



**VOLUNTEER LEGAL
SERVICES HAWAI'I**

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

**APPLICATION FOR
GRANTS AND SUBSIDIES FY 2015-16**

COPY

House District _____

Senate District _____

THE TWENTY-EIGHTH LEGISLATURE
APPLICATION FOR GRANTS
CHAPTER 42F, HAWAII REVISED STATUTES

Log No: _____

For Legislature's Use Only

Type of Grant Request:

GRANT REQUEST – OPERATING

GRANT REQUEST – CAPITAL

"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.

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

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

Dbn:

Street Address: 545 Queen Street, Suite 100
Honolulu, Hawaii 96813

Mailing Address: 545 Queen Street, Suite 100
Honolulu, Hawaii 96813

2. CONTACT PERSON FOR MATTERS INVOLVING THIS APPLICATION:

Name MICHELLE D. ACOSTA

Title Executive Director

Phone # 522-0678

Fax # 524-2147

E-mail michelle@vlsh.org

3. TYPE OF BUSINESS ENTITY:

- NON PROFIT CORPORATION INCORPORATED IN HAWAII
- FOR PROFIT CORPORATION INCORPORATED IN HAWAII
- LIMITED LIABILITY COMPANY
- OTHER
- SOLE PROPRIETORSHIP/INDIVIDUAL

6. DESCRIPTIVE TITLE OF APPLICANT'S REQUEST:

FUNDING WILL SUPPORT INCREASING ACCESS TO CIVIL LEGAL SERVICES FOR THE LOW AND MODERATE INCOME POPULATION THROUGHOUT THE STATE OF HAWAII THROUGH A PARTNERSHIP WITH VOLUNTEER ATTORNEYS.

4. FEDERAL TAX ID #: [REDACTED]

5. STATE TAX ID #: [REDACTED]

7. AMOUNT OF STATE FUNDS REQUESTED:

FISCAL YEAR 2016: \$ 400,000.00

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 \$150,847
 FEDERAL \$0.00
 COUNTY \$24,136
 PRIVATE/OTHER \$113,074

TYPE NAME & TITLE OF AUTHORIZED REPRESENTATIVE:

[REDACTED SIGNATURE]

AUTHORIZED SIGNATURE

Michelle D. Acosta
Executive Director

NAME & TITLE

1/30/15

DATE SIGNED



RECEIVED ✓
1-30-15

Application for Grants and Subsidies FY 2015

I. Background and Summary

1. A brief description of the applicant's background;

In 1981 Volunteer Legal Services Hawaii (VLSH) was created by the Young Lawyers Division of the Hawaii State Bar Association as a 501(c)(3) organization incorporated in the State of Hawaii. Since its creation, VLSH has served the state's low income community using a staff-volunteer model dedicated to its mission of providing access to civil legal services to those who could not normally afford it. VLSH services the very vulnerable members of our community who are barred from equal access to justice due to economic, geographic and social constraints.

More than 30 years later, VLSH continues to partner with Hawaii attorneys to deliver quality legal services to 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.

Though VLSH is independent of the Hawaii State Bar Association, it enjoys a unique partnership with its member attorneys and the legal community at large. To this end, VLSH staff actively recruit 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 its Emerging Lawyer Program and offers continued legal training for those experienced attorneys needing to meet their required continuing legal education credits.

VLSH'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, 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. VLSH's stable funding sources include 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 VLSH, and the continued low interest rates have negatively impacted the amount received through IOLTA. Volunteer Legal received a total of \$49,663 in FY 2013-2014 and \$56,356 for FY 2014-15 from these two sources combined. These amounts cover only a fraction of the organization's overall operating costs. In addition, because VLSH is an independent non-profit legal service provider, it does not receive federal funding through the Legal Services Corporation ("LSC").¹

2. THE GOALS AND OBJECTIVES RELATED TO THE REQUEST

VLSH requests funding in the amount of \$400,000.00 through the Grant in Aid to strengthen and increase access to legal services for low income individuals and families who are insufficiently

¹ 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.

equipped to address legal needs affecting their basic living needs, and are most impacted by poor social environments that limit opportunities for social advancement and economic stability.

Funding would allow increased access to appropriate legal services for individuals who are in a persistent state of poverty or near poverty. Legal assistance for issues affecting “bread and butter” related problems can ultimately assist in stabilizing individuals and families and keeping them on a path of self-sufficiency.

