www.alulike.org
Group dining and home delivered meals for Native Hawaiian Elders, including recreation and limited transportation.
2969 Mapunapuna Pl. #200 Honolulu 96819

Arcadia Home Health Services 983-5900
Home-delivered meals Monday - Friday. www.arcadia.org
Lower Nuuanu to Hawaii Kai
1660 S. Beretania St. Suite 101 Honolulu 96826

Hawaii Meals on Wheels 988-6747
Home-delivered hot meals in Honolulu, Aiea, Pearl City, Waipahu, Ewa, Mililani, Kaneohe, Kailua, and Waimanalo.

Keiki to Kupuna 677-0067
Home-delivered frozen meals. www.keikitokupuna.org
94-252 Pupuole St. Waipahu 96797
Basic Needs – Housing

Most older adults prefer to age in-place and many continue to live in their own homes with added support (see Family Support, page 26). Others may choose or find it necessary to live with others or an alternative residence for support, convenience, and/or socialization.

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

For those who need help with activities of daily living, options include getting In Home Assistance (page 38) or residing in an Adult Residential Care Home (ARCH) or Assisted Living Residence. For those with greater needs, options include Skilled Nursing and Intermediate Care Facilities (nursing homes), Expanded ARCHs, or Foster Family Care Homes.

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.

City & County Rehabilitation Loans 768-7076  
51 Merchant St. Honolulu 96813  www.honolulu.gov/dcs/housing.htm

USDA Rural Development 541-2600 ext 4  
Section 504 Repair Loan & Grant Prog.  
Grant and loan program-low-income and rural homeowners 62 years and older.  
300 Ala Moana Blvd. #1-340 Honolulu 96850

Household Goods

Helping Hands Hawaii 440-3800  
Community Clearinghouse 536-7234  
Contact to donate items. To receive items, ask a social service agency to apply on your behalf.  
2100 N. Nimitz Hwy. Honolulu 96819  www.helpinghandshawaii.org

Kaumakapili Church Free Store 845-0908  
Clothes and household items for individuals in need. Donations accepted. Call for hours.  
766 N. King St. Honolulu 96817  www.kaumakapili.org

Housing Search & Information

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

Catholic Charities Hawaii 527-4730  
Housing Assistance Program  www.catholiccharitieshawaii.org  
Helps seniors needing affordable rentals.

Hawaii Public Housing Authority 832-5960  
New applications on hold for Oahu units (as of October 2018).  
1002 N. School St. Building A Honolulu 96817  www.hpha.hawaii.gov
Homelessness & Shelters

There are different resources for persons experiencing homelessness, however, many programs have specific eligibility criteria. For more information on these programs and a updated list of shelters, go online to: humanservices.hawaii.gov/bessd/home/hp

Waianae Community Outreach 696-5667
PO Box 1912, Waianae, HI 96792

Institute for Human Services (IHS): www.ihshawaii.org
Women’s Shelter 447-2900
546 Kaahi St. Honolulu 96817

Men’s Shelter 447-2800
350 Sumner St. Honolulu 96817

Next Step Shelter - Waikiki Health 585-8800
Pier 1, Honolulu 96813 waikikihc.org/locations/nextstep

Transitional Housing

Kulaokahua Senior Apartments 599-5759
1311 Ward Ave. 96814 www.hsiservices.net

Nursing Facilities

Listed below are nursing facilities that provide intermediate and skilled nursing care that may be short-term (rehab) or long-term (for chronic conditions). Concerns about quality of care provided at these facilities may be discussed with the Long Term Care Ombudsman at 586-0100. Complaints for improper hospital or nursing home discharge procedures may be reported to the Office of Health Care Assurance at 692-7420. To check ratings of Nursing Homes go online to: www.medicare.gov/nursinghomecompare/search.html

15 Craigside 523-7000
15 Craigside Pl. Honolulu 96817 www.arcadia.org
Aloha Nursing & Rehab Centre  247-2220  
45-545 Kamehameha Hwy. Kaneohe 96744  www.alohanursing.com

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

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

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

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

The Clarence T.C. Ching Villas at St. Francis  524-1955  
2230 Liliha St. Honolulu 96817  www.thevillashawaii.com

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

Hale Malamalama  396-0537  
6163 Summer St. Honolulu 96821  www.halemalamalamanursing.com

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

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

H. & J. Weinberg Care Center at Pohai Nani  235-6314  
45-090 Namoku St. Kaneohe 96744  www.pohainani.org

Hiolani Care Center at Kahala Nui  218-7001  
4389 Malia St. Honolulu 96821  www.kahalanui.com

Ka Punawai Ola  674-9262  
91-575 Farrington Hwy. Kapolei 96707  www.kapunawaiola.com

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

Kalakaua Gardens, LLC  518-2273  
1723 Kalakaua Ave. Honolulu 96826  www.kalakauagardens.com
Kuakini Geriatric Care 536-2236  www.kuakini.org
347 N. Kuakini St. Honolulu 96817

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

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

Maluhia Hospital & Nursing Home 832-5874  www.maluhia.hhsc.org
1027 Hala Dr. Honolulu 96817

Manoa Cottage Kaimuki 426-7850  manoacottage.com/skilled-nursing-facility
748 Olokele Ave. Honolulu 96816

Maunalani Nursing & Rehabilitation Center 732-2555  maunalaninursing.org
5113 Maunalani Circle Honolulu 96816

Nuuanu Hale 595-6311
2900 Pali Hwy. Honolulu 96817

Oahu Care Facility 973-1900  oahucarefacility.com
1808 S. Beretania St. Honolulu 96826

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

Pearl City Nursing Home 453-1919  pearlcitynursinghome.com
919 Lehua Ave. Pearl City 96782

Puʻuwai ‘O Makaha 695-9508  www.ohanapacific.com
84-390 Jade St. Waianae 96792

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

Residential Care Homes & Adult Foster Homes

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

These homes are regulated by the State Department of Health Office of Health Care Assurance. There are over 1000 ARCHs, ExpARCHs, and
CCFFHs on Oahu. Most are private homes in residential communities certified to care for just a few persons. A few are large facilities with many residents. Some offer specialized care, such as for persons with dementia. Costs vary greatly depending on location, amenities, and the amount of care provided.

**ARCHs, ExpARCHs, & Adult Foster Homes...**

**What’s the difference?**

An ARCH provides 24 hour supervision and assist residents with daily living tasks such as meal preparation, toileting, and bathing. An ExpARCH is an ARCH that has additional certification to provide a higher level of care, known as Intermediate Care Facility (ICF) level of care.

Adult Foster Care Homes, also known as Community Care Foster Family Homes (CCFFH) only offers ICF Level care and were previously regulated by the Hawaii Department of Human Services. CCFFHs were created as a community-based alternative to traditional Nursing Homes specifically for Medicaid clients. However, ExpARCHs eventually were also allowed to accept Medicaid-covered residents and CCFFHs now have the option to accept some private-pay residents. Placement for ICF level residents must be done through a specialized case management agency licensed by the Office of Healthcare Assurance.

**What are the advantages and disadvantages?**

Costs for a care home are much more affordable than 24 hour care provided in your own home or in a traditional Skilled Nursing Home. For ICF-level patients, they provide an option to remain in a home environment rather than a larger institutional setting.

However, Nursing Homes will have more skilled staff available at any given time because of the larger resident population. Meals are also more regulated for specific diets, and there are usually more options for activities available to the residents.

When considering any one of these homes, it is a good idea to talk to the caregivers and residents, observe the condition of the physical and social environment, and inquire about the visiting hours. You may want to discuss the expectations of the caregiver to provide transportation, meals, and personal care, if needed. Also request to view the most recent survey/inspection findings done by the Department of Health. If you have concerns about a care home, consult with the Long Term Care Ombudsman at 586-0100.

Lists of licensed ARCHs, ExpARCHs, CCFFHs, and CCFFH case management agencies are on the Office of Healthcare Assurance website: health.hawaii.gov/ohca/state-licensing-section/
Adult Intake Unit
Department of Human Services
Care Home placement for Medicaid or SSI eligible clients.
420 Waiakamilo Rd. #202 Honolulu 96817

Care Sift
Assistance with placement free of charge.

Office of Health Care Assurance
Department of Health
Visit website for a complete list of licensed care homes.
601 Kamokila Blvd. Room 361 Kapolei 96707

Retirement & Assisted Living Residences

Retirement residences are for independent seniors, normally 55 and older, that have amenities such as housekeeping, on-site dining and meals, and transportation coordination. Assisted Living residences add the component of intermittent personal care. Some facilities also offer special dementia units and several have skilled nursing facilities on site.

