



**VOLUNTEER LEGAL
SERVICES HAWAI'I**

**THE TWENTY-SIXTH LEGISLATURE
HAWAI'I STATE LEGISLATURE**

**APPLICATION FOR
GRANTS AND SUBSIDIES FY 2015**

COPY

House District _____

Senate District _____

**THE TWENTY-SEVENTH LEGISLATURE
APPLICATION FOR GRANTS AND SUBSIDIES
CHAPTER 42F, HAWAII REVISED STATUTES**

Log No: _____

For Legislature's Use Only

Type of Grant or Subsidy Request:

GRANT REQUEST – OPERATING

GRANT REQUEST – CAPITAL

SUBSIDY REQUEST

"Grant" means an award of state funds by the legislature, by an appropriation to a specified recipient, to support the activities of the recipient and permit the community to benefit from those activities.

"Subsidy" means an award of state funds by the legislature, by an appropriation to a recipient specified in the appropriation, to reduce the costs incurred by the organization or individual in providing a service available to some or all members of the public.

"Recipient" means any organization or person receiving a grant or subsidy.

STATE DEPARTMENT OR AGENCY RELATED TO THIS REQUEST (LEAVE BLANK IF UNKNOWN): _____

STATE PROGRAM I.D. NO. (LEAVE BLANK IF UNKNOWN): _____

1. APPLICANT INFORMATION:

Legal Name of Requesting Organization or Individual:

VOLUNTEER LEGAL SERVICES HAWAII

Db/a: **VOLUNTEER LEGAL SERVICES HAWAII**

Street Address: **545 Queen Street, Suite 100, Honolulu, HI 96813**

Mailing Address: **Same as above**

2. CONTACT PERSON FOR MATTERS INVOLVING THIS APPLICATION:

Name **MICHELLE D. ACOSTA**

Title **ACTING EXECUTIVE DIRECTOR**

Phone # **(808) 522-0678**

Fax # **(808) 524-2147**

e-mail **michelle@vlsh.org**

3. TYPE OF BUSINESS ENTITY:

- NON PROFIT CORPORATION
- FOR PROFIT CORPORATION
- LIMITED LIABILITY COMPANY
- SOLE PROPRIETORSHIP/INDIVIDUAL

6. DESCRIPTIVE TITLE OF APPLICANT'S REQUEST:

TO FUND CORE STAFF AND EXPAND ACCESS TO AND DELIVERY OF LEGAL SERVICES TO LOW-INCOME INDIVIDUALS AND FAMILIES, AND UNDERSERVED COMMUNITIES.

4. FEDERAL TAX ID #: [REDACTED]

5. STATE TAX ID #: [REDACTED]

7. AMOUNT OF STATE FUNDS REQUESTED:

FISCAL YEAR 2015: \$ 450,000.00

8. STATUS OF SERVICE DESCRIBED IN THIS REQUEST:

NEW SERVICE (PRESENTLY DOES NOT EXIST)

EXISTING SERVICE (PRESENTLY IN OPERATION)

SPECIFY THE AMOUNT BY SOURCES OF FUNDS AVAILABLE

AT THE TIME OF THIS REQUEST:

STATE \$224,093.33

FEDERAL \$0.00

COUNTY \$3,077.39 (\$114,295 EXPECTED FEB/MARCH 2014)

PRIVATE/OTHER \$26,029.42

TYPE NAME & TITLE OF AUTHORIZED REPRESENTATIVE:

MICHELLE D. ACOSTA, ACTING EXECUTIVE DIRECTOR
NAME & TITLE

1/31/2014
DATE SIGNED

Application for Grants and Subsidies FY 2015

I. Background and Summary

1. Description of the applicant's background.

Volunteer Legal Services Hawaii (“Volunteer Legal”) was established in 1981 and received its 501(c)(3) status in 1984. It is dedicated to ensuring that poverty is not a barrier to justice. Volunteer Legal continues its mission of providing pro bono civil legal services to low income individuals and families who are in direst need of access to the civil justice system and have cases that merit legal representation. Today, in collaboration with various community partners, the organization provides the framework and administrative support for pro bono attorneys to handle a variety of civil matters through programs responsive to the community’s unmet legal needs.

Volunteer Legal reaches out to and serves the very indigent individuals and families in the community and specifically those whose incomes fall two and a half times below (250%) the Federal Poverty Level for the State of Hawaii. The diverse needs are met with a continuum of services through legal advice and counsel clinics, brief services, self-help workshops and full-representation through volunteer attorneys. The organization’s pool of volunteer attorneys are experienced in their areas of practice and dedicated to providing meaningful legal assistance to those who would otherwise be unable to afford their services.

Volunteer Legal’s unique partnership with volunteer attorneys within the State of Hawaii allows the organization to provide quality legal services to the low-income community. To this end, Volunteer Legal staff actively recruits volunteer attorneys, law students and paralegals through outreach efforts to law firms, solo practitioners, the William S. Richardson School of Law at the University of Hawaii, and the Hawaii Paralegal Association. Volunteer Legal also provides hands on experience and training to newly licensed attorneys through the Emerging Lawyer Program and offers continued legal training for those experienced attorneys needing to meet their required continuing legal education credits.

Volunteer Legal's knowledgeable staff ensures that each program applicant is screened for case and income eligibility and paired with an appropriate volunteer attorney. The licensed attorneys on staff are also available for triage in circumstances where timely legal assistance is required. For instance, a low-income parent needing emergency relief from the court on a custodial matter may be assisted by the attorneys on staff to prepare an emergency motion to be filed pro se while the organization seeks out a pro bono attorney willing and able to provide full representation. The staff of experienced family law and civil litigation attorneys are also able to pre-screen cases prior to placement with volunteer attorneys for brief services and full representation. This important step allows cases to be prioritized and matched with appropriate pro bono attorneys for efficient delivery of services.

Due to the limited sources of stable funding for Volunteer Legal, the Grant-in-Aid is vital in ensuring that the legal programs and services remain available to those who have no other alternatives for meaningful legal assistance. Volunteer Legal's stable funding sources include the Hawaii State Bar Association, the Interest on Lawyer Trust Account ("IOLTA"), and the Indigent Legal Assistance Fund ("ILAF"). Unfortunately, the increase in the ILAF surcharge in 2011 has not translated to sufficient funding for Volunteer Legal, and the continued low interest rates have negatively impacted the amount received through IOLTA.¹ Volunteer Legal received a total of \$44,721 in FY 2013 and expects approximately \$65,884 in FY 2014 from these three sources combined. These amounts cover only a fraction of the organization's overall operating costs. In addition, because Volunteer Legal is an independent non-profit legal service provider, it does not receive federal funding through the Legal Services Corporation ("LSC").²

¹ In FY 2013, Volunteer Legal received \$25,721 in ILAF funds, \$9,000 in IOLTA funds, and \$10,000.00 in HSBA funds. In FY 2014, Volunteer Legal has received \$34,560 and expects to receive another \$13,824 in ILAF funds, \$7,500 in IOLTA funds, and expects \$10,000.00 in HSBA funds.

² LSC funding regulations restrict services to those individuals and families with incomes of 125% or less of the Federal Poverty guideline. Further, LSC regulations restrict services to U.S. Citizens and those lawfully residing within the U.S. Proof of citizenship and immigration status is required to be kept by LSC funded organizations. Volunteer Legal is not restricted by such regulations and therefore has a broad ability to service those who cannot be served by LSC funded organizations.

2. Goals and objectives.

Volunteer Legal requests funding in the amount of \$450,000.00 through the Grant in Aid to increase its capacity to provide its core and much needed legal services throughout the State of Hawaii. In 2013, Volunteer Legal serviced 77% of all individuals and families qualified for assistance. The goal for this funding is to increase the number of individuals and families served while maintaining the quality of service.

Funding will enable Volunteer Legal to stay on course with providing pro bono legal services to individuals and families throughout the State of Hawaii through the following activities:

- A. Outreach to both service providers to low-income families and individuals;
- B. On site educational and informational seminars on various civil legal services in underserved communities;
- C. On site delivery of Divorce and Guardianship Self-Help Workshops in underserved communities;
- D. Coordinate Advice and Counsel Clinics;
- E. Brief Services; and
- F. Full Representation for contested and complicated cases.

Moreover, Volunteer Legal plans to expand the delivery of its services to the Counties of Hawaii, Maui and Kauai by conducting outreach and volunteer recruitment on all 3 Neighbor Islands and offering on-site Uncontested Divorce Self-help Workshops in the Counties of Hawaii and Maui. In addition, funding will help support the delivery of services to the rural and underserved communities on Oahu, to include Kalihi, Waianae, and Waimanalo.

3. Public purpose and need to be served.

The need for legal services among the poor continues to be a pervasive problem. According to the 2008-2012 American Community 5 year survey, an estimated 147,000 of individuals residing in the State of Hawaii were living at or below the poverty level. This number represents 10.8%

of those residing within this State. The 2007 Assessment of Civil Legal Needs and Barriers to Low- and Moderate-Income People in Hawaii reported that only 22.8% of low-income residents who have a legal need received legal assistance.³

With the continued economic lag, the problem of accessing legal services has also proven true for individuals who are above 125% but below 250% of the Federal Poverty Level. These individuals and families otherwise known as the working poor, have just enough income to stay above the 125% poverty level, but have no savings nor the ability to weather a financial crisis. Last year, 44% of those served by Volunteer Legal fell within the 126% to 250% poverty level bracket.

In 2013, approximately 40% of the total intakes conducted by Volunteer Legal were referred by the Legal Aid Society of Hawaii ("Legal Aid"). While Legal Aid provides assistance to as many individuals and families as possible, Legal Aid may not be able to do so for various reasons. Some of those include the following: Legal Aid is already servicing the other party (client conflict); that the consumer is not income eligible; or that the consumer has a legal issue that is not handled by Legal Aid. Perhaps the most telling reason for the high referral rate is that the demand for legal services is great and resources are limited. Volunteer Legal is, for a good number of individuals and families a vital resource when all other avenues for quality legal services have been exhausted. To ensure that community resources are being maximized, Volunteer Legal is working with Legal Aid to make certain that each organization is offering services that are complimentary to one another and not duplicative.

Because Volunteer Legal has the ability to provide services in a wide range of practice areas through its pool of volunteer attorneys, Volunteer Legal can respond to community needs in an efficient and timely manner. For example, in 2013 and as a response to a high demand, Volunteer Legal launched its Guardianship for Minors workshop, and initiated basic Estate Planning services. As we move on to 2014, Volunteer Legal has assessed that the delivery of its core services must be expanded to meet the legal needs of Neighbor Island low-income residents.

³ Achieving Access to Justice for Hawaii's People: The 2007 Assessment of Civil Legal Needs and Barrier of Low-

In 2013, 22% of qualified intakes conducted by Volunteer Legal were from the Neighbor Islands: 152 from Maui County; 291 from Hawaii County; and 52 from Kauai County.

Throughout the state, the highest demand for services are in the following areas: family (divorce, child custody, child support, enforcement and modification, guardianship for minors and incapacitated adults), probate, collections, residential landlord-tenant, and bench warrant recalls. Volunteer Legal's role as the administrative nexus between volunteer attorneys and those of limited means is critical in providing meaningful access to justice in the State of Hawaii.

4. Target population to be served.

Volunteer Legal primarily targets individuals and families who are at or below 250% of the Federal Poverty Level for Hawaii. Volunteer Legal intends to service individuals, families, children, disabled adults and their caregivers, the unemployed, veterans, and those with limited English.