In 2014, approximately 75% of those serviced had household incomes of 125% of the federal poverty level for the State of Hawaii. This is an increase from the 66% very low income individuals and families served in 2013.

3. THE PUBLIC PURPOSE AND NEED TO BE SERVED

People living in poverty or are at risk of poverty need legal assistance to resolve issues affecting their livelihood, housing, and family relations. Individuals in our State who are experiencing poverty or near poverty are often those most vulnerable and most often include children, elderly, disabled, veterans, rural residents, and those with limited English capabilities. Meeting the legal needs of low income residents in our State is not the sole responsibility of the legal community, it belongs to the entire state, to our community as a whole. Access to civil legal services is intricately woven into the safety net of programs needed to effectively transition people out of poverty.

According to the U.S. Census, 10.8% of the state’s population is living in poverty and 5.3% living in extreme poverty.² People who are low income in Hawaii are often denied adequate access to our legal system to resolve “bread and butter” type issues. 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

² 2010 U.S. Census.

³ Achieving Access to Justice for Hawaii’s People: 2007 Assessment of Civil Legal Needs and Barriers of Low and Moderate-Income People in Hawaii, A report of the Access to Justice Hui.

Well-funded legal services to the indigent population provides cost savings to the state. As examples: a single parent struggling to pay rent can gain some financial relief by receiving legal assistance to secure child support; a veteran living in transition housing can better secure permanent housing with assistance in securing disability benefits from the Veterans Administration; and divorcing parents can better maneuver through the legal system and lesson litigation stress on their children when both are represented and assisted in negotiating the terms of their divorce. Legal assistance helps reduce our community's reliance on state subsidies. In addition, state funds assist VLSH leverage other funding sources including foundation, private attorney financial support, and corporate charitable giving.

4. THE TARGET POPULATION

VLSH dedicates its services to the low and moderate income population within the State of Hawaii, those whose incomes are at or below 250% of the federal poverty level (FPL) for the State of Hawaii. This target population is comprised of several subgroups with discrete legal needs to include: the elderly, veterans, homeless, women, children, and those isolated in rural areas.

a. The Low and Moderate Income Population

Approximately 60% of those serviced by VLSH have incomes at or below 125% of the FPL. According to the 2013 American Community Survey 1 Year Estimates, of the 311,203 families in the State of Hawaii, 28% earn less than \$50,000 per year, and 7.1% of all families had incomes below the poverty level.⁴

The remaining 40% of VLSH service consumers are those whose incomes fall right above the indigent income threshold and up to 250% of the FPL. This group over qualify for many legal

aid and public services, yet cannot afford to hire a private attorney to resolve legal issues experienced in the same way as their poorer counterpart. The financial insecurity of this income group is much more precarious in that one financial crisis such as a sickness in the family, reduction in work hours, an increase in rent may send them in and out of poverty at various periods of their lives. In Hawaii, 38% of families fall into this income category.⁵

Like anyone else, persons experiencing poverty need lawyers to help them understand and resolve their legal problems. More often than not, having access to legal services will determine whether a person is housed, educated, employed, financially stable, and able to maintain family relationships. The justice gap between those who can afford to hire an attorney and those who cannot has grown significantly within the past few years. For many VLSH is the last resort for those who are priced out of the legal market and who are unable to receive services from other services.

b. Elderly

According the U.S. Census, 15.6% of the elderly population in the State of Hawaii, those 65 years or older live below the federal poverty level.⁶ In 2014, 20% of those serviced within the year were older adults (ages 65 years and older), this is an increase of 6% from 2013. The vast majority of seniors who sought assistance from VLSH had set incomes and very little other income sources to supplement any financial emergencies that could arise. Many seniors encountered by VLSH do not have disposable income to assist in resolving legal issues including financial management, fraud prevention, and life planning.

c. Veterans

According to the 2009-2013 American Community Survey 5-Year Estimates, there are approximately 112,625 veterans within the State of Hawaii. The largest concentration is on the

⁴ The U.S. Census Bureau defined a “family” as a group of two or more people (one of whom is the householder) related by birth, marriage, or adoption and residing together; all such people (including related subfamily members) are conserved as members of one family.

⁵ U.S. Census, 2013 American Community Survey 1 year Estimates.

⁶ Elderly individuals living at or below poverty levels by county: Oahu 6.7%; Hawaii 9.8%; Maui 6.3%; and Kauai 7.2%. Source: U.S. Census, 2013 American Community Survey 1 Year Estimates.