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

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

15 Craigside
Independent living, assisted living, memory care, skilled nursing and rehab available.

Arcadia Retirement Residence
Independent living, assisted living, memory care, skilled nursing and rehab available.
1434 Punahou St. Honolulu 96822

Good Samaritan Society-Pohai Nani
45-090 Namoku St. Kaneohe 96744
<table>
<thead>
<tr>
<th>Location</th>
<th>Phone Number</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hawaii Kai Retirement &amp; Assisted Living</td>
<td>395-9599 or 396-0720</td>
<td><a href="http://www.hawaiikai1.com">www.hawaiikai1.com</a></td>
</tr>
<tr>
<td>428 Kawaihae St. Honolulu 96825</td>
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<tr>
<td>Kahala Nui Life Care Retirement Community</td>
<td>218-7001</td>
<td><a href="http://www.kahalanui.com">www.kahalanui.com</a></td>
</tr>
<tr>
<td>Hiolani skilled nursing and dementia care facility on site.</td>
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<tr>
<td>4389 Malia St. Honolulu 96821</td>
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<tr>
<td>Kalakaua Gardens, LLC</td>
<td>518-2273</td>
<td><a href="http://www.kalakauagardens.com">www.kalakauagardens.com</a></td>
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<tr>
<td>1723 Kalakaua Ave. Honolulu 96826</td>
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<tr>
<td>Oceanside Hawaii Assisted Living</td>
<td>293-1100</td>
<td><a href="http://www.oceansidehawaii.com">www.oceansidehawaii.com</a></td>
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<tr>
<td>53-594 Kamehameha Hwy. Hauula 96717</td>
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<tr>
<td>The Plaza Assisted Living</td>
<td></td>
<td><a href="http://www.plazaassistedliving.com">www.plazaassistedliving.com</a></td>
</tr>
<tr>
<td>Independent living, assisted living, memory care, and respite care.</td>
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<tr>
<td>Punchbowl</td>
<td>792-8800</td>
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<tr>
<td>918 Lunalilo St. Honolulu 96822</td>
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<tr>
<td>Mililani</td>
<td>626-8807</td>
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<tr>
<td>95-1050 Ukuwai St. Mililani 96789</td>
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<td>Moanalua</td>
<td>833-8880</td>
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<tr>
<td>1280 Moanalualani Pl. Honolulu 96819</td>
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<tr>
<td>Pearl City</td>
<td>455-8808</td>
<td></td>
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<tr>
<td>1048 Kuala St. Pearl City 96782</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Waikiki</td>
<td>955-0800</td>
<td></td>
</tr>
<tr>
<td>1812 Kalakaua Ave. Honolulu 96815</td>
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**Basic Needs - Transportation**

**Driver & Pedestrian Information**

For driving ability evaluation, ask your doctor for referral to the Driver Evaluation Program at the Rehabilitation Hospital of the Pacific; see below. Also see websites from The Hartford at www.thehartford.com/talkwitholderdrivers and the American Automobile Association at: seniordriving.aaa.com
AARP: Driver Safety Education 1-888-227-7669
Refresher course for drivers 50 years & older. Learn about normal age-related changes and how to adjust your driving to allow for these changes. Classroom or online courses are available. To find nearest location, call or visit website: www.aarpdriversafety.org

Driver’s License & Motor Vehicle 768-9100
Division of Motor Vehicles & Licensing
Registration information. www.honolulu.gov/csd

Rehab Hospital Driving Evaluation & Training Program 566-3762
For those with a medical condition that could impair their ability to drive. To maintain safe driving skills & learn proper use of adaptive equipment, if needed. Ask your doctor to make a referral.
226 N. Kuakini St. Honolulu 96817 www.rehabhospital.org

Driver Rehab Hawaii 294-3269
Specializes in working with seniors and their family to determine ability to drive safely & independently, with or without the need for adaptive equipment.
4429 Malaai St. Suite 101, Honolulu, 96818 www.driverrehabhawaii.com

Local Transportation & Passes

Some services are for persons who are elderly or disabled that can travel alone; others are for persons who need to be accompanied. Applications for Persons with Disabilities Parking Permits are available at any Satellite City Hall (page 21) or download form from www.hawaii.gov/health/dcabb. If you have a smart phone, consider using ride share such as Lyft and Uber.

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

American Cancer Society 595-7544
National Cancer Information Center 1-800-227-2345
Referrals to resources, including the Road to Recovery program to assist with finding transportation to medical appointments. www.cancer.org
Catholic Charities Hawaii 527-4777
Transportation services for seniors. www.catholiccharitieshawaii.org

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

Persons with Disabilities Parking Permit 586-8121
Download parking permit form: www.health.hawaii.gov/dcab

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

Bus Pass Office/Lost & Found 848-4444
Customer Service 848-4500
Schedules and Routes 848-5555

TheHandi-Van - Oahu Transit Services, Inc. 456-5555
Customer Service, Reservations & Cancellations/Late Pick-Up TTY 454-5054

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

Community Services

Information and Referral

Action Line 591-0222
Weekdays 11 a.m. to 1 p.m. www.khon2.com
c/o KHON2 88 Piikoi St. Honolulu 96814
Aloha United Way 536-1951
Dial 211 for information and referral for community service resources. Monday-Friday, 7 a.m. – 5 p.m. excluding holidays. www.auw211.org
200 N Vineyard Blvd # 700 Honolulu 96817

Better Business Bureau of Hawaii, Inc. 536-6956
Neighbor islands call toll free number. 1-877-222-6551
1132 Bishop St. Suite 615 Honolulu 96813 www.bbb.org/hawaii

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

National Eldercare Locator 1-800-677-1116
Information and Referral for resources for older adults and their families in the United States. www.eldercare.gov

Senior Helpline 768-7700
Elderly Affairs Division www.elderlyaffairs.com
Telephone, personal consultation, information, and referral.

Personal Identification

Alzheimer’s Association 1-800-272-3900
Safe Return + MedicAlert www.alz.org/hawaii
Nationwide emergency response service for individuals with dementia who wander or have a medical emergency.

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

State Identification 532-7730

Available at Driver Licensing Centers:
Kapalama/Honolulu 768-9100
925 Dillingham Blvd #101

Wahiawa 768-4054
330 N. Cane St.

Waianae 768-4222
85-670 Farrington Hwy #3
Driver Licensing Centers, continued:

Kapolei 768-3100
1000 Uluohia St.

Koolau/Kaneohe 239-6301
47-388 Hui Iwa St. #19

Satellite City Halls

Customer Service Dept. Information Line 768-3798
Motor vehicle registration, bus pass sales, Persons with Disabilities Parking Permit, and other services. Information also online at: www.satellitecityhall.com

Ala Moana Center 768-4300
1450 Ala Moana Blvd. #1286 Honolulu 96814

Fort Street (Downtown) 768-4103
1000 Fort Street Mall Honolulu 96813

Hawaii Kai Corporate Plaza 768-4800
6600 Kalanianaole Hwy. Suite 101 Honolulu 96825

Kalihi – Kapalama Hale 768-4500
925 Dillingham Blvd. #102 (Driver’s Licensing #101) 96817

Kaneohe – Windward City Shopping Center 768-4100
45-480 Kaneohe Bay Dr. Unit C06 Kaneohe 96744

Kapolei Hale 768-3400
1000 Uluohia St. Kapolei 96707

Pearlridge Shopping Center – Uptown 768-5000
98-1005 Moanalua Rd. 244B Aiea 96701

Wahiawa 768-4700
330 N. Cane St. Wahiawa 96786

Waianae Neighborhood Community Center 768-4900
85-670 Farrington Hwy. Waianae 96792

Senior Centers

Recreation, education, social support, and volunteer activities for independent older adults. Also go online to www.honolulu.gov/parks for Department of Parks & Recreation activities.
Catholic Charities Hawaii 847-1322
Lanakila Multi-Purpose Senior Center www.catholiccharitieshawaii.org
Serving Ward Ave. to Middle St.
1640 Lanakila Ave. Honolulu 96817

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

Kapahulu Center 737-1748
3410 Campbell Ave. Honolulu 96815

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

Moiliili Senior Center at Moiliili Community Center 955-1555
Serving seniors from Hawaii Kai to Makiki.
Also offers group dining and special program for frail elders.
2535 S. King St. Honolulu 96826 www.moiliilicc.org

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

Waikiki Community Center 923-1802
310 Paoakalani Ave. Honolulu 96815 www.waikikicommunitycenter.org

Senior Clubs & Organizations
Also call Senior Centers, page 21, and ask about their clubs. Many
churches and temples also have senior groups.

AARP-Hawaii 545-6024
Advocacy, education, and service on behalf of older adults. www.aarp.org/states/hi

Department of Parks & Rec. - Senior Citizen Section 973-7258
Senior activities, events, and clubs (for 55 years & older).
1541 Kalakaua Ave. Box 3 Honolulu 96826 www.honolulu.gov/parks

HGEA-Retirees Unit 543-0054
Hawaii Government Employees Association www.hgea.org
888 Mililani St. #601 Honolulu 96813
Volunteer Opportunities
Share your skills and time by volunteering. In addition to the agencies listed below, call other organizations listed in this handbook for information about their volunteer opportunities.

Catholic Charities Hawaii
Volunteers provide friendly visits,
www.catholiccharitieshawaii.org
escort services, and transportation to seniors.

CFS Gerontology Program
Child & Family Service
www.childandfamilyservice.org
Seeking volunteers to enhance the quality of seniors.  
91-1841 Ft. Weaver Rd., Ewa Beach 96706

Department of Human Services
Adult & Community Care Branch
www.hawaii.gov/dhs
Foster Grandparent Program
For income-eligible persons 55 years & older interested in serving children with special needs in schools.
Senior Companion Program
For income-eligible persons 55 years & older interested in serving frail seniors.