The organization continuously expands and adapts its core activities to meet the pressing legal needs of the service population. Funding through this grant will support the following high needs service areas: family law (divorce, custody, support, enforcement and modification, guardianship and adoption), collections (including bankruptcy), estate planning and probate, veterans' disability benefits, tenant-landlord, bench warrant recalls, and immigration.

5. Geographic coverage.

While Volunteer Legal is based in Honolulu, funding from this grant will allow Volunteer Legal to expand its accessibility to underserved communities throughout the state. Funding will support establishing pro se self-help workshops in the Counties of Hawaii and Maui, and informational and education outreach efforts on Kauai. Likewise, Volunteer Legal will be able to use these funds to extend core services currently only offered in its Kaka'ako office to the underserved communities on Oahu to include Kalihi, Waianae, and Waimanalo.

II. Service Summary and Outcomes

1. Scope of work, tasks and responsibilities.

These funds will support Volunteer Legal's core services to include outreach, intake and screening, referrals, advice and counsel clinics, self-help workshops, brief services and pro bono full representation placements. Further, it will allow for Volunteer Legal to recruit and grow its pool of qualified volunteer attorneys.

A. Outreach. In many instances, individuals who face a legal issue may not recognize the legal element of their problem, nor know how and when to seek relief through the judicial system. Many of those who do seek out judicial relief may find the process intimidating and confusing. Outreach allows Volunteer Legal staff and its volunteer attorneys and law students to provide the community with initial access to the legal system through legal education and resource information.

Volunteer Legal intends to continue its outreach efforts through a variety of activities throughout the state, to include the following:

- 1) Legal and services information presentations to service providers, community partners, and consumers;
- 2) Develop service brochures;
- 3) Participation in various community events; and
- 4) Provide educational workshops on-site.

Additionally, funding will allow Volunteer Legal to expand outreach efforts in the Counties of Maui, Kauai, and Hawaii by tailoring the above listed activities to the unique needs of each County.

B. Intake and Screening. Individuals who walk-in or call Volunteer Legal for services are greeted by Intake staff. During intake, staff obtains basic information and

identifies whether the legal issue to be addressed. If the legal issue is identified as one that cannot be handled by Volunteer Legal, then the individual is provided with referrals to appropriate non-profit or government agencies for assistance.

The information gathered during intake is reviewed by the Supervising Staff Attorney. Once approved, the participant is scheduled either to an advice and counsel clinic or a self-help workshop. When more information is needed from the applicant, the Staff Attorney and/or Intake staff may request additional information or documents from the applicant.

In 2013, 2,222 intakes were conducted for qualified individuals and families by only two (2) intake staff. Funding will allow Volunteer Legal to hire an additional Intake Specialist to assist in the timely response to incoming inquiries and applicants for services.

C. Legal Advice and Counsel Clinics

Individuals and families facing legal issues need sound legal advice and counsel. After Intake and Screening, Volunteer Legal staff schedules individuals and families for one-to-one consultations with volunteer attorneys either in person or by phone. Depending on the complexity of the legal issue, clinic participants will generally have 30 to 45 minute to consult with the volunteer attorney. Prior to the scheduled clinic, Volunteer Legal staff provides the volunteer attorney with the clinic participant's information, a synopsis of the legal issue and copies of any pertinent documents. This advance gathering of information allows for the volunteer attorney to spend much of his/her clinic consultation time on providing legal assessment and advice. Clinic participants are able to ask questions and receive quality advice on how to proceed or not to proceed with their legal issue.

If after the clinic the volunteer attorney determines that the clinic participant requires further services, the volunteer attorney may refer the client to pro bono full representation placement, brief services, a workshop, or a follow-up legal advice and counsel clinic.

D. Self-Help Workshops

Currently, Volunteer Legal offers Uncontested Divorce and Uncontested Guardianship for Minors Self-help Workshops. These workshops are designed to allow volunteer attorneys and/or law students and paralegals to assist participants complete required court forms, provide guidance and instructions on how to proceed pro se, and offer follow-up consultations. At the end of the workshop, participants are provided fully drafted and attorney reviewed court documents which are ready for the applicant to file pro se.

Hawaii, Maui and Kauai Counties: Previously, Volunteer Legal conducted legal advice and counsel clinics in Hilo, Kona and Maui. Budget cuts resulted in the decline of these on site services over the course of three (3) years, and were all together discontinued in early 2013. In lieu of in-person advice and counsel clinics, Volunteer Legal continued this service via phone consultations for all Neighbor Island participants, and also coordinating virtual self-help services.

Neighbor Island communities face limited legal resources. Pro bono attorneys are scarce as most have conflicts, or cannot financially withstand handling contested full representation cases. As a result, many low-income individuals seek ways of helping themselves. Without sufficient legal guidance, many pro se litigants are unable to efficiently maneuver through the judicial system.

This funding will allow Volunteer Legal to plan and deliver self-help workshops on Hawaii and Maui Counties. To begin, Volunteer Legal will conduct self-help divorce workshops on Maui, Hilo and Kona every other month. These workshops will help pro se individuals with the completion of their court forms and will be provided instructions on filing and how to present their case in court. These workshops will be conducted by volunteer attorneys and in the alternative, by Volunteer Legal's licensed staff attorneys.

E. Brief Services

Brief Services are offered to those participants who require more than advice and counsel but may not be appropriate or cannot be reasonably placed with a pro bono attorney for full representation. Such assistance includes drafting a letter, making a phone call to a creditor or landlord; legal research for unique legal issues; or drafting a court pleading to be filed pro se. Brief services are provided by pro bono attorneys and under certain circumstances, such as when time may be of the essence, by Volunteer Legal's licensed staff attorneys.

F. Full-Representation

In cases where a participant qualifies for Volunteer Legal's Pro Bono Referral Program, Volunteer Legal's Pro Bono Coordinator will attempt to recruit a volunteer attorney with experience in that particular area of law for full representation. The Pro Bono Coordinator along with the Director of Legal Services track the cases from placement to closing.

Placement of cases with pro bono attorneys is at the heart of Volunteer Legal's core services. However, the referral process for pro bono full representation demands a great deal of time and effort from the staff. On average, it could take up to five (5) attempts to place a highly contested family law case with a pro bono attorney.

Drastic funding cuts led to a moratorium on the placement of pro bono full representation cases in 2012 through the first quarter of 2013. Consequently, this resulted in less cases placed and less clients represented in highly litigated cases. With the FY 2014 Grant in Aid funding, Volunteer Legal was able to reinstate the Pro Bono Referral Program, and to hire a part-time Pro Bono Coordinator dedicated to that Program. The FY 2015 Grant in Aid funds would allow for the hiring of a full-time Pro Bono Coordinator which would in effect increase efforts in placing clients with pro bono attorneys for full representation.

G. Appropriate Referrals

When Volunteer Legal determines that a client may best be served by other legal service providers or a government agency. The majority of the referrals are made to the following:

- 1) Legal Aid Society of Hawaii;
- 2) Domestic Violence Action Center;
- 3) Hawaii Disability Rights Center;
- 4) Mediation Center of the Pacific;
- 5) Adult Protective Services;
- 6) Child Protective Services;
- 7) Office of the Public Defender;
- 8) Hawaii Civil Rights Commission; and
- 9) Access to Justice – Self Help Centers at District Courts.

In general, Volunteer Legal does not accept fee generating cases, such as personal injury or real estate litigation cases. As such, these types of cases are referred to the Hawaii State Bar Association Lawyer Referral and Information Service.

H. Volunteer Recruitment and Training. Volunteer Legal is dependent on volunteer attorneys to deliver critical legal services to our community. To fortify Volunteer Legal's partnership with volunteer attorneys, the organization coordinates and offers the following support to its volunteers:

- i. Malpractice insurance;
- ii. Substantive materials (e.g. practice manuals, court forms, etc.);
- iii. Hands on training to newly licensed attorneys through pro bono service;
- iv. Mentorship; and
- v. Free legal education and training in exchange for accepting a pro bono case.

Volunteer Legal staff also encourages and advocates for pro bono service by conducting outreach to law firms, government offices, retired attorneys, small-practice and solo practitioners, and law students. In addition, Volunteer Legal participates in pro bono fairs, Access to Justice Commission events and projects, and organizing volunteer recognition events.

2. Annual timeline for accomplishing the results or outcomes of the service.

The services and tasks outlined in Section 2.1 above will be provided during the fiscal year from July 1, 2014 to June 30, 2015.

3. Quality assurance and evaluation plans.

Volunteer Legal has in place the following quality assurance and evaluation procedures:

- A. Intake Procedures: review of all intakes by staff attorney and proper recording in client database.
- B. Advice and Counsel Clinics Procedures: volunteer attorneys are provided with guidelines on policies including the policy against self-referrals for fee for service. Each clinic participant signs an acknowledgment for scope of service and is provided with a client satisfaction survey at the end of clinic.
- C. Brief Services and Full Representation: Referral and placement procedures are in place to monitor the placements from placement attempts, to case opening and closing. Client satisfaction surveys are provided to clients at the close of the case. Volunteer Attorneys are also provided with a case closure evaluation.
- D. Client Grievance Procedures: Policies and information on how to file a consumer grievance with the organization are provided to clients and outlined in services agreements.
- E. Employee Policies: Staff are provided employee policies and any addendums to such policies in a timely manner. These policies include expectations and responsibilities, and provides information on employee rights.
- F. Staff Evaluations: Staff and management members are evaluated for their overall job performance on an annual basis.
- G. Financial Evaluations: Volunteer Legal undergoes an annual audit or financial review by the accounting firm Choo Osada & Lee, CPAs, Inc. The Volunteer Legal board and management review the audit and/or report and act upon any recommendations made by such audits/report.
- H. Project and Activity Evaluations: Volunteer Legal engages in internal self-assessment as part of its activities to ensure that it is meeting its own standards and procedures, addressing issues in a timely manner, documenting good practices, and achieving intended results for clients. These assessments are communicated and discussed at regularly held staff meetings.

4. Measures of effectiveness to be reported to the designated expending agency.

For this funding program, Volunteer Legal's periodic measures of effectiveness will include but not be limited to:

Performance Measure	Goal
Number of Intakes Completed (eligible applicants)	3,000
Number of Services provided (excluding intake)	2,400
Number of Legal Advice and Counsel Clinics held (including phone consultations)	470
Number of self-help workshops held	30
Number of cases placed with pro bono attorneys (excluding advice and counsel)	75
Number of attorney and paralegal volunteer hours	4,000
Outreach events conducted	12
Client satisfaction survey results (average rating, scale 1 to 5, with 5 being the highest)	4.0

III. Financial

1. Budget Forms.

Attached hereto as Attachment "A" are the budget forms detailing the cost of this request.

2. Quarterly funding requests for the fiscal year 2015.

Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total Grant
125,000	125,000	100,000	100,000	450,000

3. Other funding sought for fiscal year 2015.

- A. Indigent Legal Assistance Fund
- B. Hawaii Justice Foundation's Interest on Lawyer Trust Accounts (IOLTA) Fund
- C. Hawaii State Bar Association
- D. County of Hawaii Non-Profit Grant
- E. City and County of Honolulu Community Block Grant
- F. City and County of Honolulu Grant In Aid
- G. Various private foundations for targeted programs

4. State and federal tax credits granted within the prior three years.

Volunteer Legal received the Credit for Small Employer Health Insurance Premiums for calendar year 2011. Volunteer Legal has not applied for any other tax credits nor anticipates applying for tax credits for any capital projects.

