

## FREQUENTLY ASKED QUESTIONS

### WHAT IS HELPING HANDS HAWAII?

Helping Hands Hawaii (HHH) is a non-profit social service agency that consists of Behavioral Health, Human Services and Language Access divisions. Our mission is to develop self-sufficiency and resilience by providing guidance, household goods and opportunities for empowerment and connection.

### WHAT PROGRAMS AND SERVICES ARE AVAILABLE?

We offer representative payee (money management) services through our Behavioral Health division.

In our Human Services division, programs provide access to free basic household necessities, seasonal programs, emergency financial assistance, food security benefits and links to resources.

We also offer language assistance through spoken interpretation and written translation for communities with limited English proficiency.

## Helping Hands Hawaii

Supplemental Nutrition Assistance Program Outreach

P: 808-440-3832 or 808-285-6607

F: 808-536-7237

E: HHH@helpinghandshawaii.org

### SNAP ELIGIBILITY LINE

To determine if you are eligible for SNAP benefits, call 808-440-3832 and get pre-screened over the phone.

You may also call our Outreach line at 808-285-6607 to schedule services in the community.

### SNAP APPLICATION

Online application available at <http://humanservices.hawaii.gov/>.

Or, our staff can assist you in-person or over the phone.

## SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM OUTREACH



Helping  Hands Hawai'i

2100 N. Nimitz Hwy.  
Honolulu, HI 96819  
808-536-7234  
[HelpingHandsHawaii.org](http://HelpingHandsHawaii.org)

# Supplemental Nutrition Assistance Program Outreach

The Supplemental Nutrition Assistance Program (SNAP) Outreach is a federally-funded program administered by the State of Hawaii to reduce food insecurity and help families buy nutritious food.

SNAP benefits are used to purchase food or seeds to grow food, but it cannot be used to buy hot prepared foods, alcoholic beverages, tobacco products, pet food, household supplies or other non-food items. Items that are purchased with SNAP benefits are not subject to sales tax.

SNAP benefits are deposited into a client's account each month and can be accessed with an Electronic Benefit Transfer (EBT) Card and Personal Identification Number (PIN). Benefits are not replaced if lost or stolen.

## ELIGIBILITY AND APPLICATION PROCESS

Applicants may be eligible for SNAP if their household income meets Federal Income Guidelines.

If you need assistance, our staff will schedule an appointment with you and help you complete the form. We can also submit your application to the State of Hawaii Department of Human Services (DHS) if you are unable to go to a processing center. DHS will respond in 30 days (7 days if expedited) once the application is received and will conduct a phone or in-person interview with you.



## DOCUMENT REQUIREMENTS

- Government-issued picture ID of all adult household members
- Birth Certificate and Social Security Card of all household members
- Current income verifications: pay stubs, welfare, SNAP, Social Security/SSI/SSDI benefit summaries, child support receipts, unemployment award letter and self-employed income verification
- All applicable expense verifications: bills paid on a regular monthly basis, like shelter cost, mortgage, home owner insurance, property tax, utilities and cell phone
- Current bank statements for all accounts held by all household members
- Current rental agreement
- Medical bills for disabled applicants or those over 60 years old

Kapolei: 601 Kamokila Blvd. # 117, Kapolei, HI 96707 808-692-8384

Koolau Luluku: 45-513 Luluku Rd., Kaneohe, HI 96744 808-233-5325

Koolau Waikalua: 45-260 Waikalua Rd., Kaneohe, HI 96744 808-233-3621

Kuhio Park Terrace: 1485 Linapuni St. Ste. 112, Honolulu, HI 96819 808-832-3800

OR&L: 333 N. King St. #200, Honolulu, HI 96817 808-586-8047

Pohulani: 677 Queen St. Ste. 400B, Honolulu, HI 96817 808-587-5283

Wahiawa: 929 Center St., Wahiawa, HI 96786 808-622-6315

Waianae: 86-120 Farrington Hwy. #A103, Waianae, HI 96792 808-697-7881

Waipahu: 94-275 Mokuola St. #303A, Waipahu, HI 96797 808-675-0052

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