Project Dana
Volunteers provide services to frail seniors.
www.projectdana.org
902 University Ave. Honolulu 96826
RSVP Volunteer Program 768-7700
Elderly Affairs Division
Volunteer opportunities for persons 55 years and older.
925 Dillingham Blvd. Suite 200 Honolulu 96813

Long Term Care Ombudsman 586-0100
Executive Office on Aging www.adrchawaii.org
Volunteers advocate for residents in long term care facilities.

Education

Learning Opportunities
Also see Senior Centers and Senior Clubs and Organizations, page 22.
Use your library! No longer just for books, public libraries provide access to computers and the internet, music & movie media, e-books and audio books, educational presentations, performances, community events, etc. Check out the Hawaii State Public Library System online at: www.librarieshawaii.org

Adult Education Section - Department of Education 305-9777
Community schools for adults island-wide, offering classes for high school diploma equivalency, substitute teacher certification, citizenship, special interests, etc.
www.hawaiipublicschools.org/TeachingAndLearning/AdultEducation

Hawaii Literacy Inc. 537-6706
Adult Literacy program offering free basic English language classes.
245 N Kukui #202 Honolulu 96817 www.hawaiiliteracy.org

Hawaii State Public Library System 586-3500
51 locations statewide. www.librarieshawaii.org

The Emeritus College at Honolulu Community College 845-9451
Offers a wide-range of Continuing Education workshops in computer education for those 55 years & older.
874 Dillingham Blvd. Honolulu 96817 pcatt.org/emeritus
Kapiolani Comm. College - Continuing Ed. & Training  734-9211
Non-credit courses for enrichment, continuing professional
development, and/or re-careering.  continuinged.kapiolani.hawaii.edu

Kupuna Education Center at Kapiolani Comm. College  734-9108
Training and education for older adults, family
caregivers, and community health workers.
4303 Diamond Head Rd. Kopiko 201 Honolulu  96816  kupunaeducation.com

Leeward Community College  455-0477
Office of Continuing Education & Workforce Development
96-045 Ala Ike St. CE-101 Pearl City 96782  www.ocewd.org

University of Hawaii at Manoa
Center on Aging  956-5001
2430 Campus Rd. Gartley Hall #201B Honolulu 96822  www.hawaii.edu/aging
Osher Lifelong Learning Institute  956-0654
Educational opportunities for seniors.  www.osher.socialsciences.hawaii.edu
2500 Dole St. Krauss Hall Rm.113 Honolulu 96822

Outreach College Professional Programs  956-9249
Non-credit courses for personal and professional development.
2425 Campus Rd. Sinclair Library Room 310 www.outreach.hawaii.edu
Senior Citizen Visitor Program, Na Kupuna Program  956-4642
Office of Equity, Excellence & Diversity  www.hawaii.edu/diversity
Program welcomes Hawaii residents 60 years & older to participate in
regular college classes at no-cost (class auditing).
2600 Campus Rd. Student Services Center #413 Honolulu 96822
Take Charge of Your Money!  956-7138
CTAHR Cooperative Extension Service  cms.ctahr.hawaii.edu/tcym
Financial education telecourse with internet components.
1955 East-West Rd. #217 Honolulu 96822

University of Hawaii – West Oahu  689-2800
Career and community education
91-1001 Farrington Hwy. Kapolei 96707  www.uhwo.hawaii.edu

Windward Community College  235-7433
Office of Continuing Education, Hale Kuhina
45-720 Keaahala Rd. Kaneohe 96744  windwardcce.org
Family Support

The following are providers that promote quality of life by supplementing the care for frail elders that is generally provided by friends & families. If you help a friend or family member who needs assistance with things like transportation to the doctor, grocery shopping, or help with personal care and grooming, then you are a Family Caregiver. It is a common belief that only paid and professionally trained people are caregivers. However, informal & unpaid support from family caregivers consist of a significant portion of all the long-term care services provided in the community.

Family caregivers often don’t think of getting help until they burn out or until a crisis occurs. Many do not have sufficient skills and/or understand the legal and financial implications of being a caregiver to an elder. Support groups, counseling, classes, and workshops can help them to better understand their situation, learn appropriate skills, reduce stress, and maintain their health so that they may continue their important role.

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

Medical insurance (such as Medicare) normally only covers a limited amount of skilled nursing care for the purpose of rehabilitating the health of a patient (to help them get better). If the care an elder needs is related to a chronic condition that is not expected to improve, then the elder may be considered to need LTC. The prognosis of diagnosed medical conditions is key to understanding if rehab, LTC, or hospice care would be most appropriate.

Caregiver Education


Alzheimer’s Association 591-2771
Classes, orientation, and information for caregivers of dementia patients.
1130 N Nimitz Hwy, suite A-265 96817 www.alz.org/hawaii

Elderly Affairs Division - Senior Helpline 768-7700
Information, consultation, and referrals for seniors, caregivers, businesses, and physicians.
Case Management

Most case managers specialize in providing **specific assistance in certain situations**, such as those facing homelessness or planning hospital discharges. They may work for agencies that **serve only a certain demographic**, such as frail elders, at-risk youth, or those with developmental disabilities. Or they may only provide a specific task, such as in-home care coordination or facility placement. Case managers that help with coordinating care for frail or disabled elderly persons develop care plans based on individual needs. They may also assist with service delivery, finding resources, and/or monitoring progress.

Some mistakenly believe Case Managers are supposed to help clients with any problem they may have or provide for all client requests. Others may expect them to make decisions for clients, or force clients to do what is appropriate. On the contrary, case managers will have a dialogue with clients to help empower them, set goals to improve their situation, and follow a plan that is achievable. This includes explaining options and the benefits and consequences of each.

The goals are often what the client wants, with the plan encompassing the difficult decisions and effort to reach them. If a client is not dedicated to the plan, goals are often not achieved. It may not be apparent when a client agrees to parts of the plan that may be difficult for them. When clients understand the purpose of their case manager and are honest about their abilities and preferences, they are more likely to succeed in reaching their goals.

Not all case managers are Social Workers. Some may have medical or other social service backgrounds. For placement into Community Care Foster Family Homes (CCFFH) for individuals requiring Intermediate Care Facility (ICF) levels of care, contact a Community Case Management Agencies (CCMA). Refer to **Residential Care Homes & Foster Homes** on page 14 for more information.

**Hawaii Health & Harm Reduction Center**

Case management & support services for people with HIV/AIDS, Smoking Cessation Program, HIV/AIDS testing, wound care, syringe exchange, Hepatitis Care, Transgender Services, & Referral Program to divert low-level offenders into social services.

677 Ala Moana Blvd. #226 Honolulu 96813
Hoʻokele Health Navigators 457-1655
Provides assessment, planning, coordination of community resources & monitoring.
820 Mililani St. #711 Honolulu 96813

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

Kokua Kalihi Valley Comprehensive Family Services 848-0977
Case management for frail elderly in Kalihi Valley. www.kkv.net
KKV Elder Center 1846 Gulick Ave. Honolulu 96819

Emergency Alert Systems

Personal Emergency Alert Systems, also known as Personal Emergency Response Systems, are wireless devices that will alert a designated contact when activated. They may be attached to a home telephone or connect to a cellular phone network. Such devices may be useful for persons who live alone or are alone for long periods of time. Some also offer fall detection technology and medication dispensing devices.

Lifeline Hawaii Services 1-800-806-8281
Statewide service. www.lifelinehawaiiservices.com

Tunstall Hawaii (formally Kupuna Monitoring) 721-1201
Medical alert, medication dispensing system monitoring, and Auto Alert fall detector. Statewide service.
98-030 Hekaha St. #4, Aiea 96701 www.kupunamonitoring.com

Escort

A type of Attendant Care service that provides personal assistance or supervision for an elder, usually during transportation to and from a location. Also see Transportation on page 17 and Home Health Agencies on page 39.

Project Dana 945-3736
902 University Ave. Honolulu 96826 www.projectdana.org
Exercise for Frail & Disabled Elders

See also Education on page 24, and Senior Centers on page 21. Also ask your health insurance plan or doctor for referrals to programs.

Arthritis Foundation, Hawaii Branch 596-2900
Land exercises, AQUA, and Tai Chi offered at various locations.
2752 Woodlawn Dr. Suite 5-204B Honolulu 96822 www.arthritis.org

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

Kokua Kalihi Valley (KKV) Elderly Services

Health Maintenance Program 848-0977
For elders residing in Kalihi Valley.

KKV Elder Center
1846 Gulick Ave. Honolulu 96819

KPT Community Hall
1475 Linapuni St. Honolulu 96819

YMCA - Exercise Programs
Aqua exercise classes for people with arthritis and Silver and Fit, a land exercise class for seniors.

Kalihi - 1335 Kalihi St. Honolulu 96819 (No aquatic classes) 848-2494
Nuuanu - 1441 Pali Hwy. Honolulu 96813 536-3556
Kaimuki - 4835 Kilauea Ave. Honolulu 96816 737-5544
Leeward - 94-440 Mokuola St. Waipahu 96797 691-6495
Mililani - 95-1190 Hikikikaulia St. Mililani 96789 625-1040
Windward - 1200 Kailua Rd. Kailua 96734 261-0808

Respite – Adult Day Care & Day Health

These programs provide day-time respite in a communal environment for an elder that needs supervision. This service is ideal for a caregiver who may work during the day. Activities, amenities, meals, on-site services, and hours of operation vary greatly. A few also offer half-day, weekend, and/or holiday service. Typical prices range from $50-100/day which is a much more affordable option when compared to in-home care on an hourly basis.
Adult Day Care (ADC) programs include supervision, recreation, socialization, exercise, meals, and group activities. ADC providers are licensed by the Department of Health, Office of Health Care Assurance, State Licensing Section. Most centers require participants to be 55 years or older, ambulatory, continent, a non-wanderer, non-combative, able to eat independently, and transfer with little or no assistance. Some provide additional assistance or special services, such as assisting with personal care or specialized dementia care, usually for an added cost.