5. Balance of unrestricted current assets as of December 31, 2013.

Volunteer Legal has a balance of \$151,913.00 in unrestricted current assets as of December 31, 2013.

IV. Experience and Capability

A. Necessary Skills and Experience

Volunteer Legal has been serving Hawai'i's indigent population with its core services since 1981. All staff members have extensive experience working with the target population. Currently, Volunteer Legal has 3 staff members licensed to practice law within the State of Hawaii, and 2 staff members licensed to practice in federal courts as well as within another state jurisdiction. Collectively, these licensed staff members have extensive experience in the areas of family law, estate planning, landlord-tenant, collections, and immigration. These attorneys are well connected with other practitioners and are members of various Hawaii State Bar sections, thereby allowing them to keep up to date with current practices and are able to promote pro bono service and recruit colleagues. In addition, Volunteer Legal has staff who speak Chuukese, Thai and Tagalog. All staff members undergo continued legal education as well as subject matter training.

Staff members are also active in their respective communities whether by way of volunteering at their local schools, or volunteering for another non-profit. These connections allow for Volunteer Legal to be familiar with the needs of the community. With the combined skills and dedication of the staff, Volunteer Legal is able to effectively serve the indigent population through outreach, intake, screening, and referrals to pro bono attorneys.

Volunteer Legal's pool of pro bono attorneys range from large law firm partners, associates and solo practitioners who are leaders in their areas of practice. These pro bono attorneys do not only

provide direct services but also mentor newly licensed pro bono attorneys, are presenters at volunteer trainings and events, and develop substantive materials for various agency programs. Overall, Volunteer Legal has 250 volunteer attorneys who participate and support various programs and services.

Over the past three (3) years, Volunteer Legal has contracted with a variety of agencies and foundations to serve the indigent population. These include:

- 2010-2014 County of Hawaii – legal services to Hawaii Island residents
- 2011 City & County of Honolulu CDBG grant – provide legal education workshops and assistance at homeless and transitional shelters
- 2010-2012 IRS Taxpayer Advocate’s Low Income Tax Clinic – assist taxpayers with IRS issues and to provide tax education and outreach to limited-English proficient groups.
- 2011-2012 Atherton Foundation grant – supported Volunteer Legal’s Re-employment and Community Service Program, which helps clients recall existing bench warrants resulting from unresolved non-felonious violations and allowing the client to resolve the underlying violation through payment plans of fees and fines or conversion to community service.
- 2012-2013 Hawaii Women’s Legal Foundation grant – provide interpreter services to LEP and Deaf clients.
- 2012-2013 Beta Beta Gamma Foundation grant to conduct guardianship workshops in low-income and immigrant communities.
- 2013 City & County of Honolulu, Office of Youth Services fee for service – provide legal services to young adults ages 18 to 21 enrolled in the Creating Employment Opportunities Program and who have legal issues including the expungement of juvenile arrest records.

B. Facilities

Volunteer Legal is based in a storefront located at 545 Queen Street in Kaka’ako, Honolulu which is easily accessible by public transportation. Intake, Legal Advice Clinics, and workshops are conducted at the Kaka’ako location. The office space, conference room, equipment and

supplies are utilized by volunteer attorneys and staff to service clients. Volunteer Legal seeks out venues for sponsored community events that is convenient to the public and adheres to the American with Disabilities Act.

The FY 2014 Grant in Aid awarded to Volunteer Legal allowed for the updating of desktop and laptop computers. Volunteer Legal continues to use FY 2014 Grant in Aid funds to develop an efficient case management system.

The facility is American with Disabilities Act (ADA) compliant. The main entrance is equipped with double door access and workspace and conference room areas provide ample width of entry. The agency makes reasonable accommodations for persons with disabilities, including providing sign language interpreters for Deaf clients.

V. Personnel: Project Organization and Staffing

A. Proposed Staffing, Staff Qualifications, Supervision and Training

1. **Proposed Staffing.** Funding from this grant will support the following staff who ensure that the essential legal services are delivered to the thousands of indigent individuals and families who seek assistance through Volunteer Legal efficiently:

- a) Legal Services
 - i. Director of Legal Services, Full-time
 - ii. Supervising Staff Attorney, Full-time (currently part-time)
 - iii. Pro Bono Placement Coordinator, Full-time (currently part-time)
 - iv. Intake and Clinic Coordinator, Full-time
 - v. Direct Services Coordinator, Full-time
 - vi. Outreach Coordinator, Full-time (currently vacant)
 - vii. Intake Specialist, Full-time (currently vacant)

- b) Administrative Support
 - i. Executive Director, Full-time
 - ii. Director of Operations and Finance, Full-time
 - iii. Bookkeeper/Office Administrator, Full-time
 - iv. Administrative Assistant, Full-time

2. **Staff Qualifications and Experience.**

Volunteer Legal has experienced staff members who are committed to serving the indigent population of Hawaii.

Michelle D. Acosta, Acting Executive Director, is licensed to practice law in the States of Hawaii and Oregon. Ms. Acosta is a graduate of the Northwestern School of Law of Lewis and Clark College. Prior to joining Volunteer Legal in January of 2013, Ms. Acosta practiced in the private sector in the areas of family law with a focus on divorce and paternity cases, and estate planning. Ms. Acosta was also part of the litigation team at the Domestic Violence Action Center where she represented victims of domestic violence in family law issues as well as restraining orders. As Acting Executive Director, she manages the operations, programs and financial management of the organization. Prior to this, Ms. Acosta was the Senior Staff Attorney for Volunteer Legal where her duties included program development and management.

Aphirak Bamrungruan, Supervising Attorney, studied and practiced law in his native Thailand before obtaining a law degree from William S. Richardson School of Law. Mr. Bamrungruan previously held a position with the Domestic Violence Action Center as a staff attorney, where he represented over 1,000 victims of domestic violence in restraining orders, divorces and paternity cases in family court. Mr. Bamrungruan has also been a longtime volunteer with the Hawaii Immigrant Justice Center where he handles human trafficking and other immigration cases. Mr. Bamrungruan oversees and supervises the Intake, Clinic and Workshop staff, ensuring that proper procedures are developed and followed for effective delivery of services.

Delia C.L. Johnson, Director of Legal Services, comes to Volunteer Legal from Legal Aid Society of Hawaii's Honolulu Office Housing/Consumer unit where she provided representation to those facing eviction and housing discrimination. Ms. Johnson also directly supervised a total of 12 staff within the Fair Housing Program for Legal Aid. In addition, Ms. Johnson has extensive experience in district court matters and veteran's disability benefits. As Director of Legal Services, Ms. Johnson oversees the effective delivery of legal and constituent services including intake, clinics, workshops and pro bono placements. Ms. Johnson also generates reports and develops new pro bono projects. Ms. Johnson is also primarily responsible for conducting outreach and maintaining relationships with community stake holders, including volunteer attorney recruitment and training.

Wendy Kojima, Bookkeeper and Office Administrator, holds a BA degree in Management Information Systems (MIS) from the University of Hawaii at Manoa. She has an extensive accounting and administrative background and has been employed by Volunteer Legal for over 3 and a half years. She has a working knowledge of grants and adept in Sage, MACOLA and other finance software. In addition to her bookkeeping

duties, Ms. Kojima assists with administrative and operational matters through maintenance of vendor contracts and agreements, and the upkeep and inventory of office equipment.

Katrina Malae, Direct Services Coordinator, has been with Volunteer Legal for over 7 years. She holds a Bachelor's degree in Human Services from University of Phoenix and is a Notary Public. She also holds various certifications related to social services and nonprofit work which assist in servicing the organizations target populations. Ms. Malae's responsibilities include overseeing the delivery of direct services, mainly the Re-employment and Community Service (RACS) Program, and the Estate Planning Drafting services. Ms. Malae also acts on rotation as an Intake Specialist processing intake calls and walk-ins.

Jeanilou T. Maschhoff, Director of Operations and Finance, brings over 15 years of management and operations experience. Her diverse background includes a comprehensive knowledge in production budgets and financing through her private consulting business, accounting and banking experience. Ms. Maschhoff joined Volunteer Legal in 2012 as the Special Assistant to the Executive Director after previously working as the Pro Bono Program Manager at Legal Aid Society of Hawaii. Ms. Maschhoff is a graduate of Concord Law School and is a licensed attorney in the State of California. She also holds a BA degree in Justice Administration from Hawaii Pacific University. Ms. Maschhoff oversees the administrative operations of the organization while managing the financial and public relations aspects of Volunteer Legal including grants, fundraising, events and newsletter publications.

Darlani Moore, Administrative Assistant, comes to Volunteer Legal from the First to Work Program where she was an office assistant. She has held a variety of administrative and customer service positions. Her experience in the nonprofit sector has provided her with the understanding needed to cater to the sensitive needs of the organization. Ms. Moore provides general administrative support including the collection of information and data for reporting, file keeping, and the screening and directing of phone calls, walk-in visitors and clients to appropriate staff.

Lizanne Pasquarette, Pro Bono Coordinator, earned her Juris Doctorate from the South Texas College of Law, Houston, Texas. Ms. Pasquarette is experienced not only in the private practice of law, but also with the delivery of legal services to the low-income through her work with non-profit legal service providers in Houston, Washington D.C., and Virginia. As pro bono coordinator, Ms. Pasquarette is primarily responsible for the recruitment of pro bono attorneys and for the placement of pro bono cases with pro bono attorneys. In addition, Ms. Pasquarette works closely with other program staff to develop and implement pro bono projects.

Beverlyn Simina, Intake and Clinic Coordinator, has been with Volunteer Legal since December, 2007. She holds a BA degree in Administration of Justice and Philosophy from the University of Hawaii at Hilo, is fluent in Chuukeese, and is a Notary Public.

Her vast abilities allow her to provide support to the organization in multiple capacities. She oversees the Uncontested Divorce and Guardianship of Minors Self-Help Workshops while providing paralegal support. In addition, Ms. Simina acts on rotation as an Intake Specialist and assists in an administrative capacity on special projects as needed.

Outreach Coordinator – Volunteer Legal is in the process of hiring an Outreach Coordinator. This staff member will primarily be responsible for coordinating all outreach efforts throughout the State, and will closely work with community social service providers and agencies. In addition, the Outreach Coordinator will be responsible for creating and maintaining the organization's services and programs outreach materials. The Outreach Coordinator will work closely with both the Director of Operations and Director of Legal Services to develop and direct publicity for the organization's services and pro bono programs.

Intake Specialist – Funding would allow for the hiring of a full-time Intake Specialist, who would be responsible for screening service and program applicants for subject matter and income qualifications. The Intake Specialist would also be responsible for scheduling qualified applicants for legal advice clinics, brief services and workshops.

Position descriptions and resumes are attached hereto as Attachments "B" and "C" respectively.

3. **Supervision and Training.**

The Director of Legal Services will supervise the program staff: Supervising Staff Attorney, Pro Bono Coordinator, Outreach Coordinator, Clinic Coordinator and Direct Services Coordinator. The Supervising Staff Attorney oversees Intake, Clinic and Workshop procedures to ensure the delivery of quality service. The Director of Operations supervises the operations staff and works closely with the Director of Legal Services to ensure overall organizations goals are being met. The Director of Legal Services and Operations directly report to the Executive Director who oversees the day-to-day operations of Volunteer Legal and the development and implementation of policies and procedures. The Executive Director reports to the Volunteer Legal Board.

