

The Retail Merchants of Hawaii

Comprehensive Maui Resource Guide



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Medical Services




<p>Receiving Medical Care</p>	<ul style="list-style-type: none"> DOH's Lāhainā Health Center continues to provide general medical care, prescription refills, and mental health services. For most up to date information, scan the QR code. West Maui Coordinated Care Clinic 'Ākoakoa Place, located below the Lahaina Civic Center (general medical care, prescription refills, and mental health services) Hours: 8:00am—5:00pm, daily No appointment necessary, and insurance is not required. Call (833) 833-3431 or (808) 586-4468. Mobile Health at Lahaina Gateway Center (limited medical services, pediatric services, and OB/GYN services) 305 Keawe Street Lahaina, HI 96761 Hours: 10:00am—4:00pm, daily First Aid Station and Pop-Up Clinic at Hyatt Regency Lahaina (first aid care, health and wellness checks, pharmacy services, and baby formula) Lahaina Ballroom 200 Nohea Kai Drive Lahaina, HI 96761 Hours: 10:00am—4:00pm, daily (subject to change) 
<p>Mental Health Services</p>	<ul style="list-style-type: none"> DOH's Maui Community Mental Health Center (CMHC) in Wailuku is available to support individuals impacted by the wildfires. The CHMC is open Monday-Friday from 7:45 a.m.to – 4:30 p.m. Contact the Maui CMHC at (808) 984-2150, via email at mauiwellness@doh.hawaii.gov or in person at 121 Mahalani Street in Wailuku. The Hawai'i CARES Crisis Line is also available 24/7 by calling or texting 988 or visiting hicares.hawaii.gov. 
<p>Prescription Medication</p>	<ul style="list-style-type: none"> The Emergency Prescription Assistance Program (EPAP) helps uninsured people after disasters to be sure they still have the medicines and medical equipment they normally use to stay healthy. To enroll, call 1-855-793-7470 or visit https://aspr.hhs.gov/epap.
<p>Supplemental Nutrition Assistance Program (SNAP)</p>	<ul style="list-style-type: none"> A Supplemental Nutrition Assistance Program (SNAP) replacement benefit is available for recipients who experienced loss of food as a result of the recent wildfires. To apply, please visit the processing center in your area or call the Public Assistance Information Line at 1-855-643-1643.

Organizations and Assistance Resources

<p>American Red Cross</p>	<ul style="list-style-type: none"> To find an open shelter visit the Red Cross website or Scan QR code Download the free Red Cross Emergency App. Call 1-800-RED-CROSS (1-800-733-2767) – 24 hours a day;  
<p>Call Center</p>	<ul style="list-style-type: none"> The State of Hawai‘i and Maui County have launched the Maui Disaster Support Call Center. The call center can be reached at (808) 727-1550 between 6 a.m. to 10 p.m. daily.
<p>Community Information Boards</p>	<p>Information boards are now located at these locations:</p> <ul style="list-style-type: none"> Kula Lodge Water Hub - 15200 Haleakala Hwy., Kula Napili Park - 22 Maiha Street, Napili Napili Plaza - 5095 Napiliha St., Lahaina S-Turns Pohaku Park ‘Ohana - Lower Honoapi‘ilani Rd., Honowokai Times Supermarket Honokowai - 3350 Lower Honoapi‘ilani Rd., Lahaina Sheraton Maui Resort & Spa - 2605 Ka‘anapali Parkway, Ka‘anapali Hyatt Regency Maui - 200 Nohea Kai Dr., Lahaina Lahaina Gateway Center - 325 Keawe St., Lahaina Kelaweia Mauka 2 - Niheu Street (Lahainaluna Road) Kelaweia Mauka 3 - North Hopoe Place (Lahainaluna Road) Kelaweia Mauka Makai Park Hub, near Lahainaluna Road and Lahaina Bypass Safeway Kihei - 277 Pi‘ikea Ave., Kihei
<p>Federal Communications Commission (FCC)</p>	<ul style="list-style-type: none"> FCC temporarily waived certain eligibility rules to ensure that people receiving federal disaster assistance due to the Maui fires can easily apply for and enroll in Lifeline, a federal program that helps lower the cost of phone and internet service for those in need. More info at https://www.lifelinesupport.org/.