Adult Day Health (ADH) programs offer similar services as ADC but are certified to care for those who require a higher level of care, up to intermediate care facility (ICF) level. Additional services under this higher level could include health assessments, administration of medication, or care coordination. There may also be specialized care that cannot be provided normally under ADC. ADH providers are staffed with Registered Nurses who are qualified to dispense medication and provide skilled nursing level care. ADH Centers are licensed and regulated by the Department of Health, Office of Health Care Assurance, Medicare Section.

ADC and ADH providers require 2-step TB testing and medical clearance (physical exam) to participate. Most have a nominal application or assessment fee, require pre-payment that may be non-refundable for missed days, and have a minimal attendance to stay enrolled, usually at least 2 days/week. Some providers will suggest a trial period if there is concern that the applicant may not be appropriate for their program.

For the most updated list of ADC and ADH providers, go online to the Office of Healthcare Assurance website: health.hawaii.gov/ohca

Aged to Perfection Adult Day Care Centers  622-4717
94-330 Mokuola St. Waipahu 96707
1445 California Ave. Wahiawa 96786  www.agedtoperfectionhawaii.com

Aloha Wellness Center, Inc. - Adult Day Care  393-7000
94-1388 Moaniani St. #203 Waipahu 96797

Ann Pearl Adult Day Health  247-8558
45-181 Waikalua Rd. Kaneohe 96744  www.annpearlnursing.com

Beckwith Hillside Adult Day Care  953-9642
2373 Beckwith St. Honolulu 96822  www.beckwithhillside.com
Casamina Adult Day Care 839-9733
1426 Ala Napunani St. Honolulu 96813

Central Union Church - ADC & ADH Center 983-5910
1660 S. Beretania St. Honolulu 96826
arcadia.org

The Ethnic Adult Day Care Center 219-1767
1313 Pensacola St. Honolulu 96814

Evergreen Adult Day Care Centers 372-8257 or 796-7059
1500 Kapiolani Blvd. Suite 102E Honolulu 96814
825 Keeaumoku St. Suite 113 Honolulu 96814

Franciscan Adult Day Center 988-5678
2715 Pamoa Rd. Honolulu 96822
www.stfrancishawaii.org

Fukumoto Adult Care, LLC 487-7528
98-779 Kaamilo St. Aiea 96701

Furukawa Living Treasure Day Care Centers
Japanese language services available at all 3 sites.

Kapalama 842-5175
1449 Brigham St. Honolulu 96817

Palolo & Pearl City 737-4345
1647 Palolo Ave. Honolulu 96816
858 2nd St. Pearl City 96782

Hale Hauoli Hawaii - Adult Day Care 798-8706
98-1247 Kaahumanu St. Suite 207 Aiea 96701
www.halehauolihawaii.org

Hulu Makua, Inc. - Adult Day Care 729-9086
1029 Kapahulu Ave. Suite 408 Honolulu 96816
www.hulumakua.com

Kilohana Senior Enrichment Center - ADC & ADH 373-2700
5829 Mahimahi St. Honolulu 96821
arcadia.org

King Lunalilo Home - Adult Day Care 395-4065
501 Kekauluohi St. Honolulu 96825
www.lunalilo.org

Kuakini Adult Day Care at St. Timothy’s Church 487-1586
98-939 Moanalua Rd. Aiea 96701
www.kuakini.org
Leahi - Adult Day Health 733-7955
Day Health only, no Day Care www.leahi.hhsc.org
3675 Kilauea Ave. Honolulu 96816

Live Well at Iwilei by Kahala Nui - Adult Day Care 218-7777
888 Iwilei Rd. Suite 105 Honolulu 96817 www.livewellhi.org

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

Malama Adult Day Care 946-9672
1208 Artesian St. Honolulu 96826 malamaadultdaycare.com

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

Mililani Hale - Adult Day Care 306-5194
95-257 Kaloapau St. Mililani 96789 www.wcchc.com

Nakasato Adult Day Care Center 389-8514
3010B Papali St. Honolulu 96782

Palolo Chinese Home - Adult Day Care 748-4907
Open to all, 7 days a week & most holidays. www.palolohome.org
2459 10th Ave. Honolulu 96816

St. Francis Adult Day Care Center 681-0100
91-1758 Oʻohao Street Ewa Beach 96706 www.stfrancis.org

St. Francis Adult Day Care at Diamond Head 734-0234
708 Palekaua St. Honolulu 96816 www.secoh.org

Sakura House - Adult Day Care 536-1112
Japanese language services available. www.sakurahousehawaii.com
1666 Mott Smith Dr. Honolulu 96822

Salvation Army - Adult Day Care & Day Health 521-6553
296 N. Vineyard Blvd. Honolulu 96817 hawaii.salvationarmy.org/hawaii/adhs

Seagull Schools Adult Day Center 674-1160
Provides unique intergenerational program with adjoining preschool.
91-531 Farrington Hwy. Kapolei 96707 www.seagullsschools.com
Waipahu Hongwanji Mission - Adult Day Care 678-1770
94-821 Kuhaulua St. Waipahu 96797 waipahuhongwanji.org/adult-day-care

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

Respite – In Home

Temporary relief for caregivers provided in their home. Also see In Home Assistance on page 38.

Kokua Kalihi Valley Elderly Services 848-0977
Caregiver Respite Program for Kalihi Valley residents. www.kkv.net

Ho‘okele Care at Home 457-1655
Also provides other services such as companion & respite.
820 Miliiani St. #711 Honolulu 96813 www.hookelehealth.com

Project Dana 945-3736
Services provided by volunteers. www.projectdana.org

St. Anthony of Padua Outreach 266-2227
148-A Makawao St. Kailua 96734 www.stanthonyuskailua.org

Respite – Other

This section lists other providers of temporary relief for caregivers, including overnight stays in facilities. Plan reservations as far in advance as possible as providers are often at capacity. Many Nursing Homes, Care Homes, and Assisted Living Residences also provide respite care (page 16).

Care Sift 1-844-559-7624
Assists with finding respite facilities. www.caresift.com

Lunalilo Home 395-1000
501 Kekauluohi St. Honolulu 96825 www.lunalilo.org

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

Palolo Chinese Home 737-2555
PCH Respite Center- Day & overnight service available. www.palolohome.org
2459 10th Ave. Honolulu 96816
Respite Nanea, Inc.  542-9073
Short term respite in care homes & licensed facilities.
P.O. Box 1285 Pearl City 96782

U.S. Department of Veterans Affairs  433-0218 or 433-0219
VA Center for Aging - Respite Program for eligible veterans.  www.va.gov/hawaii
459 Patterson Rd. Bldg. 110 Honolulu 96819

Support Groups
Also see Caregiver Support Groups, page 35, or call 211.

Alcoholics Anonymous  946-1438
call or check online for meeting locations and times.  www.oahucentraloffice.com

Alzheimer’s Association  1-800-272-3900

American Diabetes Association - Hawaii  947-5979
National Call Center
1-800-342-2383
900 Ft. St. Mall #940 Honolulu 96813  www.diabetes.org/hawaii

American Heart Association & Stroke Association  337-6630
Mended Hearts and Stroke Support groups.
677 Ala Moana Blvd. Suite 600 Honolulu 96813  www.americanheart.org

American Lung Association of Hawaii  537-5966
Support group for people with lung disease.
Every 4th Thursday/month at 10 a.m. - 12 p.m.
810 Richards St. Suite 750 Honolulu 96813  www.ala-hawaii.org

Castle Medical Center - Wellness Center  263-5400
Live Well Tobacco Free program.
642 Ulukahiki St. Kailua 96734  www.castlemed.org

Epilepsy Foundation of Hawaii  528-3058
toll free: 1-866-528-3058
Support groups for people with Epilepsy & their caregivers.
Hina Mauka 236-2600
Drug and alcohol treatment services.
45-845 Pookela St. Kaneohe 96744

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

Hawaii Parkinson Association 219-8874
P.O. Box 1312 Kailua 96734

Muscular Dystrophy Association – Hawaii 593-4454
1221 Kapiolani Blvd. Suite 220 Honolulu 96814

National Kidney Foundation of Hawaii 593-1515
1314 S. King St. Suite 1555 Honolulu 96814

Overeaters Anonymous 505-891-2664
Call for a meeting near you.

Support Groups – Caregivers Only

Castle Caregiver Support Group 263-5400
For caregivers, friends, and family. Meets monthly.

Hale Hauoli Hawaii - Caregiver Support Group 292-4665
Open to all. Meets first Monday of the month from 6:30 p.m. to 8:30 p.m.
Respite is available on location during the meeting at no cost
(Adult Day level of care only).
98-1247 Kaahumanu St. Suite 207 Aiea 96701

Kokua Kalihi Valley Elderly Services 848-0977
Caregiver Support Groups

Caregiver Foundation Support Groups 625-3782
Various sites.