All employees will participate in an annual performance review, and receive performance counseling as necessary. Employees also engage in annual trainings. The attorneys on staff undergo annual training by way of continuing legal education to comply with licensing requirements. In addition, staff attorneys and legal services staff members participate in trainings offered to volunteer attorneys to keep abreast of current court procedures. Operations staff members also have the opportunity to attend annual training in non-profit management and

accounting.

B. Organization Chart

Please see Addendum "D", attached hereto.

C. Compensation paid by the applicant to the three highest paid officers, directors, or employees of the organization by position.

Executive Director \$70,000
Director of Operations and Finance \$55,000
Director of Legal Services \$56,500

VI. Other

A. Litigation

There is no pending litigation to which Volunteer Legal is a party.

B. Licensure or Accreditation

Volunteer Legal's staff consists of attorneys who are licensed to practice in the States of Hawaii, California, Oregon, and Virginia, and in Federal Courts. In addition, all pro bono attorneys are also licensed to practice law in the State of Hawaii as well as in Federal Courts.

**DECLARATION STATEMENT OF
APPLICANTS FOR GRANTS AND SUBSIDIES PURSUANT TO
CHAPTER 42F, HAWAII REVISIED STATUTES**

The undersigned authorized representative of the applicant certifies the following:

- 1) The applicant meets and will comply with all of the following standards for the award of grants and subsidies pursuant to Section 42F-103, Hawaii Revised Statutes:
 - a) Is licensed or accredited, in accordance with federal, state, or county statutes, rules, or ordinances, to conduct the activities or provide the services for which a grant or subsidy is awarded;
 - b) Complies with all applicable federal and state laws prohibiting discrimination against any person on the basis of race, color, national origin, religion, creed, sex, age, sexual orientation, or disability;
 - c) Agrees not to use state funds for entertainment or lobbying activities; and
 - d) Allows the state agency to which funds for the grant or subsidy were appropriated for expenditure, legislative committees and their staff, and the auditor full access to their records, reports, files, and other related documents and information for purposes of monitoring, measuring the effectiveness, and ensuring the proper expenditure of the grant or subsidy.

- 2) The applicant meets the following requirements pursuant to Section 42F-103, Hawaii Revised Statutes:
 - a) Is incorporated under the laws of the State; and
 - b) Has bylaws or policies that describe the manner in which the activities or services for which a grant or subsidy is awarded shall be conducted or provided.

- 3) If the applicant is a non-profit organization, it meets the following requirements pursuant to Section 42F-103, Hawaii Revised Statutes:
 - a) Is determined and designated to be a non-profit organization by the Internal Revenue Service; and
 - b) Has a governing board whose members have no material conflict of interest and serve without compensation.

Pursuant to Section 42F-103, Hawaii Revised Statutes, for grants or subsidies used for the acquisition of land, when the organization discontinues the activities or services on the land acquired for which the grant or subsidy was awarded and disposes of the land in fee simple or by lease, the organization shall negotiate with the expending agency for a lump sum or installment repayment to the State of the amount of the grant or subsidy used for the acquisition of the land.

Further, the undersigned authorized representative certifies that this statement is true and correct to the best of the applicant's knowledge.

VOLUNTEER LEGAL SERVICES HAWAII
(Typed Name of Individual or Organization)



Jan. 31, 2014
(Date)

MICHELLE D. ACOSTA
(Typed Name)

ACTING EXECUTIVE DIRECTOR
(Title)

ATTACHMENT “A”

BUDGET FORMS

- Budget Request by Source of Funds
- Budget Justification – Personnel, Salaries and Wages
- Budget Justification – Equipment and Motor Vehicles
- Budget Justification – Capital Project Details

BUDGET REQUEST BY SOURCE OF FUNDS
(Period: July 1, 2014 to June 30, 2015)

Applicant: Volunteer Legal Services Hawaii

BUDGET CATEGORIES	Total State Funds Requested (a)	Grants (b)	(c)	(d)
A. PERSONNEL COST				
1. Salaries	278,100	208,400		
2. Payroll Taxes & Assessments	68,942	46,000		
3. Fringe Benefits	31,158	16,500		
TOTAL PERSONNEL COST	378,200	270,900		
B. OTHER CURRENT EXPENSES				
1. Airfare, Inter-Island	1,500	2,500		
2. Insurance	3,100	6,100		
3. Lease/Rental of Equipment & Maintenance	10,000	1,500		
4. Lease/Rental of Space	25,500	21,000		
5. Staff Training	700	3,000		
6. Supplies	1,600	4,400		
7. Telecommunication: telephone, fax, internet	6,500	3,000		
8. Utilities	6,500	2,500		
9. Auditor/Accounting Services	5,000	16,000		
10. Software/IT Subscription Services	4,000	2,500		
11. IT Services	5,000	1,500		
12. Postage, Printing & Reproduction	500	3,000		
13. Outreach	400	100		
14. Volunteer Development/CLE	1,500	500		
15. Clinic/Workshop Expenses		1,300		
16. Fees & License		2,000		
17.				
18.				
19.				
20.				
TOTAL OTHER CURRENT EXPENSES	71,800	70,900		
C. EQUIPMENT PURCHASES				
D. MOTOR VEHICLE PURCHASES				
E. CAPITAL				
TOTAL (A+B+C+D+E)	450,000	341,800		
SOURCES OF FUNDING		Budget Prepared By:		
(a) Total State Funds Requested	450,000	JEANILOU MASCHHOFF 522-0676		
(b) Grants (including ILAF and IOLTA)	341,800	Name (Please type or print) _____ Phone _____		
(c)		Date <u>1/30/14</u>		
(d)				
TOTAL BUDGET	791,800	MICHELLE D. ACOSTA Name and Title (Please type or print)		

BUDGET JUSTIFICATION PERSONNEL - SALARIES AND WAGES

Applicant: Volunteer Legal Services Hawaii

Period: July 1, 2014 to June 30, 2015

POSITION TITLE	FULL TIME EQUIVALENT	ANNUAL SALARY A	% OF TIME ALLOCATED TO GRANT REQUEST B	TOTAL STATE FUNDS REQUESTED (A x B)
Executive Director	1.0	\$70,000.00	60.00%	\$ 42,000.00
Director of Operations	1.0	\$55,000.00	60.00%	\$ 33,000.00
Bookkeeper/Office Admin	1.0	\$42,000.00	60.00%	\$ 25,200.00
Director of Legal Services	1.0	\$56,500.00	60.00%	\$ 33,900.00
Supervising Attorney	1.0	\$50,000.00	60.00%	\$ 30,000.00
Pro Bono Coordinator	1.0	\$45,000.00	60.00%	\$ 27,000.00
Outreach Coordinator	1.0	\$41,000.00	60.00%	\$ 24,600.00
Intake/Clinic Coordinator	1.0	\$39,000.00	60.00%	\$ 23,400.00
Direct Services Coordinator	1.0	\$39,000.00	60.00%	\$ 23,400.00
Intake Specialist	1.0	\$26,000.00	60.00%	\$ 15,600.00
Administrative Assistant	1.0	\$23,000.00		\$ -
				\$ -
				\$ -
				\$ -
TOTAL:				278,100.00
JUSTIFICATION/COMMENTS:				

BUDGET JUSTIFICATION - EQUIPMENT AND MOTOR VEHICLES

Applicant: Volunteer Legal Services Hawaii

Period: July 1, 2014 to June 30, 2015

DESCRIPTION EQUIPMENT	NO. OF ITEMS	COST PER ITEM	TOTAL COST	TOTAL BUDGETED
None			\$ -	
			\$ -	
			\$ -	
			\$ -	
			\$ -	
TOTAL:				

JUSTIFICATION/COMMENTS:

DESCRIPTION OF MOTOR VEHICLE	NO. OF VEHICLES	COST PER VEHICLE	TOTAL COST	TOTAL BUDGETED
			\$ -	
			\$ -	
			\$ -	
			\$ -	
			\$ -	
TOTAL:				

JUSTIFICATION/COMMENTS:

**BUDGET JUSTIFICATION
CAPITAL PROJECT DETAILS**

Applicant: VOLUNTEER LEGAL SERVICES HAWAII

Period: July 1, 2014 to June 30, 2015

FUNDING AMOUNT REQUESTED						
TOTAL PROJECT COST	ALL SOURCES OF FUNDS RECEIVED IN PRIOR YEARS		STATE FUNDS REQUESTED	OF FUNDS REQUESTED	FUNDING REQUIRED IN SUCCEEDING YEARS	
	FY: 2012-2013	FY: 2013-2014	FY:2014-2015	FY:2014-2015	FY:2015-2016	FY:2016-2017
PLANS						
LAND ACQUISITION						
DESIGN						
CONSTRUCTION						
EQUIPMENT						
TOTAL:	0	0	0	0	0	0
JUSTIFICATION/COMMENTS:						

ATTACHMENT “B”

POSITION DESCRIPTIONS

Job Description
EXECUTIVE DIRECTOR
1.0 FTE

General Responsibilities

The Executive Director will act as the chief operating executive of the organization, appointed by, and accountable to, the Board of Directors. The Executive Director will be specifically responsible for ensuring the effective and economical delivery of legal services, fund development and the maintenance of the highest level of services and professional standards in referring cases to volunteer attorneys.

Duties

1. Plans and recommends policies and programs and executes all decisions of the Board while assuring that the Board of Directors is kept fully informed.
2. Responsible for the overall leadership of staff in the development and implementation of short and long range plans, policies and other activities.
3. Inspires and leads the organization in carrying out its mission and maintaining its vision.
4. Responsible for the financial management of the organization, including the development and implementation of the annual budget.
5. Promotes and acquires financial support including writing grants.
6. Develops and expands Volunteer Legal's program to deliver pro bono legal services to low income level individuals and families.
7. Maintains effective relationships with other organizations, both public and private, to enhance the organization's ability to deliver services.
8. Maintains the community presence of Volunteer Legal through educating the private bar and public while advocating for strengthening a culture and commitment for pro bono work.
9. Interacts with elected and appointed government officials to promote the interests of VLSH and pro bono and acts as spokesperson for the organization and assists the volunteer leadership in representing the organization as appropriate.
10. Participates in appropriate HSBA and ABA committees, as well as other local and national organizations and carries out other responsibilities as assigned by the Board of Directors.

Job Description
DIRECTOR OF OPERATIONS AND FINANCE
1.0 FTE

General Responsibilities:

Reporting to the Executive Director, the Director of Operations is responsible for planning, directing, and coordinating major fundraising activities, and special projects; and overseeing all financial and accounting practices for the organization.

Duties:

Development

1. Establishes short-and long-range goals for unrestricted funding sources;
2. Develop and grow the organizations' individual donor base; manage annual gift giving campaign;
3. Assist in developing, coordinating, maintaining and implementing an annual fundraising plan;
4. Cultivate and nurture relationships with current and potential corporate sponsors;
5. Coordinate Board fundraising capacity;
6. Produce solicitations/support materials, correspondences, letters of acknowledgment to donors, maintain donor communication files;
7. Assist in grant proposals and reports to corporate, foundation, and government funders; and
8. Coordinate development and public affairs matters including various communications (e.g. general content for website, Facebook, newsletter, annual report, etc.).