Island of Oahu (82,157), followed by the Island of Hawaii (15,729) and Maui (10,056), and finally Kauai (4,680). Of the total number of veterans in Hawaii, 5.5% were estimated to be unemployed, 22.3% had some level of disability and 5.8% were living below poverty levels.

Low and moderate income veterans experience unique legal issues. For many securing benefits that they are entitled to is one solution that once resolved can assist them overcome other barriers to meeting their basic needs and staying on a stable track to self-sufficiency. In 2014, VLSH was able to launch the Veterans Legal Assistance designed to assist veterans and their families secure benefits from the Veterans Administration, pension, and assist in resolving other civil legal issues such as collections, child support, etc.

d. Rural Residents

In 2013, the estimated total population for the State of Hawaii was 1,404,054 people, with an estimated 260,333 living in rural Hawaii (U.S. Department of Agriculture – Economic Research Service). Of those living in rural areas, 17.1% were estimated to be living in poverty as compared to State's overall poverty rate of 11.8%. The 2013 unemployment rates for rural Hawaii was 6.5% as compared to the overall State unemployment rate of 4.8%. The 2012 estimates show that Hawaii County had 18.9% living in poverty, 10.4% in Oahu, 12.3% in Kauai and 11.2% in Maui.

Rural residents living in poverty or near poverty experience legal issues in much the same way as their urban counterparts but have additional barriers in accessing the legal resources and tools more available in urban areas. According to the Hawaii State Bar Association, in 2014, there were 4,813 actively licensed attorneys in Hawaii. Of that number 93% of the attorneys live on the island of Oahu, with the remaining 17% on the neighboring islands (320 on Maui, 136 Kauai, 215 in East Hawaii, and 155 in West Hawaii).

Hawaii's archipelagic makeup makes accessing the vast number of attorneys concentrated on Oahu difficult. Services are concentrated only in certain locations, and many very rural areas have no services requiring low income residents to travel long distances to receive services. The location of legal services can be a barrier for accessing legal services. VLSH has learned that

simply having legal services does not necessarily equate to accessibility. Transportation, work schedules, and childcare form barriers to accessing legal services situated in the metropolitan areas. For people who live in the most rural areas of the state, transportation can be a barrier due to the high cost of gas, work schedules, and childcare. This fundamental inability to get to legal assistance in a timely manner is often detrimental in addressing legal issues. VLSH has found that bringing legal services into the neighborhoods where people live and work during weekends or after work hours is far more effective in providing actual access to legal services.

e. Limited English Proficient

Individuals who have a limited ability to speak, read, write, or understand English may be considered limited English proficient (“LEP”). VLSH is committed to assuring that all low income individuals are assisted in their primary language to fully benefit from the legal services. Low-income LEP residents in Hawaii face an additional barrier to accessing legal assistance – language and cultural barriers. Funding allows VLSH to provide language and culturally appropriate programming such that LEP clients can fully participate in resolving their legal issues, and to fully understand the legal system.

5. GEOGRAPHIC COVERAGE.

VLSH is based in Honolulu but services the residents of the entire state with its core services and special targeted projects to the fullest extent as funding allows. In 2013 and 2014, VLSH leveraged State Grant-in-Aid funds to secure donations, private foundation, and county funding to restore and extend targeted legal services to the counties of Maui, Hawaii, and Kauai. FY 2015-2016 funding would allow for continued services to all counties within the State, specifically in rural areas and communities that show a high percentage of poverty and demand for legal services.

II. Service Summary and Outcomes

1. Scope of Work, Tasks and Responsibilities

These funds will support for the following activities aimed at increasing access to legal services to underserved populations within the State of Hawaii:

a. Outreach

Individuals who are experiencing a legal issue may not recognize the legal element in their problem, nor know how and when to seek legal assistance. For those who seek judicial relief without having first availed themselves of legal assistance may not effectively navigate through the judicial system. Outreach allows VLSH staff and its volunteers to provide the community with initial access to the legal system through legal information and resource information. Outreach activities go beyond printed materials, but stakeholder information exchange and direct contact with potential service users.

Funding will allow for continued targeted outreach efforts through a variety of activities throughout the state, to include the following:

- (i) Legal Education and Service information presentations to service providers, community partners, and consumers;
- (ii) Program and Project Brochures; and
- (iii) Participation in various community events.