Project Dana 945-3736
Caring for the Caregiver Support Group
VA Caregivers Support Group 433-7646
Support group held once a month. 459 Patterson Rd. Honolulu 96819

Windward Seniors Day Care - CG Support Group 261-4947
Open to all. Meets second Saturday of the month from 9:00 a.m. to 11:00 a.m.
Respite is available on location during the meeting at no cost
(Agent Day level of care only).
77 N. Kainalu Dr. Kailua 96734 www.windwardseniordaycarecenter.org

End of Life Services

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

Advance Directives, POLST, CCO, & DNR

Formerly known as “Living Wills.” You can let your family and physician know what kind of treatment you want in the event you cannot speak for yourself. You can also designate someone to make decisions for you if you become incapacitated. Forms may be obtained from most hospitals, healthcare organizations, attorneys’ offices or from UHELP.

Other documents, including Physician’s Orders for Life-Sustaining Treatment (POLST) and Comfort Care Only/Do Not Resuscitate (CCO- DNR) I.D. bracelets, give instructions to health care personnel in emergencies. Forms may be obtained online at www.kokuamau.org.

Kokua Mau 585-9977
Hawaii’s Hospice and Palliative Care Organization www.kokuamau.org

University of Hawaii Elder Law Program (UHELP) 956-6544
William S. Richardson School of Law www.hawaii.edu/uhelp
2515 Dole St. #201 Honolulu 96822
Bereavement Counseling & Support

If a loved one is in a hospital, talk with the chaplain or social worker or contact your own religious organization. Also see Support Groups, page 34, Hospice, page 37, and Mental Health & Counseling, page 49.

Funeral & Memorial Services

When looking for private pay services, make sure to shop around as options and prices can vary greatly.

Funeral Consumers Alliance 1-802-865-8300
Non-profit funeral planning, consumer advocate. www.funerals.org
Many helpful publications online.

Med-QUEST Division 587-3521
Department of Human Services medquest.hawaii.gov
Will determine eligibility for funeral payments. Must be Medicaid eligible.
801 Dillingham Blvd. 3rd Floor Honolulu 96817

U.S. Department of Veterans Affairs 1-800-827-1000
Veterans Service Center www.cem.va.gov/cem/burial_benefits/index.asp
Burial benefits for veterans.
P.O. Box 29040 Honolulu 96820

Hospice

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

Bristol Hospice Hawaii, LLC 536-8012
500 Ala Moana Blvd. Suite 4-547 Honolulu 96813 www.bristolhospice.com

Hospice Hawaii 924-9255
860 Iwilei Rd. Honolulu 96817 www.hospicehawaii.org

Islands Hospice 550-2552
1301 Young St. Suite 300 Honolulu 96814 www.islandshospice.com

St. Francis Hospice 595-7566
2226 Liliha St. Honolulu 96817 www.stfrancishawaii.org
Organ or Body Donation

Lions Eye Bank and Makana Foundation 536-7416
405 N. Kuakini St. Suite 801 Honolulu 96817 www.hlebmf.org

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

University of Hawaii School of Medicine 692-1445
Willed Body Program, body donation to science.
651 Ilalo St. BSB 110 Honolulu 96813 jabsom.hawaii.edu/donors/willedbody

In Home Assistance

Older adults are often reluctant to accept in-home assistance. They may not want strangers in their home, deny the need, or fear that admitting they need help means the next step is being placed in a nursing home. On the contrary, this assistance may actually delay or avoid institutionalization, allowing them to remain at home longer.

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

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

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

May include housekeeping, shopping, and errands.

**Adult Intake Unit**
Department of Human Services
For low income, SSI, and Medicaid eligible.
420 Waiakamilo Rd. Suite 300A Honolulu 96817

**Hoʻokele Care at Home**
Also provides other services such as companion & respite.
820 Mililani St. #711 Honolulu 96813

**Palolo Chinese Home - Home Cleaning Service**
Serving seniors island-wide.

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**Home Care & Home Health Agencies**

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

**Home Care Agencies** provide custodial care services which are non-medical such as housekeeping, meal preparation, and ongoing assistance with personal care. The Department of Health is currently in the process of licensing Home Care Agencies. Home Care Agency services are not covered by regular Medicare plans; services are private pay. To check the license status of a Home Care Agency, go to: health.hawaii.gov/ohca/state-licensing-section/hcal/agencies/.

**Home Health Agencies** may only provide Medicare-ordered services (doctor ordered, usually for short-term after hospitalization), private-duty services (private-pay, usually for long-term), or both. **Home Care Agencies** are private-pay services, however, some also work with **QUEST Integrated** plans. For private-duty services, most agencies have a 2-4 hour minimum per visit and the care recipient must receive on-going services, typically a minimum of once or twice a week. Some offer temporary respite, live-in care, and/or travel assistance/escort. The lowest level of care typically starts at $18-24 an hour and includes services such as companionship, housekeeping, and light meal preparation provided by staff often referred to as “**companion aides**” or “**home helpers**.”
Rates are higher when hands-on services such as help with transferring, bathing, and toileting are provided. These specially trained staff, may be referred to as “personal care assistants,” “home health aides” or Certified Nursing Assistants (CNA). Skilled care requiring Licensed Practical Nurses (LPN) or Registered Nurses (RN) can cost $35-60 an hour or more. If your loved one could benefit from a social setting, also consider Adult Day Care and Day Health (page 29) which is a much more affordable option.

When searching for any service that brings workers in your home, make sure to inquire what kind of safeguards they have established to prevent adverse events. This would include things like insurance, bonding, background checks, accreditations, and certifications. It is highly recommended to put away and secure ALL valuables before services begin to prevent any unfounded misunderstandings or accusations, especially if the care-recipient has a cognitive impairment.

Listed below are licensed Home Health Agencies on Oahu. For a complete list of licensed Home Health Agencies statewide, go to the Office of Health Care Assurance website at: health.hawaii.gov/ohca. For reviews of Medicare certified Home Health Agencies, go to: www.medicare.gov.

**Home Health Agencies**

**Adventist Health - Castle Home Care**
46-001 Kamehameha Hwy. Suite 212 Kaneohe 96744 263-5077 www.castlemed.com

**Arcadia Home Health Services**
1660 S. Beretania St. Honolulu 96826 983-5900 www.arcadia.org

**Attention Plus Care**
1580 Makaloa St. # 1060 Honolulu 96814 739-2811 www.attentionplus.com

**Bayada Home Health Care**
615 Piikoi St. Suite 600 Honolulu 96814 591-6050 www.bayadahomehealth.com

**Care Resource Hawaii**

**Kaiser Home Health Agency**
2828 Paa St. #2048 Honolulu 96819 432-5688
Lou's Quality HHC Services, LLC
95-212 Wailawa St. Mililani 96789
623-7109 or 754-3934
www.lousqualcare.com

Mastercare Homecare & Healthcare
1314 S. King St. #424 Honolulu 96814
597-1564

Oahu Home Healthcare, LLC
560 N. Nimitz Hwy #114b Honolulu 96817
492-1403

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

Kokua Nurses Home Health
1210 Artesian St. # 201 Hon. 96826
www.hawaiinursinghomes.com
594-2326

Safe Harbor Homecare, INC.
99-080 Kauhale St. #C-16 Aiea 96701
http://www.safeharborhomecare.net/
488-8826

SeniorCare Foundation
94-1035 Leihaku St. Waipahu 96797
www.seniorcarefoundation.org
626-5968

Wahiawa General Hospital Home Health
Serves Mililani to North Shore area.
www.wahiawageneral.org
621-4438

Wilson Homecare
1221 Kapiolani Blvd. #940 Honolulu 96814
www.wilsonhomecare.net
596-4486

Personal Care
Health-related services provided in the home, including bathing and grooming. Also see Home Health Agencies, page 39. For hospice eligible clients, see Hospice, page 37.

St. Francis Health Services for Senior Citizens
Bathing service for frail seniors 60 years and older in their home.
P.O. 2228 Liliha St. #408 Honolulu 96817
547-6121

Hoʻokele Care at Home
Also provides other services such as companion & respite.
820 Mililani St. #711 Honolulu 96813
www.hookelehealth.com
457-1655
Fall Prevention & Home Safety

No matter what your age, everyone is at risk of falling. However, older persons are more likely to be severely injured from a fall. Falls among older adults are the leading cause of fatal and nonfatal injuries. Each year, one out of three older adults falls, resulting in emergency room visits and hospitalizations.

Simple things you can do to reduce your risk:

• Exercise daily to maintain strength and coordination. Walking counts! Tip: Join a program or exercise with friends for mutual support. Check out Dept. of Parks and Recreation and Senior Centers, page 21.
• Have your eyes checked yearly. Tell your eye doctor of any changes immediately.
• Visit your doctor regularly and ask about your risk of falling.
• Talk to your doctor or pharmacist to understand your medication side effects and potential interactions, such as dizziness or nausea.
• Don’t rush! Being late is better than a being hospitalized. Pace yourself when getting up from sitting or lying down.
• Drink lots of water throughout the day. At least 5 cups a day are recommended for older adults.
• Eat healthy and practice good nutrition habits.
• Wear comfortable shoes and check the tread and traction every few months.
• Understand your physical limitations. Use a walking aid, such as a cane or walker, if needed. Hold on to railings when using steps.
• Walk only where there is a safe pathway. Avoid wet and uneven surfaces.

