

Who to Call

There may be times when resource caregivers have a question or concern and are not sure where to go for help. The ITAO Advisory Committee, in collaboration with the Hawai'i Department of Human Services, updated the following "Who to Call" list in January, 2015.

If you have questions or problems regarding any of the following, here's who to call:	Child's Social Worker	Social Service Assistant	Licensing Social Worker	Other Source
Behavior problems of child	X		X	<ul style="list-style-type: none"> • Therapist • School counselor • DOH CAMHD
Certificate of Approval			X	
Check: late, lost, stolen, or overpayment		X		
Clothing needs of child		X		
Complaint Line-DHS				<ul style="list-style-type: none"> • (808) 586-4994
Death of child	X			<ul style="list-style-type: none"> • Call 911 (Police) • If after hours call <i>DHS Hotline</i> at 832-5300 or 1-800-494-3991 (toll free)
Difficulty with birth parents	X			<ul style="list-style-type: none"> • Therapist • GAL • Judge • Request an 'Ohana Conference
Emergency medical care (after hours)	X			<ul style="list-style-type: none"> • 911, Emergency Room, Nearest emergency medical facility, • <i>DHS Hotline</i> at 832-5300 or (toll free) 1-800-494-3991
Illness or injury of child	X			<ul style="list-style-type: none"> • Regular Doctor as needed • 911 or Emergency Room if needed
Illness of resource caregiver or other family member	X		X	
MedQuest/Medicaid card		X		
Moving	X		X	<ul style="list-style-type: none"> • ASAP
Payment for emergency shelter homes			X	
People moving in or out of your home, including long term visitors			X	
Psychiatric help needed for child	X			<ul style="list-style-type: none"> • Therapist
Request removal of child from your home	X		X	<ul style="list-style-type: none"> • DHS Hotline at 808-832-5300 or (toll free) 1-800-494-3991 • If safety concern, dial 911 (Police)
Reporting changes in placement			X	
Resources	X	X	X	<ul style="list-style-type: none"> • Warm Line at 545-1130 or (toll free) 1-866-545-0882
Respite care	X		X	
Runaway child	X		X	<ul style="list-style-type: none"> • Call 911 (Police)
School problems	X			<ul style="list-style-type: none"> • Teacher • Therapist • Surrogate Parent • GAL
Structural changes in your home			X	
Time off needed before accepting another child			X	
Vacations	X		X	
Visits between child and birth family	X			
Worker not available in emergency that does not require 911 during DHS work hours (Mon – Fri 7:45 AM – 4:30 PM)				<ul style="list-style-type: none"> • Use the DHS Chain of Command: Supervisor/Administrator/Section Administrator
Worker not available in emergency that does not require 911 after DHS work hours				<ul style="list-style-type: none"> • DHS Hotline at 808-832-5300 or (toll free) 1-800-494-3991 • If safety concern, dial 911 (Police)