

Recovery Information Assistance Center (RIAC)

The RIAC is open Monday – Friday from 9am to 3pm
at the Pahoia Community Center and can be reached at during these operational hours

The following services are available at the RIAC:

FREE Food

- Hot Meals Daily 6:30 am, Noon, 6pm at Pahoia & Keaau Community Centers

FREE Household Goods

- Salvation Army from 9-12p & 2-5p at the Pahoia Community Center
- For Special Requests, please call 756-0306

FINANCIAL ASSISTANCE

- Child & Family Services 935-2188: CFS is able to assist with food, shelter, housing, gas, health/personal care products, clothing/household, airfare and/or transportation
- Catholic Charities Hawaii 935-4673

Need help locating short term & long-term HOUSING

- The first step to relocating to a new home is finding a room, apartment unit, or single family home. You may start by going to www.kokua.alohaliving.com to view available units and apply for housing at various local property management companies. Computer workstations and phones are available at the RIAC from 9am to 3pm for you to call and contact landlords.
- Once a rental unit is found, please contact Hope Services Hawaii at 935-3050 to help you with your move in costs. This includes rental deposit, rent, and utility deposit.

Have questions about the Section 8 Program? Connect with a County Housing Rep 959-4642

Are you a Veteran and seeking assistance? Connect with **US Veteran Affairs Maricar Souza: 969-3833**, cell 960-1904, Monday – Friday from 10-3PM at the Info Center.

Assistance for Elderly

- Unable to care for themselves: Need assistance feeding, bathing, daily living, etc
- Adult foster care placement available for Medicaid eligible
- **Office of Aging 961-8626**

Apply or re-certify for SNAP benefits (aka. Foodstamps)

- Department of Human Services 981-2754 at 1990 Kinoole Street, #109
 - Apply online at humanservices.hawaii.gov
- Foodbasket, Inc. 933-6030 (Kat Bumatay)

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Insurance: Helpful Hints

- Do not lapse in payment for both home insurance and mortgage – even if you have been required to evacuate.
- Ask your insurance company if they offer coverage for additional living expenses due to mandatory evacuation. Be sure to keep receipts for any living expense you have incurred. Examples include:
 - Food
 - Toiletries
 - Clothing
 - Rent/Hotel
- In addition to fire coverage, other types of damage that may be covered under your existing policy includes:
 - Smoke
 - Ash
 - Theft
 - Vandalism
- For most policies earthquake damage is excluded, however, you should check with your insurance agent.
- If you have a policy that covers “Other Structures” this is where your water catchment tank would be covered. Damages due to ash, etc, would be reported under this category.
- Department of Commerce and Consumer Affairs (Insurance Division) (808) 586-2790 x62799

Services NOT at RIAC, but Helpful Information:

Need Transportation to Medical Appointments?

- Call Hui Mālama Ola Nā ‘Ōiwi: 969-9220

Seeking accommodations for your animals?

- If you require temporary emergency accommodations for your evacuated animals, contact at [FPG Plant & Animal Sanctuary](#) at 808-968-7161. Located in Mountain View, Hawaii. Offers FREE temporary accommodations for animals or help locating alternate temporary accommodations. The sanctuary is located 14 miles northwest of the evacuation area. Poor air quality is currently NOT an issue in our area. A registered 501c(3) nonprofit organization.
- Is taking in rescues, donations of pet carriers to help transport pets out of the lava zone and back to their owners, assisting with uniting pets and owners and visiting the pet-friendly shelters to help. **808-966-5458 - Keaau** Location. Visit the website for other locations, which have been accepting donations of food, towels, leashes, carriers. Check with the office before dropping off pet items. **Kona:** 74-5225 Queen Kaahumanu Hwy., Kailua Kona 808-329-1175 • **Waimea:** 67-1611 Mamalahoa Hwy, Kamuela 808-885-4558 [Amazon wish list here](#).
- Farmers and Ranchers: The Farm Services Agency has requested that any farmer or rancher suffering damage to their farm or ranchland contact the Hilo Office as soon as possible: <https://www.fsa.usda.gov/>. US Consolidated Farm Services Agency 154 Waianuenue Avenue #219 Hilo, HI 96720. Phone: (808) 933-8381
- If you need assistance with your livestock animals, call County Councilman Tim Richards