When at Home:

• Avoid the clutter bug. Are your walkways free of hazards?
• Remove or secure loose rugs.
• Keep your telephone easily accessible and nearby. Or get a wireless or cellular phone to put in your pocket, especially if you are alone most of the time. Also consider an emergency alert system, page 28.
• Install grab bars, get a shower chair, and learn how to properly use them.
• Use a non-slip mat in the shower.
• Keep your home well lit. Use automatic night lights.
• Store items in easy to reach locations.
Health & Safety Education

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

Also see Exercise for Frail Seniors (page 29), Support Groups (page 34), Education (page 24), and Caregiver Education (page 26).

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

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

CFS Gerontology Program 543-8468
Child & Family Service
Health maintenance program
91-1841 Ft. Weaver Rd., Ewa Beach 96701

Department of Emergency Management 723-8960
Classes on emergency preparedness.
650 S. King St. Basement Honolulu 96813 www.oahudem.org
Kokua Kalihi Valley (KKV) Elderly Services 848-0977
Health Maintenance Program
For elders residing in Kalihi Valley. www.kkv.net

Honolulu Police Department 529-3111
Community Affairs - Crime prevention and safety tips. www.honolulupd.org
801 S. Beretania St. Honolulu 96813

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

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

Project Dana Fall Prevention Program 945-3736
Home is assessed to identify hazards to www.projectdana.org
frail elders; provides fall prevention education and recommendations.

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

Health Information & Referral
To find a doctor, ask your insurance provider for referrals.

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

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

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

Dental Lifeline Network 1-888-449-9670
(Formerly Donated Dental Services) www.nfdh.org

Hearing Aid Helpline 1-800-521-5247
International Hearing Society www.ihsinfo.org

Honolulu County Medical Society 536-6988
www.hcmsonline.org
Hospital Discharge Information

What you should know when leaving the hospital:

A patient is discharged when a physician has determined his condition has stabilized and no longer needs hospital-level care. **It does not necessarily mean the patient has fully recovered.** This time can be especially stressful because of the urgency and high level of care required by the patient.

Ask Questions!

It is important to consult with doctors, nurses and social workers on a discharge plan **while the patient is still in the hospital.** Family members may be assigned tasks such as changing wound dressings, dispensing medications, and/or transferring the patient in the home while he or she is recovering. Those responsible must understand their role and make it clear to the discharge staff if they feel they need assistance or cannot adequately perform the tasks.

Some Questions you may want to ask:

- Who is in charge of the patient’s discharge from the hospital?
- How long will it take for the patient to recover?
- What tasks will someone need to do for the patient?
- Do the tasks require special training?
- Who will provide the training?
- Who can help if family support is inadequate?
- Does the patient need to take any medications?
- How many and how often does the patient need to take them?
- Does the patient need medical equipment?
- Where will it come from?
Learn all the options...

If there are no friends or family who can adequately assist, other in-home services may be needed. Ask if the patient’s condition makes him or her eligible for in-home care covered under insurance. In some cases, the hospital physician can order these services before discharge. Also consider other options, such as private-pay services. See page 38 for In-Home Assistance. If you only need help during the day, consider Adult Day Care & Day Health, page 29.

Care Facility Placement?

If the patient needs long-term care that cannot be provided at home, ask the discharge planner for assistance with placement into a care facility such as a care home, adult foster home, or nursing home. Consider this option before the patient’s discharge plan is finalized. See pages 12-14 for information on Nursing Homes, Care Homes, and Adult Foster Homes.

Many organizations provide information on what you should expect during hospital discharge and the questions you should ask. Search “Hospital Discharge” online for more information.

Medical & Dental Clinics

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

Aloha Medical Mission - Dental clinic  847-3400
Serves the uninsured. Call for appointment.
810 N. Vineyard Blvd. Honolulu 96817 www.alohamedicalmission.org

Dept. of Health – Lanakila Health Center
1700 Lanakila Ave. Honolulu 968
Dental Clinics (Priority to Medicaid eligible persons)  832-5710
Tuberculosis Testing Center  832-5731
Tuberculosis Information Line  832-5738

Kalihi Palama Health Center  845-8578
915 N. King St. Honolulu 96817 www.kphc.org
Dental  845-0686
Optometry  792-5599
Behavioral Health  841-7981
Kokua Kalihi Valley
Comprehensive Family Services Geriatric Medicine
Consultation & Dental services for residents of Kalihi Valley. www.kkv.net

**Main clinic**
2239 N. School St. Honolulu 96819

**KKV Elder Center**
1846 Gulick Ave. Honolulu 96819

Koolauloa Community
Health & Wellness Center www.koolauloachc.org

**Hauula**
54-316 Kamehameha Hwy. Hauula 96717

**Kahuku**
56-119 Pualalea St. Kahuku 96731

Queen Emma Clinics
1301 Punchbowl St. Honolulu 96813 www.queens.org

**Adult Medicine**
691-4970

**Queen’s Medical Center Dental Clinic**
691-4292

Queen’s Medical Center
Geriatric Services 691-8877
550 S. Beretania St. #601 Honolulu 96813 www.queens.org

University of Hawaii at Manoa Dental Hygiene Clinic 956-8229
Basic dental hygiene services available at a reduced cost.
2445 Campus Rd. Hemenway Hall
Room 200 Honolulu 96822 nursing.hawaii.edu/dental-hygiene-clinic

Waikiki Health Center 922-4787
935 Makahiki Way Honolulu 96826 www.waikikihc.org

Waimanalo Health Center 259-7948
41-1347 Kalanianaole Hwy. Waimanalo 96795 www.waimanalohc.org

Medicare & Medicaid

Medicare is a federal health insurance plan available to seniors 65 years and older and certain people with disabilities. It does not pay for all medical costs. Beneficiaries are responsible for deductibles, copays, premiums, and non-
covered services. **Medicare does not pay for long-term care;** skilled nursing facility care provided by Medicare is limited to less than 100 days, depending on the beneficiary’s condition.

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

**Part B**, Doctor visits, outpatient, and other medical care – 2018 monthly premium is $134 for most beneficiaries.

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

Each of these plans have their own unique advantages and limitations. **Be careful when choosing Part C or D plans as they may affect your other coverages, such as an employer retirement plan.** If you receive medical coverage outside of Medicare, consult with that provider before making any changes to your Medicare coverage.

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

Call Hawaii SHIP (586-7299) if you need help understanding your options and choosing a Medicare plan. It is important to sign up for Medicare as soon as you become eligible, otherwise you may have to pay a penalty or have a gap in coverage if you miss your initial enrollment period.

**Medicaid** is a State-administered health insurance program for persons with certain disabilities/medical conditions and persons 65 years and older who have very low incomes and limited assets. In Hawaii, the Medicaid program is run by the Department of Human Services Med-QUEST Division. Services are provided through the managed care program **QUEST Integration (QI)**.

**Centers for Medicare & Medicaid Services**

**Medicare Information**

Online information on Medicare & Medicaid.  
1-800-633-4227

www.medicare.gov
Medical Equipment

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

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

To find a DME supplier go to www.medicare.gov and click on “Find suppliers of medical equipment & supplies.”

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

Mental Health Care & Counseling

Life changes that happen as we get older may cause feelings of uneasiness, stress, and sadness. For instance, the death of a loved one, moving from work into retirement, or dealing with an illness can leave people feeling sad or anxious - feelings that could develop into depression.
Depression and anxiety are common problems among older adults, but they are not a normal part of aging. These are real diseases that people cannot simply “snap out of.” However, many people do recover when provided proper treatment. This could include psychotherapy, group counseling, and/or medication. Ask your insurance provider or primary care physician for referrals.

**Adult Mental Health Division** 586-4686  
**Access and Crisis Line** 832-3100  
Department of Health www.health.hawaii.gov/amhd  
1250 Punchbowl St. #256 Honolulu 96813

**Samaritan Counseling Center Hawaii** 545-2740  
1020 S. Beretania St. Honolulu 96814 www.samaritancounselingcenterhawaii.org

**Kahi Mohala Behavioral Health** 671-8511  
91-2301 Old Ft. Weaver Rd. Ewa Beach 96706 www.kahimohala.org

**Mental Health America of Hawaii** 521-1846  
For persons with mental health concerns regarding access, treatment, and service.  
1136 Union Mall, #510 Honolulu 96813  
www.mentalhealth-hi.org

**The Queen’s Health Systems** www queens.org  
**Behavioral Health Services (Outpatient)** 691-4352  
**Family Treatment Center** 691-4221

**Safe Haven – Puuhonua** 524-7233  
Support and services www.mhkhawaii.weebly.com/safe-haven.html for mentally ill homeless persons.  
126 N. Pauahi St. Honolulu 96813

**Prescription Drugs & Medications**

Also see **Medicare & Medicaid**, page 47.

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

**Medicare Part D** 1-800-633-4227  
For eligibility, information, and help choosing a plan call Hawaii SHIP at 586-7299.  
www.medicare.gov
Public Health Nurses

The Public Health Nursing Branch provides services by registered nurses Statewide with home visits for frail, vulnerable elders with complex health conditions and limited resources; and provides health consultation to groups and organizations on emergency preparedness, control of communicable disease, and health and wellness related to elders.

