

## OTHER ASSISTANCE



### TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF) & TEMPORARY ASSISTANCE FOR OTHER NEEDY FAMILIES (TAONF)

**What is it?** Programs that provide families with monthly cash benefits for food, clothing, shelter, and other essentials.

**For more information** about eligibility requirements, contact the Call Center.

### CHILD CARE SERVICES FOR ESSENTIAL WORKERS

**What is it?** Essential workers are having trouble finding childcare during this emergency. Childcare centers that are licensed through the Department of Human Services are available to help.

**For more information** about childcare and other community programs and services contact the Call Center.

### IMMIGRATION SERVICES AND INFORMATION

**What is it?** Help and guidance is available for immigrants and English as a second language speakers, on visa extensions, and other immigration concerns.

**For more information** about immigration services, contact the Call Center.

### HELP FOR SENIORS

**What is it?** The Office of Aging provides seniors, caregivers and those with disabilities, assistance with finances, health and medical services, legal assistance and community services.

**For more information** contact the Call Center.

## ADDITIONAL RESOURCES

### COUNTY

#### County Civil Defense Agency

(808) 935-0031 Every Day 7:00a-7:00p

Go to: [www.hawaiicounty.gov/coronavirus](http://www.hawaiicounty.gov/coronavirus) for up-to-date reliable information.

#### County Task Force on Education and Prevention

(808) 935-0031

Providing businesses and communities with education and training including how to disinfect, wash hands and practice social-distancing.

#### Office of Aging

(808) 961-8626 or (808) 323-4390

Provides seniors, caregivers and those with disabilities assistance with finances, health and medical services, legal assistance and community services.

#### County of Hawai'i

**Bus Schedule Information** (808) 961-8744  
or go to: [helonbus.org](http://helonbus.org)

#### Motor Vehicle Registration

(808) 961-8351 or (808) 323-4818

**Housing** (808) 961-8379 or (808) 323-4300

**Section 8 Housing** (808) 959-4642

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## ADDITIONAL RESOURCES (continue)

### COUNTY (continue)

#### Immigration Information Services

(808) 961-8220

Go to: [uscis.gov](http://uscis.gov) for more details.

Provides immigrants and English as a second language speakers with guidance on visa extensions and other immigration concerns.

### STATE

#### Hawai'i Department of Health

(808) 974-6001 M-F 7:45-4:30

Go to: [health.hawaii.gov](http://health.hawaii.gov) for up-to-date reliable information and guidance for families, business and communities to prepare and respond to the COVID emergency.

#### Hawai'i Department of Labor & Industrial Relations

(808) 974-6464 or (808) 322-4808

Provides unemployment insurance to assist employers and employees affected by COVID-19.

### FEDERAL

#### Centers for Disease and Prevention

1-800-232-4636

Go to: [cdc.gov](http://cdc.gov) for up-to-date reliable information, health notices, travel advisories, response and guidance for families, business and communities.

#### State Department

Go to: [travel.state.gov](http://travel.state.gov) for overseas travel advisories.

### OTHER

#### The Food Basket—Hawai'i Island's Food Bank

(808) 933-6030 or (808) 322-1418

Go to: [hawaiifoodbasket.org](http://hawaiifoodbasket.org)

Island-wide supplemental food network that collects and distributes nutritious, high-quality food to households, the working poor, the disabled, the ill, senior citizens, children, and other members of the Big Island's most vulnerable populations.

#### Aloha United Way

(dial 2-1-1)

For more information and referrals.

#### Big Island Substance Abuse Council

(808) 969-9994

Provides our Hawai'i Island community with a safety net for those dealing with substance abuse problems or struggling with mental health issues.

#### Hilo Adult Mental Health Service

(808) 974-4300

#### Hawai'i Behavioral Health

(808) 935-7949

#### Mental Health Kōkua

(808) 331-1468 or (808) 935-7167

#### West Hawai'i Mental Health Center

(808) 322-4818



[www.hawaiicounty.gov/coronavirus](http://www.hawaiicounty.gov/coronavirus)

# A Guide for Our Community

CORONAVIRUS (COVID-19) Update April 2020



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

The County of Hawai'i is committed to working together with Federal, State and private partners to keep Hawai'i safe and helping each other to come through this pandemic with a minimum impact on our community.

This is a difficult time for so many in our community and we all need help at times. The Call Center will be serving anyone who needs extra assistance by taking your contact information and basic request and then following up with the appropriate service provider.

## HOW TO GET HELP

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

**(808) 961-8665**

Monday-Friday 7:45am - 4:30pm.



# WHAT ASSISTANCE IS AVAILABLE AND HOW TO GET IT

## FINANCIAL ASSISTANCE



### DIRECT CASH PAYMENTS

**What is it?** A one-time cash payment of up to \$1,200 per individual and \$2,400 per couple and \$500 for every child in the household. Income caps and scaled payments will be based upon 2019 tax returns.

No action is required to receive the payment, which will be deposited in your bank account or you will receive a check in the mail.

**For more information** or help in finding out the status of your payment, contact the Call Center.

### 2019 TAX FILING DEADLINES EXTENDED

**What is it?** Federal and State 2019 tax filing extension for individuals and businesses.

- The deadline to file 2019 Federal taxes has been extended to July 15, 2020.
- The deadline to file 2019 State taxes has been extended to July 20, 2020.