Funding will enable VLSH to expand outreach efforts within the Counties of Maui, Kauai, and Hawaii with targeted activities tailored to the unique needs of each County.

b. Intake and Screening

In 2014, VLSH screened approximately 2,102 service applications, of that number 1,723 qualified for Intake services based on legal matter and income eligibility. VLSH delivered 2,161 services to individuals and families through advice and counsel, brief services, pro se assistance and referrals to pro bono attorneys for full representation. Those who do not qualify for VLSH services are provided referrals to other appropriate agencies or the Hawaii State Bar Lawyer Referral Service. During Intake, staff collect basic information and identify the legal issue the applicant is experiencing.

Information gathered during intake is reviewed by a Staff Attorney for further screening of subject matter, deadlines, and additional information and/or documents necessary to determine the type and level of service needed by the applicant, as well as appropriate matching with a

volunteer attorney. Once this secondary screening is completed the applicant is then scheduled for a legal advice clinic or pro se legal services.

In 2014, the number of staff dedicated to Intake services amount to 1.8 FTE. While the number of intakes decreased in 2014 (2,168) from 2013 (2,222), the number of services increased to 2,168 in 2014 from 1,678 in 2013. With limited resources in 2014, VLSH prioritized quality of service over increasing the number of Intake conducted. This prioritization resulted in increased number of services delivered as opposed to number of Intakes conducted, but also increased VLSH capacity to deliver services appropriate to the particular program participant to help resolve their legal issue.

The consequence of shifting resources to services provided also resulted in VLSH's inability to answer Intake calls immediately. At present, the average time for a call to be returned on the Intake line is 48 hours. Funding will allow for an additional Intake Staff to be hired and trained to increase response time for those seeking services.

c. Referrals to Pro Bono Attorneys

To meet the service needs of VLSH constituents, the agency employs a staff/volunteer model. The following services are provided for the most part by volunteer attorneys: (i) Advice Clinics; (ii) Brief Services/Limited Scope; (iii) Full Representation. The task of matching clients with volunteer attorneys primarily falls with the Pro Bono Coordinator while working in concert with the Intake Staff and Staff Attorneys to ensure a seamless delivery of services. At present, the Pro Bono Coordinator is employed on Part-Time basis. To effectively maintain volunteer and client coordination for these services, the Pro Bono Coordinator position needs to be increased to a Full-Time position. Funding from the GIA will do just that.

VLSH's Pro Bono Program places much care in the matching of client with volunteer attorney, such that once a placement is made, the time spent between the client and attorney is maximized for meaningful legal advice and service. To this end, VLSH staff carefully screens applicants for income and need, as well as helping identify the legal problem.

(i) Neighborhood Legal Clinics

Individuals and families facing legal issues need sound legal advice and counsel. After Intake and Screening, clients are scheduled for individualized legal consultations with volunteer attorneys either in person or by phone for approximately 30 to 45 minutes. Volunteer attorneys are carefully matched with clients who are experiencing a legal issue within their area of practice, and provided the client's intake information, including 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 time providing actual legal assessment and advice. Clinic participants are able to ask questions and receive advice on legal and in some cases non-legal avenues to resolving their situation.

If after the clinic the volunteer attorney determines that the client requires further services, the client may be referred for full representation placement services, limited scope services, a pro se workshop, or a follow-up legal advice session.

In 2014, VLSH held 302 legal clinics for 2,161 individuals in the areas of family law, collections, tenant law, bankruptcy, estate planning, wills and trusts, and probate matters. VLSH and its volunteer attorneys received a 90% overall satisfaction rating from the clients served with many noting that the service was helpful and needed.

Funding would allow the extension of this very basic but critical service to neighboring counties. In 2014, VLSH brought the Neighborhood Legal Clinic to the rural community of Ka'u on the Big Island as a pilot. With the support of community leaders and the Ka'u Distance Learning and Outreach Center in Pahala, and 5 volunteer attorneys, VLSH provided 13 services to 10 Ka'u residents through legal advice and brief services. Funding would allow for the Neighborhood Legal Clinics to continue on Oahu but also for the model to be delivered in Ka'u on a quarterly basis.

(ii) Brief Services/Limited Scope

Brief Services are offered to those program 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; drafting a court document; and in some cases a limited scope appearance in court to help resolve a discrete legal issue. Brief services are provided by volunteer attorneys willing and able to dedicate a limited amount of time to a well matched client. Under certain circumstances, VLSH staff attorneys are able to provide brief services when the need of the client is urgent.