Administration 832-3773
1700 Lanakila Ave #201 Honolulu 96817

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

Leeward 675-0080
94-275 Mokuola St. #101 Waipahu 96797

East Honolulu 733-9220
3627 Kilauea Ave. #311 Honolulu 96819

West Honolulu 832-5757
1700 Lanakila Ave. #200 Honolulu 96816

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

Income Security

Consumer Assistance & Protection

For information from the Federal Trade Commission on identity theft, visit www.consumer.gov/idtheft. Financial Fraud and Scams

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

Senior Scam Hotline 628-3950
1132 Bishop St. Suite 615 Honolulu 96813 1-888-333-1593
www.hawaii.bbb.org
Dept. of Commerce & Consumer Affairs www.hawaii.gov/dcca
Office of Consumer Protection 586-2630
Consumer Information Line 587-1234
Pre-recorded information on common consumer issues.
Consumer Resource Center 587-4272
Check status of a business or licensee.
Landlord-Tenant Information 586-2634
Monday - Friday 8 a.m. - 12 p.m.
Insurance Fraud Unit Hotline 587-7416
Insurance fraud complaints.
Investor Education Program 587-7400
Free information and presentations on www.investing.hawaii.gov
investment products, current scams, and how to avoid fraud.
Securities Fraud Hotline 587-2267
Call to report securities violations like fraud.

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

Elder Abuse Justice Unit 768-7400
Dept. of the Prosecuting Attorney www1.honolulu.gov/prosecuting
Prosecutes criminal cases involving victims 60 years and older. Community
presentations about elder abuse and prevention.

Dept. of the Attorney General 586-1058
Medicaid Fraud Control Unit – Criminal Justice Div. Also investigates
abuse of dependent adults committed by Medicaid providers, care
facilities, and paid caregivers.
333 Queen St. 10th Floor Honolulu 96813 www.hawaii.gov/ag

Honolulu Police Department 723-3704
White Collar Crime – Criminal Investigation Div. 723-3609
Investigates telemarketing or investment fraud. www.honolulupd.org
801 S. Beretania St. CID Honolulu 96813
Inspector General’s Office 1-800-447-8477
Hot line operation on Medicare, Medicaid, or health care fraud.

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

U.S. Consumer Product Safety Commission 1-800-638-2772
575 Cooke St. Suite A #2208 Honolulu 96813

Employment & Training Programs

For assistance for immigrants see Immigrant Assistance, page 59.

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

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

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

Pacific Gateway Center 851-7010
Helping immigrants, refugees, and low-income residents to self-sufficiency.
723-C Umi Street Honolulu, Hawaii 96819 www.pacificgatewaycenter.org

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

Winners at Work dba Abilities Unlimited 532-2100
Employment services for people with disabilities.
414 Kuwili St. Suite 103 Honolulu 96817
Financial Fraud, Exploitation, & Scams

Financial fraud, exploitation, and scams are a growing problem with seniors in Hawaii. Understanding the risks and being able to identify signs of a scam can help protect you and your loved ones from being victimized. Elders with the highest risk are frequently alone or isolated, have memory or mental health issues, and have histories of addictive or risky behavior.

Are you being scammed? Here are some warning signs:

• The perpetrator demands an immediate response, says offer will expire, or tries to threaten or scare you into participating.
• The perpetrator refuses to give contact information or send written terms of the opportunity.
• The perpetrator promises an easy reward in exchange for a fee.
• The perpetrator still contacts you after you have requested they stop.

Is an elder you know being exploited? Look for these signs:

• Change in banking habits; frequent withdrawals or large transfers.
• Missing financial statements; no recollection of where statements went.
• Missing valuables, especially those of personal importance to the elder.
• When on social outings, elder often has no cash for minor expenses.
• Frequent purchases of unneeded items or costly gifts.
• Unpaid bills and collection notices.
• Noticable changes after meeting a new “love interest” or “friend.” Includes reduced participation in social activities and changes in moods or habits.
• The new “friend” escorts elder everywhere, speaks on their behalf, and supervises elder’s conversations with others.

What can you do?

• Keep up with current events by watching the news or reading the newspaper. Agencies will issue warnings on new scams to the media.
• Say “NO” to solicitations by phone and mail.
• Be cautious of those who try to befriend you, especially if they are aware of your income, assets, or other valuables.
• Do not fill out contest or prize application forms.
• Never give out your personal information to unknown persons.
• Maintain regular contact with friends and family who are vulnerable and at risk of victimization.
• Report suspected exploitation or abuse to APS.
• Keep a detailed record of frequent suspicious activity.
• File a police report when you know a scam has occurred.

More information online:
Financial Fraud Enforcement Task Force: www.stopfraud.gov
Honolulu Prosecuting Attorney: honoluluprosecutor.org/elder-abuse-justice-unit/

Money & Debt Management

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

Take Charge of Your Money! 956-7290
University of Hawaii - Cooperative Extension Service
Financial education telecourse with internet components.
www.ctahr.hawaii.edu/site/extprograms.aspx

Social Security & SSI

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

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

Honolulu Office
300 Ala Moana Blvd. #1-114 Honolulu 96850

Kapolei Halekuai Center
563 Farrington Hwy, #201 Halekuai Center Kapolei 96707
Financial Help

Financial Assistance

Financial aid and/or Food Stamps based on eligibility.

Benefit, Employment & Support Services Division (BESSD)
Department of Human Services - Welfare & Food Stamp programs.

Public Assistance Information Line 1-855-643-1643
For eligibility information and application locations.  www.hawaii.gov/dhs

Med-QUEST Division
Department of Human Services  medquest.hawaii.gov
Medical assistance for eligible persons. Applications also available online.

Honolulu  587-3521
801 Dillingham Blvd. 3rd Floor

Kapolei  692-7364
601 Kamokila Blvd. Room 415

Temporary Financial Aid

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

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

Jewish Community Services  258-7121
Counseling, referrals, and resources for the Jewish community
2550 Pali Hwy. Honolulu 96817

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

Salvation Army  841-5565
Rental Assistance for persons facing eviction or homelessness. Food pantry, Clothing voucher.
296 N. Vineyard Blvd Honolulu 96819  www.salvationarmyhawaii.org
Utility Assistance

Honolulu Community Action Program (HCAP) 521-4531
Subsidies for electric bills through the Low-Income Home Energy Assistance Program (LIHEAP).
Applications accepted only once a year.

Lifeline - Federal Telephone Subsidy www.lifelinesupport.org
For qualified individuals. Go online for list of other participating companies: cca.hawaii.gov/dca/telecommunications/lifeline

Hawaiian Telecom Lifeline 643-3456
www.hawaiiantel.com

Legal Services & Advocacy

Many types of Elder Law concerns are presented in Deciding What’s Next and Trying to Remember... a publication of the University of Hawaii Elder Law Program. Available at Hawaii State Public Libraries (www.librarieshawaii.org) with call number: H346.013Pi.

Advocacy

The Guardianship Pro-se Packet describes the steps necessary to establish guardianship of an incapacitated person. Available online:
www.courts.state.hi.us/docs/1FP/ProSeIncap.pdf

Office of Health Care Assurance - Department of Health

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

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

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

Legal Aid Society of Hawaii 536-4302
Non-profit law firm assisting the low to moderate-income community.
924 Bethel St. Honolulu 96813 www.legalaidhawaii.org
Long Term Care Ombudsman 586-0100
Executive Office on Aging www.hawaiiadrc.org
For nursing, care home, assisted living, and community care foster family home residents.

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

Office of the Public Guardian 534-6100
Guardianship for incapacitated adults of the state.
P.O. Box 1200 Honolulu 96807-1200

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

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

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

Legal Representation & Mediation

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

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

Legal Aid Society of Hawaii (LASH) 536-4302
Income eligible service, locations island-wide. www.legalaidhawaii.org
924 Bethel St. Honolulu 96813
Affordable Lawyers Project 527-8027
Affordable services for those who do not qualify for LASH.

Mediation Center of the Pacific 521-6767
Mediation services. www.mediatehawaii.org
245 N. Kukui St. Suite 206 Honolulu 96817

Volunteer Legal Services Hawaii 528-7046
Free or reduced cost services for needy clients.
545 Queen St. #100 Honolulu 96819

Immigrant Assistance

Services for people who are new to the U.S. and need assistance such as translation, job search, and filling out applications. Also see Employment & Training Programs, page 53.

Bilingual Access Line (24-hours) 526-9724
Helping Hands Hawaii www.helpinghandshawaii.org
Interpreter and translation services.
2100 N. Nimitz Hwy. Honolulu 96819

Catholic Charities Hawaii 524-HOPE (524-4673)
Immigrant Services www.catholiccharitieshawaii.org
Assistance for low-income immigrants.

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

Lanakila Easy Access Project 832-5685
Referrals for immigrants living in U.S. less than a year.
1700 Lanakila Ave. Suite 104 Honolulu 96817

Pacific Gateway Center 851-7010
Helping immigrants, refugees, and low-income residents to self-sufficiency.
723 C Umi St. Honolulu 96819 www.pacificgatewaycenter.org

Employment Core Services for Refugees 543-8436
Child & Family Service www.childandfamilyservice.org
Help with job search, filling out forms, and English training.
91-1841 Ft. Weaver Rd Ewa Beach Hi 96706
Taxes

AARP Tax Aide Program provides simple income tax assistance to seniors during tax seasons. For locations, call AARP at 829-2433, or email taxaidehawaii@gmail.com.

