

## Public Assistance Line Road Map

### Main Menu

- General Information press **1**
- Specific Case press **2**
- Child Care Licensing press **3**

### General Information Menu

- Financial Assistance Program press **1**
- Supplemental Nutrition Assistance Program (SNAP) press **2**
- Child Care Subsidy press **5**
- Where to apply press **6**

### Specific Case Information Menu

- Financial and SNAP Programs press **1**
- Work Programs and Child Care Subsidy press **2**

### Child Care Licensing Menu

- Licensing Information press **1**
- Referral Service press **2**
- Provider Complaints press **3**

### The following options can be used at anytime during your call:

- Press # to end call
- Press 7 to repeat menu
- Press \* for the main menu

## Public Assistance Information System (PAIS)

### Main Menu

- Public Assistance Information System (PAIS)



State of Hawai'i  
**DEPARTMENT OF HUMAN SERVICES**  
Your Connection to the DHS Portal

Public Assistance Information System Child Care Locator

### Access Case Information

- Financial/SNAP
- First-To-Work
- Employment & Training
- Child Care Subsidy Program
- Pre-School Open Doors

### Specific Case Information

- For Financial/SNAP enter your Case # and Security Code
- For FTW, E&T, Child Care Subsidy Program, POD enter Client ID# and Security Code
- Follow log on instructions

STATE OF HAWAII  
DEPARTMENT OF HUMAN SERVICES  
Benefit, Employment, & Support Services Division

## *Public Assistance Information*

**1-855-643-1643**

**Website:**

**<http://pais.dhs.hawaii.gov>**



NATION-WIDE TOLL FREE  
NUMBER

&

WEBSITE

**24 HOURS A DAY  
7 DAYS A WEEK**



### ***What Is The Information Line/PAIS?***

The Public Assistance Information Line is a nation-wide toll-free number available 7 days a week, 24 hours a day. The Public Assistance Information System (PAIS) website is accessible 7 days a week, 24 hours a day. They both provide basic information on a variety of assistance programs offered through the Department of Human Services:

- General information on the Financial, Supplemental Nutrition Assistance Program (SNAP), Child Care Subsidy and Work Programs
- Office Locations
- Case status or benefit information, with restricted access
- General information on reporting requirements

### ***What You Will Need***

- A touch-tone telephone or a computer/device to access the internet.
- For specific case information, you need to know your case number or client number, and security code. Do not tell anyone your security code in order to protect the confidential information about your case.
- If you do not know your case number or client number, and security code, contact the office servicing your area.

***The following information is available when you call 1-855-643-1643 Or log on to the Website:***

#### **1. General Program Information**

- Eligibility Requirements for the Financial, SNAP, and Child Care Programs
- Income and Asset Limits
- Where to apply for assistance
- Office hours, location and phone number

#### **2. Specific Case Information**

- Information on your case status
- Payment Information for the Financial, SNAP, Child Care Subsidy Program and Work Program Support Services
- Office hours, location and phone number

#### **3. Child Care Licensing**

- Find a licensed child care provider in your area
- Submit a provider complaint
- Information on becoming a licensed child care provider

### **Frequently Asked Questions**

**Can I find out my EBT balance on the Public Assistance Line?** No, that information is available by calling **1-888-328-4292**.

**Is the information on the Public Assistance Line up to date?** Yes, the information is updated regularly. Benefit information is available for the last month, current month, and next month.

**Where else can I get an application for Financial Assistance, SNAP, or Child Care?** Financial and SNAP applications are available on-line at [www.hawaii.gov/dhs](http://www.hawaii.gov/dhs). A non-fillable application is available for printing on the DHS website. Child Care Subsidy applications are available on-line at <http://humanservices.hawaii.gov/bessd/child-care-program/ccch-subsidies/>.

**What if the information I need is not available or the system is not working?** Please call the office servicing your area.

**Can I access the Public Assistance Line from a cell phone?** Yes.

**Can I call the Public Assistance Line from another state?** Yes, it is a nation-wide toll-free number.