(iii) Full Representation Referrals

Qualified program participants are referred by volunteer attorneys after a Neighborhood Legal Clinic meeting, and are determined to lack the capacity and resources to manage their complex legal situation without representation. The Pro Bono Coordinator along with the Program Manager recruit and attempt to place these clients with an appropriate volunteer attorney willing, able and qualified to represent the client for the entirety of the case. The Pro Bono Coordinator monitors the cases from placement to closing.

Placement of cases with pro bono attorneys is at the heart of VLSH's core services and is the highest level of service offered. However, the referral process for pro bono full representation demands a great deal of time and effort from VLSH staff. On average, it could take up to five (5) attempts to place a highly contested family law case with a pro bono attorney. For cases that are matched with a volunteer attorney, VLSH staff monitor the progression of the case throughout the life of the case to ensure the placement is effective.

In 2014, VLSH part-time Pro Bono Coordinator opened 57 cases and placed 43 cases for full representation with volunteer attorneys. Funding would allow the part-time Pro Bono

Coordinator to be a full time position which would effectively increase efforts in placing clients with volunteer attorneys for this critical level of service.

d. Pro Se Assistance through Workshops

VLSH has been delivering “self-help” assistance to pro se litigants for many years in the form of Workshops. These Workshops are aimed to assist those who have less complicated legal issues that can best be resolved through step-by-step guidance and assistance to maneuver through the procedural aspects of a civil legal matter such as an uncontested divorce, guardianship, adoption or a Chapter 7 Bankruptcy filing. In 2014, VLSH assisted 38 individuals for such Workshops, saving both the client and Hawaii courts from pro se litigants filing incomplete or erroneous pleadings.

Funding would support expanding this service by funding a full time Staff Attorney and Paralegal to provide these limited scope services as well as to coordinate with volunteer attorneys willing and able to assist in the Workshops. Funding would also go to support the continuation of the Divorce Workshop in Kailua-Kona launched in 2014 with the support of a Hawaii County Nonprofit Grant. Workshops for the grant period would include uncontested divorce, and uncontested guardianships for minors to be held on Oahu, Hawaii Island and Maui County.

e. Pop-Up Legal Clinics

In 2014, VLSH launched 2 pilot Pop-Up Legal Clinics as an extension to its Neighborhood Legal Clinics and in response to the needs of those living in rural and targeted communities and face barriers to accessing legal services in our downtown main office. The goal of the Pop-Up Legal Clinics is to mobilize volunteer attorneys to provide pro bono service to rural residents who due to transportation, child care, and/or work scheduling limitations are unable to meet with volunteer attorneys face-to-face in the downtown business district.

The 2 Pop-Up Legal Clinics of 2014 were conducted in Waianae and Waipahu and collectively serviced 77 individuals. Approximately 60% of those who participated continued to receive

services through VLSH to resolve their legal issues. Funding would support 4 Pop-Up Legal Clinics on Oahu, 2 on Maui, and 1 on Kauai during the grant period.

2. Projected Annual Timeline for Accomplishing Results/Outcomes

<i>Activity/Month</i>	1	2	3	4	5	6	7	8	9	10	11	12
Outreach (Statewide)	X	x	X	x	X	x	x	x	x	x	x	X
Intake (Statewide)	X	x	X	x	X	x	x	x	x	x	x	X
Pro Bono Referrals (Statewide)	X	x	X	x	X	x	x	x	x	x	x	X
Neighborhood Legal Clinics												
- Oahu	X	x	X	x	X	x	x	x	x	x	x	X
- Hawaii County			X			X			X			X
Pro Se Workshops												
- Oahu	X		X		X		X		X		X	
- Maui County		X			X			X			X	
- Hawaii County	X			X			X			X		
Pop-Up Clinics												
- Oahu			X			X			X			X
- Maui				X						X		
- Kauai							X					
Volunteer Recruitment	X	x	x	x	X	x	x	x	x	x	x	X
Administration and Assessment			X			X			X			X

3. Describe its quality assurance and evaluation plans for the request.

VLSH 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**

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	3,500
Outreach events conducted	12
Client satisfaction survey results (average rating, scale 1 to 5, with 5 being the highest)	4.0

III. **Financial**

Budget

1. **Please see Attachment "A" for applicable budget forms.**
2. **The applicant shall provide its anticipated quarterly funding requests for the fiscal year 2016.**

Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total Grant
\$100,000	\$100,000	\$100,000	\$100,000	\$400,000

3. The applicant shall provide a listing of all other sources of funding that they are seeking for fiscal year 2016.

- Hawaii County Non-Profit Grant
- 2015-2016 City and County of Honolulu Grant-in-Aid
- 2015-2016 CDBG City and County of Honolulu
- Private Foundation Grants

4. State and Federal tax credits within the prior three years.

VLSH received the Small Employer Health Insurance Premium Credit in 2012 and 2011, and has not nor does it anticipate applying for any state and federal tax credits for any capital projects.

5. Government Contracts and Grants Received and Pending Receipt for Program Funding.

- 2014-2015 - Hawaii State Judiciary, Grant-in-Aid Appropriation
- 2014-2015 - Hawaii County Non-Profit Grant
- Jan. 2014 – February 2015 – City and County of Honolulu Grant-in-Aid

6. Balance of Unrestricted Funds as of December 31, 2014 : \$449,781.27

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 1 staff member 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.

VLSH'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 four (4) 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.
- 2014-2015 City & County of Honolulu Grant-in-Aid to conduct outreach and onsite services for elderly, low-income families in estate planning, guardianships, and bench warrant recall services.

B. Facilities

VLSH 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. Each office is utilized by staff and by volunteer attorneys during legal clinics which are held every Thursday evening and the first and third Saturday of each month.

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. In addition, VLSH seeks out venues for sponsored community events that is convenient to the public and adheres to the American with Disabilities Act.

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 VLSH efficiently:

- a) Direct Services
 - Program Manager, Full-time
 - Supervising Staff Attorney, Full-time (currently part-time)
 - Pro Bono Placement Coordinator, Full time-time (currently part-time)
 - Intake and Clinic Coordinator, Full-time
 - Intake Specialist, Full-time
 - Pro Se Services Paralegal, Full-time (currently vacant)

- b) Administrative
 - Executive Director, Full-time
 - Operations Manager, Full-time (currently vacant)
 - Bookkeeper, Full-time
 - Outreach/Communications, Full-time

2. Staff Qualifications and Experience.

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

Michelle D. Acosta, 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.

Susana Atsatt, Outreach and Communications Coordinator Volunteer Legal is primarily responsible for coordinating and creating and maintaining the organization's services and programs outreach materials. Ms. Susana works closely with both the Program Manager, Operations Manager and Executive Director to develop and direct publicity for the organization's services and pro bono programs.

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.

Justin Herrera, Program Manager is a graduate of the William S. Richardson School of Law. As Program Manager, Ms. Herrera oversees the effective delivery of legal and constituent services including intake, clinics, pro bono referrals and volunteer recruitment and training. Ms. Herrera also generates reports and develops new pro bono projects. Ms. Herrera works closely with the Executive Director in conducting outreach and maintaining relationships with community stake holders.

Tamara Jones, Intake Specialist, recently joined VLSH. Ms. Jones served 20 years in the U.S. Navy and is completing her paralegal studies. Ms. Jones brings to VLSH her strong work ethic and dedication for public service. Ms. Jones' daily duties include processing intake calls and walk-ins as well as providing support to special projects like the Veterans Legal Assistance and Bench Warrant Recall.

Wendy Kojima, Bookkeeper and Office Administrator, holds a BA degree in Management Information Systems (MIS) from the University of Hawaii at Manoa. She has been employed by Volunteer Legal for 4 years and is knowledgeable about grants and proficient in MIP, the non-profit accounting system. In addition to her bookkeeping duties, Ms. Kojima assists with administrative and operational matters.

Lizanne Pasqualette, Pro Bono Coordinator, earned her Juris Doctorate from the South Texas College of Law, Houston, Texas. Ms. Pasqualette 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. Pasqualette is primarily responsible for placement of pro bono cases with pro bono attorneys. In addition, Ms. Pasqualette works closely with other program staff to develop and implement pro bono projects.

Beverlyn Simina, Intake and Clinic Coordinator, oversees Intake and Clinic operations. In addition, Ms. Simina provides project coordination and paralegal services for the Uncontested Divorce and Guardianship of Minors Self-Help Workshops. Ms. Simina has been with VLSH for 7 years and is fluent in Chuukese. She holds a Bachelors degree in Philosophy from the University of Hawaii in Hilo.