<p>The Federal Emergency Management Agency (FEMA)</p>	<ul style="list-style-type: none"> • Scan QR Code for FEMA's <u>Comprehensive Guide to Apply for Emergency Assistance</u> • Download the FEMA Mobile App → • FEMA Helpline at 800-621-3362. • <u>DisasterAssistance.gov</u>  
<p>Funeral Assistance</p>	<ul style="list-style-type: none"> • FEMA is reviewing its policy to make sure it is helping as much as possible. Eligible funeral expenses may include the cost of a casket or urn, funeral services and transportation of the deceased and/or up to two family members into the area to identify your loved one, if that is required by state/local authorities. • To request funeral assistance, you must first apply to FEMA. For more information, speak to a FEMA specialist at any open Disaster Recovery Center. You can find a Disaster Recovery Center by visiting: <u>fema.gov/drc</u>
<p>Goodwill Hawaii Voucher Program</p>	<ul style="list-style-type: none"> • Goodwill Hawaii will be distributing upwards of \$400,000 total in emergency vouchers for impacted residents to redeem for clothing and household goods at any Goodwill Store in Hawaii. • The vouchers are being distributed to fire victims thru the nonprofit's outreach at its emergency response centers on Maui, Oahu, and Hawaii Island and in partnership with other government and nonprofit partners. • <u>www.goodwillhawaii.org/maui-relief</u>
<p>Hawai'i Fire Relief Housing Program</p>	<ul style="list-style-type: none"> • Call the hotline at (808) 587-0469, Monday to Sunday from 8 a.m. to 8 p.m. • Email <u>hhfdcfirereliefhousing@hawaii.gov</u>. 
<p>Lahaina Residents Receiving Mail</p>	<ul style="list-style-type: none"> • Vacant PO Boxes at Post Offices across Maui will be temporarily made available at no charge to Lahaina residents who lost their homes or their Lahaina Downtown Post Office PO Boxes. Qualifying residents may request their free PO Boxes at any Maui post office. • The Wailuku Post Office is no longer receiving or distributing mail for Lahaina residents. Lahaina residents who lost their homes, or live in areas which are currently inaccessible, may pick up their mail from the "dutch door" in the lobby of the Lahaina Main Post

	Office. Service will be available from 10 a.m. to 5 p.m., Monday through Saturday. The latest updates on mail service are available by calling a recording at 808-423-6000 .
Maui Bus	<ul style="list-style-type: none"> Exact bus schedule at www.mauicounty.gov/bus Or download the free Maui Bus app All Maui Bus fares for the Maui Bus Fixed Route, ADA Paratransit, and Commuter Service have been suspended until further notice. 
Maui County Water Updates	<ul style="list-style-type: none"> www.mauicounty.gov/water Interactive map depicting location of Unsafe Water Advisory now available at bit.ly/mauiwateradvisory.  
Maui Recovers Website	<p>An official County of Maui website, www.MauiRecovers.org, is providing vital information and assistance, including re-entry data, to those affected by the fires. The website includes:</p> <ul style="list-style-type: none"> Re-entry Information: Guidance on safe re-entry to affected areas, outlining essential safety measures for those returning to their properties. Water and Wastewater Updates: Regular updates on the status of water and wastewater services in impacted areas. Maps and Data: Interactive maps and data resources to facilitate navigation of impacted areas during the recovery process. Fire Debris Removal: Updates on the removal of hazardous materials from areas affected by the fires. Financial and Housing Assistance: Detailed information on available financial and housing assistance programs to support recovery. Frequently Asked Questions: Answers to common questions related to the recovery efforts. Individuals can also subscribe to receive real-time updates tailored to assist those impacted by the fires.
Relief Housing	<ul style="list-style-type: none"> Landlords, management companies, and homeowners from across the state have offered to rent more than 900 houses, apartment units and rooms immediately to Maui residents who lost their homes to the wildfires.

