

## HAWAII ISLAND LAVA FLOW

### International Volcanic Health Hazard Network (IVHHN)

<http://www.ivhnn.org/vog/>

<http://www.ivhnn.org/ash-protection>

### National Weather Service Forecast Office

<http://www.prh.noaa.gov/pr/hnl/>

### U.S. Department of Homeland Security (DHS)

<https://www.ready.gov/volcanoes>

### U.S. Environmental Protection Agency (EPA)

<https://www.epa.gov/natural-disasters/volcanoes>

### U.S. Geological Survey's Hawaiian Volcano Observatory (USGS)

<https://volcanoes.usgs.gov/observatories/hvo/>

[https://volcanoes.usgs.gov/volcanic\\_ash/](https://volcanoes.usgs.gov/volcanic_ash/)

Call 808-967-8862 for a summary by phone

## DISASTER RESOURCES

### American Red Cross – Hawaii Chapter

<http://www.redcross.org>, tel 808-734-2101

### Federal Emergency Management Agency (FEMA)

<https://www.fema.gov/hazard-mitigation-grant-program>.

Download the FEMA app on your mobile device for updated news and emergency information by county.

### Hawaii Emergency Management Agency (HIEMA)

<http://dod.hawaii.gov/hiema/>

### Hawaii Electric Light

<https://www.hawaiielectriclight.com/safety-and-outages/lava-eruption-updates>

### U.S. Department of Agriculture (USDA)

<https://www.usda.gov/topics/disaster>

### U.S. Small Business Administration (SBA) Office of Disaster Assistance

<https://www.sba.gov/offices/headquarters/oda>

### U.S. Department of Housing and Urban Development (HUD)

<https://www.hud.gov/info/disasterresources>

### University of Hawaii at Manoa CTAHR

### Volcanic Emissions – Potential Problems and Solutions

<https://cms.ctahr.hawaii.edu/er>

## BEWARE OF SCAMS

During times of crisis, there is an increased risk of scams and fraud. Protect yourself by asking questions, reading the materials provided to you, and avoiding any solicitations requiring up-front cash payments. If you think you may have been a victim of a scam, contact U.S. Department of Justice Disaster Fraud Hotline 866-720-5721

## DISASTER ASSISTANCE PRIMARY POINT OF CONTACT:

### Hawaii County Civil Defense

<http://www.hawaiicounty.gov/active-alerts>

**Call Center 808-935-0031**

Office of U.S. Senator Mazie K. Hirono  
For information or assistance with a federal agency,  
please contact my state office at:

Tel 808-522-8970

Toll-free 1-844-478-6478

Fax 808-545-4683

Email [HawaiiOffice@hirono.senate.gov](mailto:HawaiiOffice@hirono.senate.gov)

# FEDERAL RESOURCES FOR HAWAII FAMILIES IMPACTED BY NATURAL DISASTERS



**MAZIE K. HIRONO**  
• A VOICE FOR HAWAII IN THE U.S. SENATE •

Updated 06/04/2018

## EMERGENCY SHELTERS & SERVICES

Pet-friendly shelters are located at:

**Pahoa Community Center**, 15-3022 Kauhale St

**Keaau Armory**, behind Herbert Shipman Park off of Hwy 11

**Pahoa Community Pool** is a hygiene center for evacuees

**Puuhonua O Puna** provides information and supplies for evacuees; Located at the intersection near Pahoa High School

**Recovery Information and Assistance Center** is located at the Pahoa Community Center

**U.S. Postal Service** – the Pahoa Post Office will be open on Sundays from 10am to 2pm

## VETERANS

**Hilo CBOC** - The Veterans Affairs Pacific Island Health Care System's Hilo Community Based Outpatient Clinic (CBOC) is open for veterans with a scheduled appointment or as a walk-in:

7:30am-4pm daily, 1285 Waianuenue Ave, #211

Call 1-800-214-1306

**Disabled American Veterans Disaster Relief Program**

– provides disaster supply kits to ill, injured or wounded veterans or their surviving spouse who are in immediate need of financial assistance at the time of the disaster.

<https://www.dav.org/veterans/outreach-programs/disaster-relief/>. Call 808-433-0490.

## MORTGAGE ASSISTANCE

Contact your mortgage company right away to discuss your mortgage relief options. If your loan is owned by Fannie Mae or Freddie Mac, you may be eligible to temporarily stop making your monthly mortgage payments. Visit [www.fhfa.gov/homeownersbuyer/mortgageassistance/pages/disaster-assistance.aspx](http://www.fhfa.gov/homeownersbuyer/mortgageassistance/pages/disaster-assistance.aspx)

## MENTAL HEALTH CARE

**Disaster Distress Helpline** - The Substance Abuse and Mental Health Services Administration's Disaster Distress Helpline provides 24/7 multilingual and confidential crisis support counseling to people experiencing emotional distress related to natural or human-caused disasters.

Call 1-800-985-5990, TTY 1-800-846-8517

Text: TalkWithUs to 66746

Spanish-speakers text: Hablanos to 66746

**Crisis Line of Hawaii** is available for anyone experiencing a mental health crisis 24/7.

Hawaii Island residents call 1-800-753-6879

## REPLACING DOCUMENTS

### Federal

**Federal Tax Returns**

Call 1-800-829-1040

Taxpayer Advocate Service, 808-566-2950

IRS Tax Payer Assistance Center in Hilo, (appointment required) call 844-545-5640

**Immigration Certificates or Green Cards**

USCIS 1-800-375-5283

Hawaii County Immigration Office 808-961-8220

**Medicare Cards**

Call 1-800-772-1213

**Military Service Records**

Call 1-866-272-6272

**Passport**

Call 202-955-0430 or 1-877-487-2778

**Social Security Card**

Hilo Social Security Office, Prince Kuhio Plaza,

111 East Puainako St, call 1-800-772-1213

Social Security Administration's Video Delivery Service is available at the West Hawaii Civic Center in Kona, 74-5044

Ane Keohokalole Hwy, on the second and fourth Thursday of each month from 9am to 1pm.

### State

**Business Documents**

Small Business Development Centers (SBDC)

Kona Center at 73-970 Makako Bay Dr, #108

Call 808-333-5000

Hilo Center at 100 Pauahi St, #109

Call 808-933-0776

**Electronic Benefit Transfer Card (SNAP/TANF):**

Evacuees can visit the Hawaii State DHS South Hilo Processing Center at the Kinoole Plaza,

1900 Kinoole St #108

<http://humanservices.hawaii.gov/bessd/snap/ebt/>

<https://www.ebtaccount.jpmmorgan.com/chp>

Tel 808-981-2754 or 1-888-328-4292

**Vital Records** - Birth, Death, Civil Union, Marriage, and Divorce Certificates: <http://health.hawaii.gov/vitalrecords>  
<https://vitrec.ehawaii.gov/vitalrecords/>

Tel 808-586-4539

**State Tax Returns**

Taxpayer Advocate Office

Call 808-587-1791

Fax 808-587-1560

Email [taxpayer.advocate@hawaii.gov](mailto:taxpayer.advocate@hawaii.gov)

### County

**Driver's License**

<http://www.hawaiicounty.gov/finance-dl-general-info>, Call 808-961-2222

**State ID**

<http://www.hawaiicounty.gov/finance-state-id-gen-info>, Call 808-961-2222

### Credit Cards and Reports

American Express 1-800-992-3404

Discover 1-800-347-2683

MasterCard 1-800-622-7747

Visa 1-800-847-2911

<http://www.annualcreditreport.com/>

Fraud Alerts or Credit Freeze, call 1-877-438-4338