Finance

1. Prepare financial report for Executive Director, Board of Directors, funders and projects as may be requested;
2. Assist in the development of the annual organizational and program budgets, cash flow or other projections as may be required;
3. Supervise and oversee accounting matters;
4. Assist in the development of grant proposals, including financials and/or budgets
5. Ensure that all grants are properly and accurately assessed, billed, and relevant grant reports are prepared, ensuring that grant expenditure reports reconcile with the general ledger; and
6. Maintain accurate accounting of all unrestricted income and its sources.

Human Resources

1. Process all paperwork and provide orientation for each new employee and non-legal volunteer;
2. Ensure that all employees receive appropriate employee benefits;
3. Arrange for appropriate employee training as the Executive Director indicates; and
4. Maintain accurate and timely employee and volunteer files.

Special Projects

1. As may be assigned from time by the Executive Directors, manage other assignments and special projects.

Job Description

OFFICE COORDINATOR / BOOKKEEPER

1.0 FTE

General Responsibilities:

Under the direction of the Executive Director and working closely with the Director of Operations, the Office Coordinator/Bookkeeper supports the organization's office systems and renders services relative to the bookkeeping, management and administration of the organization's revenue.

Duties:

Office Coordination

1. Maintains office efficiency by planning and implementing office systems, layouts, and equipment and supplies procurement;
2. Maintain in a timely fashion inventory of all equipment, publications, and other materials as may be appropriate;
3. Coordinate maintenance and repair of facilities as may be needed; and
4. Ensure that accurate and timely records, vendor contracts and agreements are maintained.

Bookkeeping

1. Receive daily deposits, post, file and manage all revenue for Volunteer Legal and its projects;
2. Maintain and allocate all accounts receivable; accounts payable and account reconciliations;
3. Post, maintain and allocate vacation, sick leave and leave of absence of staff and distribute payroll;
4. Prepare monthly financial report for the Executive Director, Board of Directors, funders and projects and maintain files of all grants and vendor contracts and agreements;
5. Ensure that grant expenditures reports reconcile with general ledger;
6. Provide necessary reports and worksheets to the Accountant on a monthly basis;
7. Maintain accurate and timely files of all grant proposals, contracts and or agreements and billings;
8. Prepare all materials for audits and other financial reviews; and
9. Formulate, prepare and maintain accounting policies and procedures as required.

Job Description

DIRECTOR OF LEGAL SERVICES

1.00 FTE

General Responsibilities:

Reporting to the Executive Director, the Director of Legal Services is responsible for drafting, developing and implementing a logical plan of action to increase the quality of services through volunteer recruitment and program development.

Duties:

1. Ensure through appropriate staff that all program goals are met.
2. Provide for all of VLSH's volunteer needs: ensuring that all attorney, law student, and paralegal volunteers receive orientation to the organization, and are properly trained on divisional and organizational policies, procedures, expectations and goals.
3. In a timely manner supervise and review the work of program staff (Direct Service Supervisor, Intake Coordinator, Direct Services Coordinator, Outreach Coordinator, Pro Bono Placement Coordinator, and volunteers assigned to clinics or workshops), ensuring that all work is timely and appropriately performed, that all procedures and policies are properly followed, that all relevant manuals and or materials are kept current and available for use.
4. Work cooperatively and closely with the administrative division to ensure that quality legal services are provided to VLSH participants.
5. Promote and acquire support and commitment for pro bono work from the HSBA, its committees and the larger community; educate the members of the HSBA and the public about VLSH.
6. Develop and expand VLSH's program to deliver pro bono legal services to low-to-mid-income level individuals and families. Identify areas of need in the delivery of legal services to the indigent population. Establish, in conjunction with the Executive Director, systems to assist such indigents.
7. Maintain an accurate database of volunteers to include attorneys, paralegals, law students, community volunteers and other advocates.
8. Conduct outreach as is relevant to the services offered by VLSH, developing and maintaining good relationships with clients, volunteers, community organizations and service providers who partner with VLSH, assisting and representing Executive Director as needed in all VLSH programs and in Fundraising activities and staff Board of Director committees assigned.

9. Conduct and /or participate in the hiring, performance evaluation, performance counseling and corrective action of employees in a timely fashion.
10. Participate with the management team and Board of Directors in planning, ensure that all relevant report to management team, Board of Directors, grantors or funders are well-written and timely; attend and report at all staff and management meetings.
11. Review, amend and maintain current procedures manuals to ensure consistent performance.
12. Other tasks and assignments as necessary.

Job Description

SUPERVISOR STAFF ATTORNEY

1.0 FTE

General Responsibilities:

Reporting to the Director of Legal Services, the Supervisor Staff Attorney is responsible for reviewing intakes completed by staff, authorizing staff to schedule callers for appropriate Volunteer Legal Services or referral to the Pro Bono Placement Coordinator, supervising staff and volunteers at clinics and workshops, and assisting the Director of Legal Services in weekly and monthly reporting requirements.

Duties:

1. Work cooperatively and closely with the Director of Legal Services to develop program goals and ensure that all program goals are met.
2. Develop, maintain and update policies and procedures for reviewing and following up on intakes, including updating the intake sheets as necessary to reflect changes in the law.
3. Work cooperatively and closely with the Direct Services Division Staff (Director of Legal Services, Intake Coordinator, Pro Bono Placement Coordinator, Direct Services Coordinator and Outreach Coordinator) to develop, maintain and update case handling procedures to include, but not limited to, acceptable timeframes from intake to service for advice and counsel, until documents are completed and filed for brief services and until placement for full representation.
4. In a timely manner supervise and review the work of clinic and workshop staff and volunteers, ensuring that all work is timely and appropriately performed, that all procedures and policies are properly followed, and that all projects are being implemented consistently and efficiently.
5. Work cooperatively and closely with the Direct Services Division Staff (Director of Legal Services, Intake Coordinator, Pro Bono Placement Coordinator, Direct Services Coordinator and Outreach Coordinator) to ensure that quality legal services are provided to VLSH participants.
6. Oversee a quarterly satisfaction survey, administered by the Direct Services Coordinator, to be sent to a random selection of callers that were both provided services and denied services.
7. Gather all necessary data and information for assigned projects to assist Director of Legal Services in reporting requirements.
8. Along with Director of Legal Services, conduct outreach to other non-profit service providers.
9. Assist in the planning of staff and volunteer trainings.
10. Other tasks and assignments as necessary.

Job Description

PRO BONO COORDINATOR

1.0 FTE

General Responsibilities:

Under the direction of the Director of Legal Services, the Pro Bono Coordinator primarily responsible for coordinating all referrals for brief services and pro bono full representation cases with pro bono attorneys, as well as the recruitment of volunteer attorneys..

Duties:

1. Work closely with Intake Coordinator and Direct Services Supervisor in collecting clinic case assessment information after each clinic;
2. Review case assessments and where indicated, send out brief services and/or full representation applications to program applicants;
3. Coordinate placement of eligible applicants with volunteer attorneys and/or staff attorneys;
4. Track and maintain participant case files and database for Referral Program cases;
5. Generate monthly Referral Program status reports;
6. Assist with intake and returning phone calls as may be necessary;
7. Assist with volunteer attorney recruitment;
8. Assist with planning and oversight of pro bono training events;
9. Assist with developing and directing publicity for the pro bono program; and
10. Participate in special events and projects as necessary.

Job Description
OUTREACH COORDINATOR
1.00 FTE

General Responsibilities:

Reporting to the Director of Legal Services, the Outreach Coordinator is responsible for planning, coordinating and implementing projects; assisting with workshops and information sessions to the public; scheduling and overseeing event and outreach logistics; conducting intake for potential clients; and supporting the management team in implementing and coordinating intake, direct services, special projects and outreach.

Duties:

1. Work cooperatively and closely with the Director of Legal Services to develop program goals and ensure that all program goals are met.
2. Develop, maintain and update policies and procedures related to assigned projects and ensure all staff and volunteers are properly trained on these policies and procedures.
3. In a timely manner supervise and review the work of project staff and volunteers, ensuring that all work is timely and appropriately performed, that all procedures and policies are properly followed, and that all projects are being implemented consistently and efficiently.
4. Work cooperatively and closely with the Intake Coordinator and Direct Services Coordinator to ensure that quality legal services are provided to VLSH participants.
5. Maintain and update the projects/outreach schedule, assist in filling vacancies in the calendar and ensure project goals are met on time and in full.
6. Point person for the coordination, scheduling and staffing of Ask-a-Lawyer events.
7. Assist the Director of Legal Services and Pro Bono Placement Coordinator in maintaining an accurate database of volunteers to include attorneys, paralegals, law students, community volunteers and other advocates.
8. Conduct outreach as is relevant to the services offered by VLSH, developing and maintaining good relationships with clients, volunteers, community organizations and service providers who partner with VLSH and assisting the Director of Legal Services as needed.
9. Review, amend and maintain current procedures manuals for each assigned project to ensure consistent performance.
10. Gather all necessary data and information for assigned projects to assist Director of Legal Services in reporting requirements.
11. Conduct a minimum of six (6) intake shifts a week.
12. Other tasks and assignments as necessary.

12. Review, amend and maintain current Intake Procedures manuals to ensure consistent performance.
13. Conduct a minimum of eight (8) intake shifts a week.
14. Gather all necessary intake data to assist Director of Legal Services in reporting requirements.
15. Other tasks and assignments as necessary.

Job Description

INTAKE COORDINATOR

1.00 FTE

General Responsibilities:

Reporting to the Director of Legal Services, the Intake Coordinator is responsible for developing, implementing and coordinating a statewide system for efficient screening of potential clients for legal services; conducting intake for potential clients; and supporting the staff attorneys in implementing and coordinating intake, direct services, special projects and outreach.

Duties:

1. Work cooperatively and closely with the Director of Legal Services and Direct Services Supervisor to develop program goals and ensure that all program goals are met.
2. Develop, maintain and update policies and procedures related to intake and ensure all staff and volunteers are properly trained on these policies and procedures.
3. In a timely manner supervise and review the work of intake staff and volunteers, ensuring that all work is timely and appropriately performed, that all procedures and policies are properly followed, and that all callers are receiving the same instructions.
4. Work closely with the Pro Bono Placement Coordinator to develop and maintain appropriate procedures and standards for pro bono placement after initial client screening.
5. Work cooperatively and closely with the Outreach Coordinator and Direct Services Coordinator to ensure that quality legal services are provided to VLSH participants.
6. Maintain and update the clinic schedule and assist in filling vacancies in the calendar.
7. Ensure volunteer attorneys timely receive client lists for conflict checks at least one week prior to schedule clinic.
8. Primary staff member responsible for receipt of administrative fees and scheduling for clinics.
9. Point person for the coordination, scheduling and staffing of the UDA and Guardianship Workshops.
10. Assist the Director of Legal Services in maintaining an accurate database of volunteers to include attorneys, paralegals, law students, community volunteers and other advocates.
11. Conduct outreach as is relevant to the services offered by VLSH, developing and maintaining good relationships with clients, volunteers, community organizations and service providers who partner with VLSH and assisting the Director of Legal Services as needed.

12. Review, amend and maintain current Intake Procedures manuals to ensure consistent performance.
13. Conduct a minimum of eight (8) intake shifts a week.
14. Gather all necessary intake data to assist Director of Legal Services in reporting requirements.
15. Other tasks and assignments as necessary.

Job Description
DIRECT SERVICES COORDINATOR
1.00 FTE

General Responsibilities:

Reporting to the Director of Legal Services, the Direct Services Coordinator is responsible for planning, coordinating and implementing Volunteer Legal's direct services programs, including, but not limited to the RACS and Estate Planning programs; conducting intake for potential clients; and supporting the management team in implementing and coordinating intake, direct services, special projects and outreach.