	<ul style="list-style-type: none"> For assistance call (808) 587-0469 weekdays from 8 a.m. to 4:30 p.m. or email hhfdcfirereliefhousing@hawaii.gov.
Salvation Army	<ul style="list-style-type: none"> Salvation Army is currently providing 7,200 meals each day to those in shelters. They will be assisting the recovery of Maui for the long term. Daily updates are available at https://hawaii.salvationarmy.org/hawaii_2/hawaii-wildfire-disaster/ or scan the QR code. 
SECTION 8 Housing	<ul style="list-style-type: none"> Families who currently have a federal Section 8 Housing Choice Voucher with the County of Maui and who have been displaced by the fires will not lose their housing assistance. To accommodate those families affected the initial term of their Section 8 voucher will be 120 days instead of the customary 60 days. To contact the Section 8 Rental Assistance Program, call 808-270-7751 or visit bit.ly/MauiSection8.
SBA Disaster Loan	<ul style="list-style-type: none"> disasterloanassistance.sba.gov/ela/s/ More info at sba.gov/hawaii-wildfires (800) 659-2955 
Unemployment	<ul style="list-style-type: none"> huiclaims.hawaii.gov/#/ 

Replacing Vital Records

[Vital Records \(ehawaii.gov\)](https://ehawaii.gov)


[DOH Maui Fire - Vital Records Fact Sheet \(hawaii.gov\)](#)

Maui Vital Records hotline: (808)984-2400 ext. 6-4602


The fee for an affected individual's first copy of a replacement vital record will be waived with a FEMA disaster assistance ID Number and/or a Lāhainā residential address.

Birth and Marriage Certificates	<ul style="list-style-type: none"> Apply online at vitrec.ehawaii.gov. Fees are waived for the first copy for individuals with FEMA Disaster Assistance ID number or Lahaina residential address.
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	<ul style="list-style-type: none"> Individuals who have lost all documents and IDs can expedite their replacement by having a relative (grandparent, parent, child, sibling, aunt, uncle, or cousin) request the replacement record on their behalf (if they have a valid ID).
Hawai'i Driver's License	<ul style="list-style-type: none"> Contact Maui County DMV 
Passports	<ul style="list-style-type: none"> The U.S. Department of State has waived passport replacement fees for individuals who lost passports due to the wildfires. Phone: 1-877-487-2778; 888-874-7793 (TTY) Website: travel.state.gov/disaster Individuals urgently seeking a passport replacement may submit an application in person without an appointment at the Honolulu Passport Agency: Prince Jonah Kūhiō Kalaniana'ole Federal Building 300 Ala Moana Blvd, Suite I-330 Honolulu, HI 96850
Green Cards	<ul style="list-style-type: none"> Phone: 1-800-375-5283 Website: www.uscis.gov
Medicare Cards	<ul style="list-style-type: none"> Phone: 1-800-772-1213; (TTY) 800-325-0778 Website: www.ssa.gov/medicare
Military Records	<ul style="list-style-type: none"> Phone: 1-866-272-6272 Website: www.archives.gov/contact
Social Security Card	<ul style="list-style-type: none"> Complete the replacement Social Security Card application (Form SS-5) Visit the Social Security Administration office in Wailuku: 2200 Main Street, Suite 125 Wailuku, HI 96793 <ul style="list-style-type: none"> Hours: Monday—Friday, 8:30am—3:30pm Phone: 1-800-772-1213; (TTY) 800-325-0778 Website: www.ssa.gov
U.S. Savings Bonds	<ul style="list-style-type: none"> Phone: 1-844-284-2676 Website: www.treasurydirect.gov
U.S. Tax Returns	<ul style="list-style-type: none"> Phone: 1-800-829-1040 Website: www.irs.gov