City & County - Real Property Assessment Division
Real Property Tax Exemption
Lowers the taxable value of your home.
Based on age and certain disabilities. www.realpropertyhonolulu.com

Honolulu Office
842 Bethel St. Honolulu 96813
Kapolei Office
1000 Uluohia St. Suite 206 Kapolei 96707

City & County Tax Collections
Treasury Division www.qpublic.net/hi/honolulu
Current Collections 768-3980
Questions on tax payments.
530 S. King St. Room 115 Honolulu 96813

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

Federal Internal Revenue Service (IRS) 1-800-829-1040 www.irs.gov

State Tax Information 587-4242
Information on billing notices, refunds, copy requests, tax clearance, tax disability exemptions, and other tax issues. 1-800-222-3229 www.hawaii.gov/tax
Persons with Disabilities

Assistive Technology

ATRC
Assistive Technology Resource Centers of Hawaii
Information on assistive devices and funding resources.
200 N Vineyard Blvd #430 Honolulu 96817

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

Blind/Visually Impaired

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

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

American Sign Language Education
Kapiolani Community College
Credit and non-credit courses in American Sign Language (ASL).
4303 Diamond Head Rd. Manono Bldg. Room 111D Honolulu 96816

Deaf Center at Kapiolani Comm. College
Education programs for adults who are deaf or hard-of-hearing, their families, and friends. Lending library of books and video tapes for deaf and hard-of-hearing adults.
4303 Diamond Head Rd.  Manono Bldg. Room 102 Honolulu 96816
Hoopono
Individualized vocational rehabilitation services.
1901 Bachelot St. Honolulu 96817 humanservices.hawaii.gov/vr/hoopono/about

Library for the Blind and Physically Handicapped
For persons unable to use or read regular prints due to visual or physical disabilities.
402 Kapahulu Ave. Honolulu 96815

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

University of Hawaii School of Medicine
Speech hearing clinic
677 Ala Moana Blvd. #625 Honolulu 96813

Vocational Rehabilitation Division
Department of Human Services
Employment services for people with disabilities.
600 Kapiolani Blvd #305 Honolulu 96813

Access to Independence
Assistance for persons with disabilities.
200 N. Vineyard Suite 508 Box 4 Honolulu 96817
1-800-976-2776 Fax 425-4254
accesstoinddependence.org/location/hawaii

University of Hawaii School of Medicine
Pacific Disabilities Center
Research, evaluation, technology for business.
651 Ilalo St. #104 Honolulu 96813
Other Groups

Abuse & Neglect Victims

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

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

Financial exploitation is a growing problem. Some people will try to take advantage of vulnerable elders. Perpetrators are often a caregiver, friend, or even a family member. For agencies that deal with scams and fraud see also Consumer Assistance & Protection, page 51.

Adult Protective Services

Dept. of Human Services – Adult Intake Unit 832-5115
If you know of a dependent adult who is being abused or neglected, call this number for assistance.
420 Waiakamilo Rd. Suite 202 Honolulu 96817

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

Elder Abuse Justice Unit 768-7536
Department of the Prosecuting Attorney
Prosecutes criminal cases involving victims 60 years and older.
Honolulu Domestic Violence Shelter 841-0822
Child & Family Service www.childandfamilyservice.org
Shelter for abused spouses/children.
91-1841 Ft. Weaver Rd., Ewa Beach 96706

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

PACT Family Peace Center 832-0855
Crisis Hotline 585-7944
Group counseling for domestic violence www.pacthawaii.org
batterers, victims, and child witnesses.
1505 Dillingham Blvd. Suite 208 Honolulu 96817

The Sex Abuse Treatment Center 535-7600
Support for victims of sexual assault. 24 hr Hotline 524-7273
Harbor Court, 55 Merchant St. 22nd Floor www.satchawaii.com
Honolulu 96813

Grandparents

Hawaii Family Services, Inc. 450-4158
Programs for grandparents raising grandchildren in Waianae/Leeward area.
86-906 Alamihi Pl. Waianae 96792

PATCH 839-1988
People Attentive to Children www.patchhawaii.org
Child care resource and referral agency.
560 N. Nimitz Hwy. Suite 218 Honolulu 96817

Queen Liliuokalani Trust 235-7613
Support group for grandparents & relative caregivers of minors.
46-316 Haiku Rd. Kaneohe 96744 www.onipaa.org
The Parent Line 526-1222
Support and information for grandparents, parents, and other child caregivers. 1-800-816-1222
P.O. Box 3102 Honolulu 96802

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

Pet Owners

Hawaiian Humane Society 356-2200
Adoptions 356-2218
Reduced adoption fees for seniors adopting older animals.
2700 Waialae Ave. Honolulu 96826 www.hawaiianhumane.org

Veterans

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

U.S. Department of Veterans Affairs 433-0420

Veterans Service Center 1-800-827-1000
Burial benefits disability, education, home loan guaranty, homeless veterans, medical treatment, minority veterans, and vocational rehabilitation.

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

VA Crisis Line 1-800-273-8255
www.veteranscrisisline.net

U.S. Vets Transitional Housing & Homeless Program 682-9000
Help veterans achieve independence.
P.O. Box 75329 Kapolei 96707 www.usvetsinc.org
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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 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:
  - 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 early warning, fill up pots, large containers, buckets, and/or your bathtub with tap water.
- Food, non-perishable, enough to last 14 days.
- If you have a vehicle, top off your gas tank.

Keep on hand:
- Portable radio with extra batteries.
- Flashlight with extra batteries.
- A whistle, to signal for help.
- Dust mask.
- Candles and matches/lighter.
- Nonperishable food, manual can opener, etc.
- Disposable tableware, utensils, paper towels, plastic bags, etc.
- First aid kit with antiseptic, bandages, etc.

If you need to evacuate, have these items ready to go:
- Medications.
- Sleeping bag, blanket, air mattress, etc.
- Extra clothing, shoes.
- Personal care 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 & health conditions, etc. Tip: carry a Wallet Card with this information.

What other things would you specifically need in an emergency?

For more tips & information go online: www.honolulu.gov/dem
www.ready.gov
# Frequently Called Government Numbers

## City & County of Honolulu

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<th>Phone Number</th>
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<td>TheBus Schedule &amp; Routes</td>
<td>848-5555</td>
</tr>
<tr>
<td>TheHandi-Van - Reservations</td>
<td>456-5555/ TTY 454-5045</td>
</tr>
<tr>
<td>City Public Information Center</td>
<td>768-9311</td>
</tr>
<tr>
<td>City Complaints</td>
<td>768-4381</td>
</tr>
<tr>
<td>Driver’s License &amp; State ID Information</td>
<td>768-9100</td>
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<tr>
<td>Motor Vehicle Registration Information</td>
<td>768-4325</td>
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<tr>
<td>Elderly Affairs Division - Senior Helpline</td>
<td>768-7700</td>
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<tr>
<td>Mayor’s Office</td>
<td>768-4141</td>
</tr>
<tr>
<td>People’s Open Markets</td>
<td>768-9299</td>
</tr>
<tr>
<td>Office of the City Clerk (City Council, Public Hearings, Elections)</td>
<td>768-3810</td>
</tr>
<tr>
<td>Board of Water Supply</td>
<td>748-5000</td>
</tr>
<tr>
<td>Neighborhood Commission Office (Neighborhood Boards)</td>
<td>768-3710</td>
</tr>
<tr>
<td>Environmental Services - Refuse Division</td>
<td>768-3200</td>
</tr>
<tr>
<td>(Information on Recycling, disposal of household hazardous waste, etc.)</td>
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<td>832-5115</td>
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<tr>
<td>Adult Mental Health Division Crisis Line</td>
<td>832-3100</td>
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<tr>
<td>Public Assistance Information Line</td>
<td>1-855-643-1643</td>
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<td>Executive Office on Aging</td>
<td>586-0100</td>
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<tr>
<td>Long Term Care Ombudsman</td>
<td>586-7268</td>
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<tr>
<td>Med-QUEST Division</td>
<td>587-3540 or 692-7364</td>
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<tr>
<td>State Employees Retirement System (ERS)</td>
<td>586-1735</td>
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<tr>
<td>State Tax Information</td>
<td>587-4242</td>
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<td>Vital Records</td>
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<tbody>
<tr>
<td>Federal Information Center</td>
<td>1-800-688-9889/TTY 1-800-326-2996</td>
</tr>
<tr>
<td>Internal Revenue Service (IRS)</td>
<td>1-800-829-1040</td>
</tr>
<tr>
<td>Medicare Hotline</td>
<td>1-800-633-4227</td>
</tr>
<tr>
<td>Social Security Administration</td>
<td>1-800-772-1213</td>
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</table>

This publication was paid for in part by the taxpayers of the City & County of Honolulu, and Federal Title III funding through the Hawaii State Department of Health, Executive Office on Aging.
MY IMPORTANT INFORMATION

Name:                      Phone/Address:

EMERGENCY CONTACTS

Name & Relationship:       Phone:

OTHER INFORMATION

Allergies, Medical Conditions, Medications, language spoken, doctor & clinic, location of Advance Healthcare Directive, POLST, CCO/DNR, etc.

Version 2019.7
Call the Senior Helpline for help or information about Senior Services

768-7700