Duties:

1. Work cooperatively and closely with the Director of Legal Services to develop program goals and ensure that all program goals are met.
2. Develop, maintain and update policies and procedures for each direct services program and ensure all staff and volunteers are properly trained on these policies and procedures.
3. Work cooperatively and closely with the Intake Coordinator to develop, maintain and update case handling procedures to include, but not limited to, acceptable timeframes from intake to service for advice and counsel, until documents are completed and filed for brief services and until placement for full representation.
4. In a timely manner supervise and review the work of project staff and volunteers, ensuring that all work is timely and appropriately performed, that all procedures and policies are properly followed, and that all projects are being implemented consistently and efficiently.
5. Work cooperatively and closely with the Intake Coordinator, Pro Bono Placement Coordinator and Outreach Coordinator to ensure that quality legal services are provided to VLSH participants.
6. Maintain and update the direct services schedule and assist the Intake Coordinator, as necessary, in filling vacancies in the clinic calendar.
7. Point person for the coordination, scheduling and staffing of all estate planning and RACS activities.
8. Assist the Director of Legal Services in maintaining an accurate database of volunteers to include attorneys, paralegals, law students, community volunteers and other advocates.
9. Conduct outreach as is relevant to the services offered by VLSH, developing and maintaining good relationships with clients, volunteers, community organizations and service providers who partner with VLSH and assisting the Director of Legal Services as needed.

10. Review, amend and maintain current procedures manuals for the RACS and estate planning programs to ensure consistent performance.
11. Design, implement and oversee a quarterly satisfaction survey to be sent to a random selection of callers that were both provided services and denied services.
12. Gather all necessary data and information for assigned projects to assist Director of Legal Services in reporting requirements.
13. Conduct a minimum of six (6) intake shifts a week.
14. Other tasks and assignments as necessary.

Job Description
INTAKE SPECIALIST
1.0 FTE

General Responsibilities

Under the supervision of the Supervising Staff Attorney, the Intake Specialist conducts telephone and in-person interviews with potential project participants to determine if the individual is qualified for assistance. He/she screens the applicants' income and asset levels and their legal issue to determine the merit of their case and eligibility for services. This position also schedules the participant once qualified for various levels of service. He/she will communicate with Project staff to coordinate legal services and assist in facilitating legal services.

Duties

1. Receive all incoming phone calls and walk-ins from potential participants and coordinate the initial screening to ensure that they meet Project criteria and standards.
2. Initiate the collection of documents and forms from the participant.
3. Ensure that every potential participant is properly documented in the computer database and the participant's status is properly logged.
4. Manage and track all referrals and intake outcomes.
5. Attend all Volunteer Legal staff meetings and comply with internal personnel policies and procedures including requirements relating to timely and accurate timesheets, work schedules and attendance.
6. Assist in generating statistical data reports.
7. Assist in special projects from time to time as necessary.

Job Description
ADMINISTRATIVE ASSISTANT
1.0 FTE

General Responsibilities:

Under the direction of the Director of Operations and Finance, the Administrative Assistant performs administrative and office support activities for the management team to facilitate the efficient operation of the organization.

Duties:

1. Coordinate meetings for Board of Directors, Executive Committee, and staff meetings, including preparation of meeting agendas, and compile, transcribe and distribute minutes of meetings.
2. Open, sort and distribute incoming correspondence.
3. Prepare and modify documents including correspondence, reports, drafts, and memos.
4. Answer, screen and transfer inbound phone calls.
5. General clerical duties including photocopying, fax and mailing.
6. Maintain electronic and hard copy filing system.
7. Handle requests for information and data.
8. Schedule and coordinate meetings, appointments and travel arrangements for managers or supervisors.
9. Generate reports as needed.
10. Coordinate and supervise non-legal volunteers.
11. Conduct Intakes on a stand-by basis.

ATTACHMENT “C”

RESUMES

MICHELLE D. ACOSTA

EXPERIENCE

Volunteer Legal Services Hawaii

Acting Executive Director / Senior Staff Attorney

Honolulu, HI
2013 - Present

- Oversee overall day-to-day operations, programs and financial activities
- Ensure organizational goals are met
- Manage grants and funding requirements
- Supervise Legal Services Division
- Coordinate and oversee pro bono legal services for low to moderate income individuals in the areas of family law, domestic violence, estate planning and other civil legal matters
- Provide case management including: screening, intake, assessment, service plan development, monitoring, follow up, tracking, etc.
- Recruit pro bono attorneys to provide advice, counsel and representation for qualified individuals
- Coordinate and administrate special programs/services to promote pro bono service within the legal community
- Develop and implement promotional strategies to inform the community about services and programs, including community presentations, print material and community events

Law Office of Michelle D. Acosta

Attorney at Law

Honolulu, HI
2011 - Present

- Provide direct legal representation in the areas of divorce and paternity
- Draft settlement offers and engage in settlement negotiations
- Conduct motions practice for discovery, show cause hearings, emergency hearings
- Counsel clients and prepare estate planning documents

Domestic Violence Action Center

Staff Attorney

Honolulu, HI
2009 - 2011

- Provide direct legal representation to victims of domestic violence
- Educate clients regarding the dynamics of domestic violence and legal rights
- Conduct risk assessment and safety planning with clients
- Coordinate with other social service providers
- Worked closely with in-house advocates in determining appropriate services and support for clients

Badger Arakaki, LLC

Litigation Associate

Honolulu, HI
2007 - 2009

- Investigated and research factual basis of cases
- Conducted extensive legal research and writing
- Appeared and present cases at hearings and trials in family, district and circuit courts
- Negotiated plea and settlement agreements with opposing counsels
- Prepared pleadings and legal memoranda on various litigation issues

Michelle D. Acosta

Multnomah County District Attorney's Office, Certified Law Student
Misdemeanor Trial Unit

Portland, OR
2003 – 2004

- Conducted witness interviews including law enforcement and crime victims
- Prepared case file for pre-trial hearings and trial
- Engaged in plea negotiations with opposing counsel
- Argued pre-trial motions such as Motions for Summary Judgment; Motions in Limine
- Represented State of Oregon in misdemeanor criminal cases and civil commitment hearings

Office of Congressman Neil Abercrombie, First Congressional District of Hawaii
Congressional Liaison/Grant Coordinator

Honolulu, HI
1998 - 2001

- Consulted with various community leaders on legislative issues pertaining to health, education and immigration
- Served as liaison between the Congressional office and the Filipino community of Hawaii
- Appeared and spoke on behalf of the Congressman at various community events
- Coordinated grants training for local agencies

EDUCATION

Northwestern School of Law of Lewis and Clark College
J.D.

Portland, OR
May 2004

University of Hawaii at Manoa
BA, Asian Studies, Political Science Minor

Honolulu, HI
May 1997

ADMISSIONS TO COURT

Oregon State Bar, 2006
Hawaii State Bar, 2007
United States District Court, District of Hawaii, 2007

AFFILIATIONS

Member - Family Law Section, Hawaii State Bar Association
Member - Probate and Estate Planning Section, Hawaii State Bar Association
Member - Committee on Delivery of Legal Services to the Public, Hawaii State Bar Association
Member – Access to Justice Commission

APHIRAK BAMRUNGRUAN

PROFESSIONAL EXPERIENCE

Volunteer Legal Services Hawaii, Honolulu, HI

Supervising Staff Attorney

January 2014 – Present

- Develop, maintain and update policies and procedures for reviewing and following up on intakes, including updating the intake sheets as necessary to reflect changes in the law. Supervise and review the work of clinic and workshop staff and volunteers, ensuring that all work is timely and appropriately performed, that all procedures and policies are properly followed, and that all projects are being implemented consistently and efficiently. Work cooperatively and closely with the Direct Services Division Staff to develop, maintain and update case handling procedures to include, but not limited to, acceptable timeframes from intake to service for advice and counsel, until documents are completed and filed for brief services and until placement for full representation. Oversee a quarterly satisfaction survey. Gather all necessary data and information for assigned projects to assist Director of Legal Services in reporting requirements.

The Hawaii Department of Human Services, Honolulu, HI

Limited English Proficient (LEP) Project Coordinator

May 2013 – Present

- Review and evaluate the status and effectiveness of DHS efforts to provide language access. Identify deficiencies and corresponding solutions. Develop, implement or initiate improvements to DHS systems, programs, policies and procedures designed to address language needs of LEP applicants/clients. Researches and recommends adoption of language translation proficiency standards that meet federal and state requirements for different interactions or transactions. Develops and implements systems, tools and processes to implement, evaluate and maintain adopted proficiency standards. Develops Request for Proposals (REP) for contracted translation services, evaluates proposals, and negotiates and executes contracts for services. Develops and implements protocols, tools and systems to evaluate contractor performance; monitors and develops corrective actions; serves as liaison between the contractor(s) and staff to resolve issues regarding contract performance and quality of service. Develops a detailed translation project implementation plan identifying goals, schedules, deliverables, risks, assignments, communications, etc. Regularly monitors progress, evaluates variations from planned outcomes and schedules and makes the necessary adjustments. Coordinate with division staff to carry out and oversee translation project. Utilizes appropriate division staff as well as outside resources to seek the proper knowledge, skills and abilities required to carry out the objectives/activities of the project. Participate in community-based committees and planning groups; solicit community input, coordinate discussions and conduct field research related to language access.

Volunteer Legal Services Hawaii, Honolulu, HI

Staff Attorney

January 2013 – January 2014

- Reviewed legal intakes/case summaries generated by intake staff and volunteers to ensure that information is complete and accurate. Provided and facilitated training for staff and volunteers on topics and procedures relating to legal services. Developed and maintained internal policies, procedures and guidelines relating to the delivery of legal services through the agency's clinics, workshops and other programs. Prepared reports regarding the Legal Services Division's activities. Promoted pro bono service by attorneys in Hawaii at private and public events. Identified and assessed ways to expand and improve the delivery of legal services to the indigent in Hawaii.

Hawaii Civil Rights Commission, Honolulu, Hawaii

Investigator

August 2012 – January 2013

- Examined alleged violations of equal opportunity laws and policies as they relate to employment, housing, public service and public accommodation. Interviewed employees, reviewed personnel documents, and analyzed employee data. Conducted fact finding, settlement and mediation conferences to resolve discrimination complaints.

Law Office of Aphirak Bamrungruan, Honolulu, Hawaii

Solo Practitioner

July 2011 – August 2012

- Self-employed attorney responsible for all the business decisions and activities of the firm. Representing clients principally in business and family immigration law, including student visas, H-1B visas, fiancé(e) visas, spousal and family visas, investor visas, human trafficking visas, asylum, adjustment of status, naturalization, and other related matters. Representing clients in administrative interviews before US Citizenship & Immigration Services, and in deportation proceedings before the Honolulu Immigration Court and the Board of Immigration Appeals. Representing clients in matters involving divorces, paternity, adoption and restraining order.

Hawaii Immigrant Justice Center, Honolulu, Hawaii

Pro Bono Attorney

November 2008 – Present

- Screen and interview potential human trafficking victims, assist clients and family members in filing T-Visa and Application for Adjustment of Status with the Department of Homeland Security. Attend clients' meetings. Coordinate with service providers and community-based social services in providing assistances to clients and family members. Provide language assistance in both interpretation and translation to clients and family members.