Unaccounted-for Individuals

DNA Samples	<ul style="list-style-type: none"> If you live on a neighbor island or the continental U.S., are the immediate family member of a person missing as the result of the Maui wildfires, and you wish to provide a DNA sample to assist, please call the FBI Honolulu Division at (808) 566-4300 or email HN-COMMAND-POST@ic.fbi.gov. DNA samples are only for identification of wildfire victims and survivors, and will not be stored or used for any other purpose. The FAC has received reports about Maui community members receiving calls from individuals or organizations claiming to be with “DNA Services.” These telephone calls are scams, and anyone receiving them should hang up immediately and report them to the Maui Police Department’s non-emergency number at (808) 244-6400.
Family Assistance Center (FAC)	<ul style="list-style-type: none"> For those seeking information regarding those who are unaccounted for, the Family Assistance Center (FAC) is located at the Hyatt Regency’s Monarchy Ballroom (200 Nohea Kai Drive, Ka’anapali). It is open daily from 10 a.m. to 8 p.m.
List of Names	<ul style="list-style-type: none"> mauinuistrong.info/unaccountedfor. If you recognize a name on the list and know the person to be safe, or have additional information that may help locate them, please contact the Federal Bureau of Investigation (FBI) at (808) 566-4300 or HN-COMMAND-POST@ic.fbi.gov. 
Report Someone Missing	<p>Anyone wishing to report an individual who is still unaccounted for is asked to email unaccounted@mpd.net and provide the following information:</p> <ul style="list-style-type: none"> Person reporting: first and last name, contact information, and relationship with the unaccounted for individual. Unaccounted individual: first and last name, age or date of birth, last known location, and last known physical address of residence.

Volunteer/Donate

Charity Verification	<p>Before donating, Hawai’i residents are encouraged to verify if a charity is legitimate by checking its status on the following online sources:</p>
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	<ul style="list-style-type: none"> Hawai'i Attorney General: https://charity.ehawaii.gov/charity/welcome.html IRS Tax Exempt Organization Search: https://apps.irs.gov/app/eos/ Charity Navigator: https://www.charitynavigator.org/ DCCA Business Search: https://hbe.ehawaii.gov/documents/search.html Better Business Bureau's (BBB) Wise Giving Alliance https://give.org/?mc_cid=abfe7510dc&mc_eid=67b384da42 GuideStar https://www.guidestar.org/?mc_cid=abfe7510dc&mc_eid=67b384da42
Maui Strong Resource Hub	<ul style="list-style-type: none"> Maui's comprehensive website with information on how to get relief, volunteer and make donations. www.mauinuistrong.info/ 
Medical Providers	<ul style="list-style-type: none"> Health care providers (MD, PA, APRN, NP, RN Behavioral Health Practitioner) interested in volunteering should <u>complete an online form</u>.  or
Verified Organizations	<ul style="list-style-type: none"> Hawai'i Community Foundation Maui Strong Fund <ul style="list-style-type: none"> www.hawaiicommunityfoundation.org/maui-strong Salvation Army Hawaii <ul style="list-style-type: none"> hawaii.salvationarmy.org/ Council for Native Hawaiian Advancements <ul style="list-style-type: none"> www.hawaiiancouncil.org/ Maui Foodbank <ul style="list-style-type: none"> mauifoodbank.org/ Hawai'i Red Cross <ul style="list-style-type: none"> www.redcross.org/local/hawaii.html Maui Humane Society <ul style="list-style-type: none"> www.mauihumanesociety.org/ People's Fund of Maui <ul style="list-style-type: none"> www.eifoundation.org/peoples-fund-of-maui/

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