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# County of Hawai‘i

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### NEWS RELEASE

### **Hawai‘i County Announces Launch Of A Free Financial Navigator Service To Help Residents Tackle COVID-19 Financial Challenges**

In partnership with national nonprofit organization the [Cities for Financial Empowerment Fund](#) (CFE Fund), Mayor Harry Kim announced today the launch of a free Financial Navigators program to help residents navigate critical financial issues related to the COVID-19 pandemic.

Financial Navigators will be available remotely starting July 13, 2020, to provide guidance over the phone to help residents access available programs and services to manage income disruptions and other financial concerns. The Financial Navigators program is designed to help residents deal with the financial impact of the COVID-19 pandemic, providing remote assistance in navigating critical financial issues and making referrals to other appropriate social services and resources. The County of Hawaii will offer these Financial Navigator services in partnership with Hawaii First Federal Credit Union.

“Helping residents who are facing financial challenges due to COVID-19 is a critical part of the County’s front-line response and recovery efforts,” said Mayor Harry Kim. “The County is proud to partner with Hawaii First Federal Credit Union in providing this FREE public service for all residents of the County.”

Residents can access these remote services by completing the web form found at: [www.hawaiiirstfcu.com/community-resource-center](http://www.hawaiiirstfcu.com/community-resource-center) or by calling 808-933-6600 to sign up.

The Financial Navigator will then send a short service agreement and call the client to begin their personal session. Organizations across the County can also refer clients directly to a Financial Navigator.

The County of Hawai‘i is launching the Financial Navigators program in partnership with the CFE Fund, who provided grant funding along with significant technical assistance and training to launch the program in the County of Hawai‘i and other cities and counties across the nation.

“Financial distress is a primary part of the COVID-19 crisis, and we’re pleased Mayor Kim

and his team is making this a priority for Hawai'i Island residents," said Jonathan Mintz, President and CEO of the Cities for Financial Empowerment Fund. "The Financial Navigators program will help Hawai'i Island residents assess and prioritize their financial concerns and get connected with the right resources."

*For more information, please contact Sharon Hirota at 961-8019.*

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### **About the Cities for Financial Empowerment Fund (CFE Fund)**

The CFE Fund supports municipal efforts to improve the financial stability of households by leveraging opportunities unique to local government. By translating cutting edge experience with large scale programs, research, and policy in cities of all sizes, the CFE Fund assists mayors and other local leaders to identify, develop, fund, implement, and research pilots and programs that help families build assets and make the most of their financial resources. The CFE Fund is currently working in over 80 cities, and has disbursed over \$42 million to city/county governments and their partners to support these efforts. For more information, please visit [www.cfefund.org](http://www.cfefund.org).