Domestic Violence Action Center, Honolulu, Hawaii

Staff Attorney

May 2008 – February 2011

- Screened and interviewed clients, drafted pleading, conduct legal research; Represented clients as a trial lawyer in Family Court. Made referrals for clients. Provided legal case management. Provided backup support for Court Outreach Program at the Family Court. Instructed a legal information class at the Family Court.

Smith and Sturdivant, LLLC, Honolulu, Hawaii

Associate

September 2007 – April 2008

- Researched and drafted legal memoranda and motions in the area of family law. Attended client meeting; took client's intakes. Attended and represented clients at hearings, conferences and trials at the Family Court.

Civil Court of Southern Bangkok, Bangkok, Thailand

Legal Officer

June 1999 – September 2001

- Performed extensive research in the areas of contract and other civil litigation; researched for codes, statute, regulation, and cases law; drafted legal documents and court's orders; verified motions and legal documents before submitting to judges; presented opinions about court's order along with motions; proofread judgments before publishing.

EDUCATION

UNIVERSITY OF HAWAII , Honolulu, Hawaii Juris Doctor and Pacific Asian Legal Study Certification. <u>Scholarship</u> for student who shows commitment to public interest - Fall 2006	August 2005 – May 2007
UNIVERSITY OF HAWAII , Honolulu, Hawaii Master of Laws (LL.M.)	August 2004 – May 2005
INSTITUTE OF LEGAL EDUCATION , Bangkok, Thailand Barrister-at-Law	June 1999 – December 2000
THAMMASAT UNIVERSITY , Bangkok, Thailand Bachelor of Laws (LL.B.)	June 1995 – February 1999

CERTIFICATIONS, MEMBERSHIPS, AND AFFILIATIONS

Hawaii State Bar Association
U.S. District Court, District of Hawaii
Hawaii Family Law Section
American Bar Association
Thai Bar Association

EXTRACURRICULAR ACTIVITIES

Volunteer: Citizenship Fairs, Naturalization workshop, T visa projects.
Fluent in Thai and English.

Delia Chantelle L'Heureux Johnson

American Civil Liberties Union of Hawaii

Honolulu, HI

Summer 2007

Legal Extern

Worked closely with the Legal Director and staff attorney to research relevant precedent, write legal memoranda, conduct community outreach and education, and interview potential clients with regards to their rights under the McKinney-Vento Homeless Assistance Act, which ultimately led to the filing of Kaleuati v. Tonda. Also assisted with intake for civil cases and inmate requests, preparing testimony for legislative hearings and research on civil liberties issues.

Juvenile Drug Court (JDC)

Honolulu, HI

Summer 2007

Legal Intern

Shadowed Judge R. Mark Browning of the Family Court, observed round-table discussions regarding the participants of JDC, and learned about a proactive rather than reactive approach to helping Hawaii's youth with substance abuse problems.

Community Legal Services and Counseling Center

Boston, MA

Spring Semester 2007

Student Advocate

Assisted a family law attorney through a placement with the Battered Women's Advocacy Project at Suffolk Law School. Duties included legal research, drafting motions and affidavits, interviewing clients, and shadowing during court proceedings.

Volunteer Legal Services Hawaii

Honolulu, HI

Summer 2006

Legal Intern

Coordinated the Homeless Program, assisted in grant writing and conducted outreach to enlist volunteer attorneys. Instrumental in expanding the frequency of monthly workshops in the areas of Employment Law, Landlord-Tenant Law, and Consumer Rights for residents of transitional housing facilities, as well as updating and creating instructional manuals for those workshops.

Powell Spencer and Partners Solicitors

London, England

Spring Semester 2005

Legal Intern

Attended motion hearings and trials, interviewed clients and witnesses, visited crime scenes to take photographs, drafted affidavits, assisted barristers in court, and provided clerical support for solicitors.

Thomas Hickie, Barrister-at-Law

Sydney, Australia

Fall Semester 2004

Legal Intern

Shadowed barrister to learn about the legal system in Australia, organized client files, researched relevant case law, edited and helped compile chapters of new book, met and discussed options with clients, and provided clerical support.

Law Office of Carolyn Ogami

Honolulu, HI

Summer 2004

Legal Intern

Assisted solo-practitioner on array of family law issues, drafted complaints and affidavits, researched applicable case law, and communicated with opposing parties and clients.

Lawyer's Clearinghouse on Affordable Housing and Homelessness

Volunteer

Boston, MA

Nov. 2002 – May 2004

Observed and conducted intake with potential clients at Saint Francis House and Pine Street Inn Shelters, provided administrative assistance to volunteer attorneys, participated in round-table discussions with clinic directors and volunteer attorneys, compiled statistics for year-end reports to obtain more funding, and maintained the client database.

PROFESSIONAL AFFILIATIONS AND MEMBERSHIPS

Hawaii State Bar Association (HSBA) Leadership Fellow 2011, HSBA Collections Law Section Member, HSBA Hawai'i Women Lawyers Member and Federal Bar Association Member

Wendy Kojima

OBJECTIVE: A full-time position with a company that offers excellent benefits.

EDUCATION: B.A. Degree in Management Information Systems.
University of Hawaii at Manoa
Honolulu, HI
Fall 1990

Graduate of Kapaa H.S.
Kapaa, HI

EXPERIENCE: **Volunteer Legal Services Hawaii**
545 Queen Street, Suite 100
Honolulu, HI 96813

Non-profit Organization

Bookkeeper/Office Coordinator: February 2014 – Current
Same duties as below with the following additional responsibilities: Maintain office equipment (copier, phones, computers) and supplies procurement; maintain inventory of all equipment, publications, and other materials; coordinate maintenance and repair of facilities as may be needed; and ensure that accurate and timely records, vendor contracts and agreements are maintained.

Bookkeeper: May 2008 – March 2011, January 2012 – February 2014
Responsible for A/R, A/P, and payroll using the MIP program. Prepared monthly revenue and expense reports, weekly deposits, and bank reconciliations.

Hawaii Coffee Company
1555 Kalani Street
Honolulu, HI 96817

Wholesale Coffee Company

Staff Accountant: March 2006 – November 2007
Same duties as the Cost Accountant below, with the following additional responsibilities: Assisted with the preparation of the financial statements and the explanation of the variances from budget.

Cost Accountant: July 2004 – March 2006
Calculated the cost of new manufactured products, assisted in updating the cost of manufactured products twice a year, responsible for preparing the month-end journals, assisted with the preparation of the yearly budgets and schedules, and organized the bi-monthly inventories.

Operations Accountant: July 2002 – July 2004
Transferred merchandise between warehouses, input the production into the AS400 system, made blanket purchase orders and received materials using the MACOLA program, and helped with taking bi-monthly inventories.

Wendy Kojima



EXPERIENCE: **(continued)**

Island Camera & Gift Shops, Inc. Retail Sales Company

Accounts Payable Clerk: November 1997 – July 2001.
Input invoices, processed checks, and billed customers using the MACOLA program. Prepared profit and loss statements using Excel, prepared inventory reports for 7 shops using LOTUS, did the daily deposits, reconciled bank statements, and I was the assistant inventory coordinator at year-end.

Francis Camera Shop Specialty Camera Shop

Accounts Receivable Clerk: September 1991 – November 1997.
Input invoices and billed customers using the ARCYMA program. Reconciled and deposited daily cash sales, prepared weekly sales reports using LOTUS. Responsible for writing up, collecting money, and transferring employee purchases, and mailing out customer orders. Assisted in inventory preparation and execution, and assisted the manager in organizing special events.

Travel Resources Unlimited Wholesale Travel Agency

Operations Clerk: January 1991 – February 1991.
Assembled travel documents, typed, proofread, and verified vouchers.

Creative Holidays Retail Travel Agency

Administrative Assistant: July 1990 – January 1991.
Typed letters, responded to customer inquiries, and updated files and database.

Travel Resources Unlimited Wholesale Travel Agency

Administrative Assistant: June 1989 – July 1990.
Typed letters, proofread and verified group tour itineraries, and updated files and database.

COMPUTER SKILLS

APPLICATIONS: Excel, Word, MACOLA, MIP

Katrina M. Malae



EMPLOYMENT

Family Programs Hawaii *Youth Care Worker* 2010 to Present

Ensure safety for foster youth and supervise daily activities. Transport youth to school, appointments and activities. Develop enrichment activities, assist youth with homework, accept new residents and completes intakes. Communicate and coordinates with staff, participate in all required meetings and training.

Volunteer Legal Services Hawaii *Direct Services Coordinator* 2007 to Present

Provide paralegal supervision, conduct intakes, coordinate clinics for Oahu and outer island, public speaking, outreach, networking, scheduling, training, recruiting, report to grantors, develop and implement program goals, establish and maintain rapport with service providers, clients, volunteers and interns.

Hawaii Intercontinental Corporation *Administrative Assistant* January – June 2005

Assist with transfers to Accounts payable, handling cash, updating stock inventory, customer/personnel sales orders, purchasing. Generated monthly memorandums, data entry, managed incoming and outgoing phone lines.

EDUCATION & INTERNSHIP

Bachelors of Science in Human Services University of Phoenix (September 2011)

Family Programs Hawaii (2010)

Family Promise of Hawaii & Partners in Development Foundation (2011)

CERTIFICATION

Crisis Prevention Institutes Development Model of Nonviolent Crisis Intervention (2013)

Association for Legal Professionals (2010)

Parenting Plan Mediation (2011)

Notary Public for the State of Hawaii (June 2008)

The National Center for Victims of Crime (2011)

PUBLIC SPEAKING

Hawaii State Bar Association & Professionalism Course

Combined Federal Campaign & Judiciary Lunch and Learn Law

Olelo Community Public Access

REFERENCES

Available Upon Request

JEANILOU G.T. MASCHHOFF

SUMMARY:

A dependable and highly motivated self-starter with strong computer and communication skills. Thrives when challenged and loves to stretch intellectual and creative abilities. Works well under pressure while juggling several tasks at one time, and serves as a valuable team player with strong leadership skills and discipline.

WORK EXPERIENCE:

Position: ***Director of Finance and Operations*** (2014-Present)

Special Assistant to the Executive Director (2012 - 2014)

Responsible for planning, directing and coordinating major fundraising activities and special projects while overseeing the financial, accounting and HR practices for the organization. Provide assistance with grant writing, fundraising, event planning, office management and human resource needs. Assist with the facilitation of Board of Directors and committee meetings and other various administrative responsibilities.

Legal Aid Society of Hawaii - Honolulu, HI

Position: ***Pro Bono Project Manager*** (2010 – 2012)

Build, sustain and expand private attorney involvement to support fundraising and pro bono participation. Responsible for recruiting, training and supervising volunteer attorneys. Manage donations and donor database while coordinating fundraising events. Maintain accredited provider status for issuing continuing legal education credits and coordinate trainings.

Test Success Hawaii/Every Teen Can Succeed - Honolulu, HI

Position: ***District Manager of Program Instruction*** (2008 – 2012)

SAT/PSAT Instruction in various public and private Hawaii schools. Maintained a perfect record of Excellent responses on Student/Parent surveys. designed and launched the online program proactively developed and expanded programs and curriculum.

Monarch Talent & Consulting - Honolulu, HI

Position: ***Talent Manager/Consultant*** (2003 – Present)

Provide freelance services in all areas of the fashion, beauty, and entertainment industries: makeup, wardrobe, casting, production budget and financing, public relations, event planning, writing, newsletter and social media services and more.