Pro Se Services Paralegal, currently vacant will work closely with the Staff Attorney and volunteer attorneys to provide self-help assistance to pro se litigants. The Pro Se Services Paralegal will ensure participants are scheduled to workshops and meetings with attorneys, provide technical assistance to the participants, and monitor the progression of each participant in the program to conclusion of services.

Rural Services Coordinator/Paralegal, currently vacant will work closely with the Staff Attorney and Program Manager to coordinate workshops and clinics within the Counties of Maui, Kauai, and Hawaii. The Rural Services Coordinator/Paralegal will provide participants technical assistance for pro se assistance as well as provide support to volunteer attorneys and attorneys on staff to ensure participants receive appropriate and timely services.

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

3. **Supervision and Training.**

The Executive Director reports to the Board of Directors and oversees the day-to-day operations of the organization and the development and implementation of policies and procedures. The Program Manager reports directly to the Executive Director is responsible for supervising the following program staff and volunteers: Pro Bono Coordinator; Intake/Clinic Coordinator; and Intake Staff. Direct legal services will be overseen by the Staff Attorney who will supervise the Pro Se Services Paralegal and Rural Services Coordinator. The Operations Manager reports directly to the Executive Director is responsible for supervising and ensuring the following staff are trained: Bookkeeper and Communications Coordinator.

All employees will participate in an annual performance review, and receive performance counseling as necessary. Employees also engage in annual trainings including pro bono programming, human resources, and legal subject matter. 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 the training offered to volunteer attorneys to keep abreast of current court procedures. Operations also have the opportunity to attend annual training in non-profit management and accounting.

B. Organization Chart

Please see Attachment D.

C. Compensation

Position	Staff Name	Annual Salary
Executive Director	Michelle D. Acosta	\$68,000.00
Program Manager	Justine Herrera	\$50,000.00
Staff Attorney (PT)	Aphirak Bamrungruan	\$26,000.00 (PT)

VI. Other

D. Litigation

There is no pending litigation to which VLSH is a party.

B. Licensure or Accreditation

VLSH staff consists of attorneys who are licensed to practice in the States of Hawaii, 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.

C. Federal and County Grants

- Indigent Legal Assistance Fun \$49,663
- County of Hawaii Nonprofit Grant \$15,000
- City & County of Honolulu GIA \$114,295
- State of Hawaii Grant in Aid \$250,000

D. Private Educational Institutions

The grant will not be used to support or benefit a sectarian or non-sectarian private educational institution.

E. Future Sustainability Plan

- (1) If GIA Funds are Received for fiscal year 2015-16

Funds awarded for fiscal year 2015-2016 will be used to leverage other sources of funding from private foundations and county funding. VLSH is submitting funding requests to the Hawaii County for its Nonprofit Grant for fiscal year 2015-2016, and has also submitted a proposal for

funding to the City and County of Honolulu Grant-in-Aid for FY 2016. In addition, VLSH plans to submit a proposal for the City and County of Honolulu Community Development Block Grant upon release of the Request for Proposal by the City and County of Honolulu Division of Purchasing.

VLSH has secured funds from the Atherton Foundation and Hawaii Community Foundation for legal service projects for Maui County for Calendar Year 2015, for which current State Grant-in-Aid funds will be leveraged to fully support those projects. In 2014, VLSH worked to re-establish relationships with other organizations serving similar segments of the population and worked to secure sub-grants. An example of this effort is a 2014-2015 sub-contract award from Catholic Charities of Hawaii to service veterans in Hawaii through the Federal Support Services for Veterans and Families. VLSH is similarly working with the Legal Aid Society of Hawaii (LASH) to secure additional LSC funds to service the low income community in Hawaii. For example, in 2014 VLSH and LASH applied for two Pro Bono LSC grants. While these two grants were not awarded, VLSH and LASH intend to again apply jointly for the 2015 Pro Bono grant. VLSH and LASH were successful in securing funds from the Hawaii Community Foundation in 2014 to support collaborative efforts to streamline legal services to the low income community by and between both organizations.

VLSH is actively seeking funding opportunities to support its core services and special projects clearly connected to its core pro bono program, and will continue to do so upon an award from this year's Grant-in-Aid.

