DEPARTMENT OF THE ATTORNEY GENERAL

DAVID Y. IGE
GOVERNOR

CLARE E. CONNORS
ATTORNEY GENERAL

For Immediate Release
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Hawaii Attorney General Announces Service Changes as Part of Effort to Contain COVID-19

HONOLULU – Pursuant to Governor David Y. Ige's directive of March 17, 2020, that all non-essential state workers work from home, Department of the Attorney General non-essential personnel will be tele-working during the period of March 18, 2020 to April 1, 2020. The department has prepared for this contingency and anticipates minimal impact on its ability to provide legal services to the State of Hawaii.

In addition to legal services, this directive affects the department's public operations. Please be advised as follows:

Child Support Enforcement Agency (CSEA). Closed, but customer service representatives will be available @ 808-692-8265 or 1-888-317-9081. However, wait times may be longer than normal. CSEA will continue processing child support payments. For passport denials, or if you need documentation for public assistance, please contact 808-692-7138 and leave a message.

Hawaii Criminal Justice Data Center (HCJDC). HCJDC has suspended in-person services related to fingerprinting, criminal history checks and expungements. HCJDC remains open to provide Sex Offender related registration requirements and all non in-person services. Please call 808-587-3279 or ag.hcjdc.chrc@hawaii.gov for information related to all services provided by HCJDC.

Criminal Justice Agencies should continue to call our help desk at 808-586-2547 or ag.hcjdc.helpdesk@hawaii.gov.

Office of Child Support Hearings. Closed, all administrative child support hearings statewide will be rescheduled to a later date. After this office reopens, parties will be contacted with continued hearing dates and times.

Crime Prevention and Justice Assistance Program. Closed, but implementing limited services. The Grants and Planning Branch will continue to process requests for funds, the Juvenile Justice Information System will be operating, and the Missing Child Center is available to take referrals.

Notary Public. All in-person services are suspended. The Notary Office will continue to process applications, renewals and other matters submitted through the Online Notary Public website at: notary.ehawaii.gov or by email at: ATG.Notary@hawaii.gov.

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