**For more information** about tax deadlines, or questions concerning your individual or business tax, contact the Call Center.

### TAX RELIEF FOR RETIREMENT EARLY WITHDRAWALS

**What is it?** Waives the 10% penalty tax for early withdrawals made from individual retirement accounts (IRAs) and 401(K) retirement plans between January 1, 2020 – December 31, 2020.

**For more information** about retirement plan early withdrawals, contact the Call Center.

### HOMEOWNERS WITH MORTGAGES

**What is it?** Homeowners with government-guaranteed mortgages who fall behind on their monthly payments because of the pandemic may be able to postpone their payments for up to a year.

**For more information** about postponing mortgage payments, contact the Call Center.

### EVICTIION FREEZE FOR RENTERS

**What is it?** Until July 26, 2020, property owners cannot evict renters or charge any fees for unpaid rent in properties with federally-guaranteed loans or participating in federal housing programs.

**For more information** about evictions or fees concerning renters, contact the Call Center.

## PAYCHECK PROTECTION PROGRAM (PPP) FOR SMALL BUSINESS & AGRICULTURE

**What is it?** Provides forgivable loans up to \$10 million to small businesses left in financial hardship by COVID-19. Those eligible for the program include small businesses, certain non-profits, veterans' organizations, self-employed individuals, independent contractors, etc. The loans help keep employees on the payroll for up to eight weeks, and the SBA will forgive the portion of the loan used for those payroll costs.

**For more information** about the PPP, contact the Call Center.

## FEDERAL STUDENT LOAN PAYMENTS

**What is it?** Allows those currently paying their Federal student loans to stop making payments through September 30, 2020. Additionally, those with federal student loans that are past due will not be subject to debt collection.

**For more information** about student loan payments, contact the Call Center.

## LOANS FOR SMALL BUSINESSES THROUGH THE SMALL BUSINESS ADMINISTRATION (SBA)

**What is it?** The Economic Injury Disaster Loan will provide up to \$10,000 of economic relief to small businesses that are currently experiencing difficulties. This loan provides vital economic support to help overcome the temporary loss of revenue as a result of COVID-19. This loan may not have to be repaid.

**For more information** about loans for small businesses, contact the Call Center.

## UNEMPLOYMENT FOR EMPLOYEES & SELF-EMPLOYED

**What is it?** If you are an employee who was laid-off or were self-employed – such as a restaurant worker, farm worker, retail worker, hotel worker, landscaper, etc., you may be eligible for financial help.

**For more information** about unemployment, contact the Call Center.

## FOOD ASSISTANCE



### GRAB & GO MEALS FOR STUDENTS

**What is it?** Many public and private schools in each district are offering free breakfasts and lunches to help students who might otherwise miss meals during school closure due to COVID-19. Breakfast will be available for takeout from 7:30 a.m. to 8 a.m. and lunch from 11:30 a.m. to noon for children through age 18.

The meals are **free** and there are **no income requirements**.

**For more information** about meal locations, contact the Call Center.

### EMERGENCY MEAL PLAN FOR SENIORS

**What is it?** Eligible seniors enrolled in **Hawai'i County's Nutrition Program** will receive 5 nutritious meals per week.

In addition to the delivery of meals, staff members are reaching out by phone weekly to the seniors in its highest risk category to ensure they are doing okay and to talk with

them about their plans during COVID-19. If we missed you, or if there is any way that staff can assist you further in this period of emergency, please contact us.

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

## SUPPLEMENTAL NUTRITIONAL ASSISTANCE PROGRAM (SNAP)

**What is it?** During this pandemic, many are struggling with enough food to eat. SNAP helps families and individuals on public assistance, seniors and people with disabilities get the food they need.

**For more information** concerning SNAP, or how to enroll, contact the Call Center.

## FOOD DISTRIBUTION SITES AND FOOD DELIVERY

**What is it?** Island-wide emergency food distribution plan in response to COVID-19. This involves distribution of boxes with a supply of non-perishable food and locally gathered fresh produce for individuals & families. Numerous organizations are getting food to those who need help in two ways: drive up sites and home delivery for those who cannot make it to the distribution site.

**For more information** on locations, dates and times of the drive up sites or to sign up for home delivery, contact the Call Center.

## MEDICAL ASSISTANCE



### COVID-19 SCREENING AND TESTING

**What is it?** Locations throughout the island offer drive-through screening and testing clinic(s). These free clinics are open to the public. However, individuals must first undergo an on-site screening by a physician to determine if they meet the criteria to be tested. The screening criteria will be based on guidance of the CDC and the State's COVID-19 Response Task Force.

**For more information** on locations, dates and times of the drive-through screening, contact the Call Center.

### FINANCIAL HELP WITH MEDICAL NEEDS

**What is it?** The **Hawai'i Med-QUEST** program provides those in need with no-cost access to health, mental health, medical and dental coverage.

**For more information** about eligibility requirements, or to seek a referral for a service provider, contact the Call Center.

### BAY CLINIC

**What is it?** Healthcare for the Uninsured. All of the services at **Bay Clinic** are available to you whether or not you have health insurance. If you qualify for QUEST (Hawai'i State Medicaid Managed Care Plan), Bay Clinic can help you and your family get enrolled in the program. If you do not qualify, you can still be seen at any of their clinics for primary care, behavioral health, or dental care.

**For more information** about healthcare for the uninsured, contact the Bay Clinic Call Center at (808) 333-3600.

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