DIS-N-DAT Media Group - Honolulu, HI

Position: ***Fashion and Style Director, Magazine Division*** (2006-2007)

Promotions Manager, Television Division (2004-2007)

Implemented the incorporation of fashion and style to the television division; launched, coordinated and managed all fashion and style aspects for the magazine division; contributing writer, public relations and promotions.

CITY BANK - Honolulu, HI

Position: **Accounting Clerk II** (2003 - 2004)

Daily reconciliation of assigned general ledger accounts; explored and supported other departments such as internal reporting as needed. Some use of Oracle and other finance software.

Department of the Prosecuting Attorney - Honolulu, HI

Position: **DUI-Drug Intern** (2002-2003)

Performed research and special studies on issues affecting individual cases; contacted witnesses regarding court dates; assembled trial binders; observed courtroom activities; performed clerical duties as necessary including answering phones, photocopying, filing and delivering documents.

AD Images - Monrovia, CA

Position: **Bookkeeper** (2001)

Responsible for accounts payable, accounts receivable and payroll. Assisted with processing customer orders and performed clerical duties as needed.

First Bank & Trust - Newport Beach, CA

Position: **Operations Supervisor** (1999-2001)

Responsible for compliance with regulatory, security and internal audit controls; management and supervision of daily branch operations, payroll and collections. Provided operational leadership through support, training and coaching of branch employees.

EDUCATION:

Concord Law School (Los Angeles, CA)

Juris Doctorate - Active member in good standing of California State Bar

Hawaii Pacific University (Honolulu, HI)

Bachelor's Degree: Justice Administration

DARLANI MOORE

OBJECTIVE:

Seeking a challenging **Administrative Assistant** position that allows me to utilize my skills and experience, to provide a positive and valuable contribution to the success of your company.

EMPLOYMENT HISTORY & JOB RELATED EXPERIENCE:

	Office Assistant Positions	
Administrative Assistant	Volunteer Legal Services Hawaii	October 2013-present
Peer Mentor	YWCA Going Places Network	August 2013-October 2013
Office Assistant	Downtown First to Work Program	February 2013-October 2013
Biometric Technician	USIS	June 2013-September 2013
Security Guard/Shift Supervisor	Securitas Security Inc.	May 2010-July 2011, June 2006-July 2007
Office Assistant	KTM Services	June 2007-December 2007

- Knowledgeable in office procedures: handling high volume multi-line phones, sorting/distributing mail, setting appointments, filing, faxing and proofreading documents, data entry, and typing of correspondence, memos and reports
- Proficient with office equipment such as copier, fax machine, multi-line phone systems, laminator, intercom, two-way radios
- Used computerized databases to input and or update client's information
- Performed reception of customers and monitored reception areas
- Directed or escorted clients to their respected areas
- Initiation and completion of forms related to the biometrics and application processes
- Taking digital/manual biometrics
- Initiation and processing of database ID and quality checks
- Reconciliation of interim documentation.
- Documented hourly/daily logs and produced daily reports for any incidents, accidents, fire or theft
- Labeled packaging; received and scheduled distribution orders and assigned orders for completion

	Customer Service Positions	
Security Guard/Shift Supervisor	Securitas Security Inc.	May 2010-July 2011, June 2006-July 2007
Customer Service/Cashier	Best Buy	January 2008-April 2010
Customer Service Supervisor	Wal-Mart Stores Inc	August 2004-May 2006

- Supervised, scheduling and training 30+ employees in use of computerized cash register operations, customer service, visual merchandising, merchandise replenishment, inventory control, and security presence.
- Conducted daily briefings before/after work shifts for update on schedules, tasks and duties
- Processed all financial transactions such as ringing up daily receipts, balanced cash registers and prepared deposits.
- Assisted customers by answering questions, handling and responding to requests and resolving concerns or issues
- Pulled merchandise from back stock; completed and/or corrected paperwork as needed

CUSTOMER & BUSINESS SKILLS:

- Experienced in successfully handling multicultural interpersonal situations
- Superior customer service focus and orientation management
- Time and attendance administration of 30+employees
- Highly organized and detail oriented
- Proficient in Word, Excel, Outlook, Publisher, Corel
- Processed accurate cash handling; 10-key by sight, typing 30+wpm

EDUCATION & TRAINING:

Travel Institute of the Pacific, Certificate in Airline-Travel Agency Management	April 2012
Honolulu Community College, Course of Study: Cosmetology	
Governor Wallace Rider Farrington High School, Diploma	June 1991



EDUCATION

South Texas College of Law, Houston, Texas – J.D., May, 1991

University of Scranton, Scranton, Pennsylvania – B.A., Foreign Languages, May, 1984

Additional credits: 15 credits in Business and German through the University of Maryland, 8 graduate credits in International Relations through Boston University

Virginia State Bar Member since October 1, 1992

EMPLOYMENT

Pro Bono Coordinator, Volunteer Legal Services Hawaii, Honolulu, Hawaii January 2014 - present
Review case assessments and coordinate placement with volunteer attorneys or with staff attorneys. Maintain participant case files and database for referral program and generate monthly referral program status reports.

Document Management Analyst, CACI International, Inc., Washington, DC July 2012 – June 2013
Manage document productions for the Justice Department; duties include document review, quality control checks, conversion of documents from native to database formats, preserving and organizing data on large litigation matters involving the Justice Department. Obtained and currently possess a Confidential Level security clearance.

Project Attorney, Legal Source, Washington, DC November 2011 – June 2012
Document reviewer utilizing Kroll software on large litigation matters. Ensure qualitative review and accurate coding of privilege documents. Work as a member of a team often meeting short deadlines.

Guest Teacher, Colorado Springs, Colorado September 2010 – May 2011
Substitute teacher at elementary and middle schools at Fort Carson, Colorado.

Legal Account Executive, Commercial Collection Consultants, Atlanta Georgia March 1999 – June 2001
Managed the legal portfolio for a commercial collection firm; handled all matters that were referred to attorneys including settlement negotiations and simple filings such as affidavits and proof of claim forms for bankruptcy. Served as a liaison between attorneys and clients and made recommendations to clients regarding the litigation of claims.

Advocate, S.A.F.E. Shelter Outreach Program, Savannah, Georgia December 1996 – December 1997
Advocate for victims of domestic violence in a Department of Justice funded Community Oriented Policing program; served as a liaison between the Savannah Police Dept., the District Attorney's Office and social service agencies. Prepared and filed protective orders and accompanied clients to court appearances.

Project Attorney, Sidley & Austin, Washington, D.C. June 1993 – May 1994
Worked on large litigation matters under the direction of firm attorneys; organizing documents for privilege lists, trial exhibits and deposition exhibits. Researched legal issues and prepared memos. Cite checked briefs, letters, motions and memoranda, and responded to attorney requests for information in preparation for trial.

Attorney, Juvenile and Domestic Relations Court, Alexandria, Virginia November 1992 - May 1994
Court appointed attorney in family court and attorney ad litem for minors. Duties included client and family meetings, preparing filings and motions and court appearances; coordinated with court services to ensure positive outcomes for clients.

Family Law Coordinator, Houston Volunteer Lawyers Program, Houston, Texas January 1989 – January 1990
Interviewed clients, presented cases to review board, referred cases to volunteer attorneys. Provided research, writing and filing support to staff. Tracked case progression and provided updates to attorneys and clients. Assisted in the presentation of CLE courses on family law and domestic violence.

Staffing Assistant, GS-5, Ansbach, Germany June 1985 – June 1987
Advised and counseled applicants for federal employment. Rated and ranked applicants and prepared referral lists for supervisor selection. Engaged in extensive public contact explaining and interpreting OPM job requirements and ensuring adherence to deadlines and procedures.

HONORS & AWARDS

Awarded the Heart of the Mountain by the Commanding General, 4th Infantry Division, Fort Carson, Colorado for 2 years of volunteer service to numerous organizations on Fort Carson.

Awarded the Yellow Rose of Texas twice by the Governor of Texas for volunteer work with the 1st Cavalry Division from June 2001 to June 2003 and with the 4th Infantry Division from July 2005 to July 2007

Awarded the Civilian Service Medal twice for volunteerism: June, 1996 by the FORSCOM Commander and in June, 2007 by the Commander, 4th Infantry Division

Recognized for Exceptional Service from November 1986 – May 1987 with the Department of the Army, Civilian Personnel Office, Ansbach, Germany

BEVERLYN SIMINA

I enjoy working with people and have strong interpersonal skills. I am honest, hard-working, friendly, dependable, self-motivated and have the desire to grow and move ahead. I take responsibility very seriously and always strive to do my best at my job.

Work Experience:

12/2007-Present

Intake Coordinator

VLSH-Volunteer Legal Services Hawaii

- Review, amend and maintain current Intake Procedures manuals
- Conducting intake with clients via telephone and/or in person
- Set up appointments for individuals to meet with attorneys
- Sending conflict checks and cases information to attorneys
- Recruiting attorneys to meet/speak with clients-in person or via telephone
- Maintain and update clinic schedule and assist in filling vacancies in the calendar
- Coordinating and staffing of legal clinics
- Assist the Director of Legal Services in maintaining an accurate database of volunteers
- Coordinating Divorce and Guardianship Workshop
- Preparing divorce documents for clients
- Reviewing divorce documents to making sure they are complete and accurate
- Filing divorce documents at the Family Court
- Finding/Coordinating interpreters for LEP (Limited English Person) clients
- Interpret for Chuukese clients who seek help from VLSH
- Preparing guardianship petitions
- Gather intake data to assist Director of Legal Services in reporting requirements

5/2007-7/2007

Grocery Clerk

Safeway Store, Hilo, HI

- Received payment, issued receipt, refunds, credits, or change due to customers.
- Accurately and efficiently maintained all cash at the register so that it balanced accurately at the end of the shift.
- Maintained clean and orderly checkout areas
- Stocked shelves and marked prices on shelves and items
- Answered customer's questions, and provided information on procedures or policies.

1/2006-12/2006

Student Assistant

University of Hawaii Financial Aid Office-Hilo, HI

- Assisted student with financial aid application (online/manual).
- Provided administrative support to supervisors.
- Answered telephones, filing, typing and other clerical duties.

10/2003-12/2006

Manager/Crewmember

McDonald's Restaurant of Hawaii-Hilo

- Multi-tasking responsibilities included: cash handling, taking customer's orders, preparing food items, stocking supplies and recording inventory
- Promoted to manager in 2005
- Responsible for supervising crew and opening and closing the restaurant
- Counted money in cash drawers at the beginning of shift to ensure that amounts were correct and that adequate cash would be available
- Monitored restaurant appearances, ensuring it was clean and sanitary at all times

Skills/Certification

- Bachelor of Arts in Administration of Justice and Philosophy
- Bi-lingual (English/Chuukese)
- MS Office: word, Excel, PowerPoint, 10 key by touch, Filemaker Pro, Manaform Software Program, Outlook
- Notary Public (10/2008-10/2012; 10/2012-10/2016)
- Certified Tax Preparer for tax year 2008, 2009, 2010 and 2011

Education

08/2002 -2006

Bachelor of Arts, Administrative of Justice and Philosophy

University of Hawaii at Hilo

Internship

1/2006 – 12/2006

Administrative Assistant

University of Hawaii at Hilo-Student Support Services Program

- Provided administrative support to Executive Director
- Attend meeting on behalf of Executive Director

ATTACHMENT “D”

ORGANIZATIONAL CHART

**VOLUNTEER LEGAL
SERVICES HAWAII**

ORGANIZATIONAL CHART