(2) Sustainability Plan if GIA Funds are Not Received After FY 2015-2016

VLSH is a standalone legal service provider meaning that it receives neither federal funds from the Legal Services Corporation (LSC) nor from the Hawaii State Bar Association (HSBA) as other pro bono programs in other jurisdictions. As such, VLSH actively seeks and competes for Hawaii and national foundations for continued support of its core pro bono program for Hawaii's low-income community. In addition, VLSH also applies for county funds to leverage State and

foundation funds. Other sources of funding will come from an increased effort to engage the corporate sector to fund core pro bono services.

VLSH plans to sustain its core pro bono program through diverse revenue sources to include State, County, Federal, private foundations, and donations. In addition to actively seeking government and foundation grants, VLSH is prioritizing fundraising through a more robust annual campaign. Due to limited staffing in recent years, VLSH has had limited capacity to aggressively pursue this source of revenue. Fortunately, a Hawaii Community Foundation Grant awarded in November 2014 for capacity building has provided VLSH the capability to focus on fundraising.

VLSH is also presently working with the Legal Aid Society of Hawaii to encourage the Hawaii State Legislature to pass a Resolution to create a Task Force aimed at examining which agency or organization should administer general funding for civil legal services. VLSH recognizes that the state government cannot fund the entirety of the pro bono program for the state, however, VLSH cannot continue to exist without stable funding from the state to support civil legal services that are needed by a vast majority of the state's population.

Other sources of revenue include the Indigent Legal Assistance Fund (ILAF) and the Interest on Lawyer Trust Accounts (IOLTA). These two sources provide VLSH its only source of stable funding but only amount to approximately \$60,000.00 in annual revenue. In 2011, the ILAF ceiling was raised to increase the availability of funds for eligible legal service providers. While this increased the total amount of funds overall, VLSH continued to receive less than 4% of available funds. The IOLTA funds are tied directly to the Federal interest rates which continue to remain low.

F. Certificate of Good Standing (If the Applicant is an Organization)

PLEASE SEE ATTACHED SUPPORTING DOCUMENT: Attachment E

ATTACHMENT “A”

BUDGET FORMS

- Budget Request by Source of Funds
- Budget Justification – Personnel, Salaries and Wages

BUDGET REQUEST BY SOURCE OF FUNDS

Period: July 1, 2015 to June 30, 2016

Applicant: VOLUNTEER LEGAL SERVICES HAWAII

BUDGET CATEGORIES	Total State Funds Requested (a)	Total Federal Funds Requested (b)	Total County Funds Requested (c)	Total Private/Other Funds Requested (d)
A. PERSONNEL COST				
1. Salaries	247,000		100,000	175,000
2. Payroll Taxes & Assessments	39,800		18,000	22,000
3. Fringe Benefits	37,700		16,500	19,500
TOTAL PERSONNEL COST	324,500		134,500	216,500
B. OTHER CURRENT EXPENSES				
1. Airfare, Inter-Island	2,500		2,500	3,000
2. Insurance	5,000		1,000	6,000
3. Lease/Rental of Equipment	5,000		1,000	1,500
4. Lease/Rental of Space	28,000		500	5,000
5. Ground Transportation	1,500		1,500	1,500
6. Supplies/Postage	2,000		500	2,000
7. Telecommunication/Broadband	6,000		600	3,500
8. Utilities	8,000			1,500
9. Audit	5,000			8,000
10. Professional Fees	6,000		500	4,000
11. IT Services/Subscriptions	3,500		1,500	7,500
12. Volunteer Recruitment/Training	0		500	5,000
13. Printing/Promotions	1,500		1,500	1,500
14. Ground Transportation	1,500		600	1,500
15. Maintenance				2,500
16. Marketing				3,500
17. Improvements/Repairs				5,000
18. Staff Training				5,000
19. Development				3,500
20				
TOTAL OTHER CURRENT EXPENSES	75,500		12,200	71,000
C. EQUIPMENT PURCHASES				
D. MOTOR VEHICLE PURCHASES				
E. CAPITAL				147,500
TOTAL (A+B+C+D+E)	400,000		142,440	295,000
SOURCES OF FUNDING		Budget Prepared By:		
(a) Total State Funds Requested	400,000	Michelle D. Acosta		
(b) Total Federal Funds Requested	0	Name (Please type or print) Phone		
(c) Total County Funds Requested	142,440	Signature of Authorized Official Date		
(d) Total Private/Other Funds Requested	295,000	Executive Director _____		
TOTAL BUDGET	837,440	Name and Title (Please type or print)		

BUDGET JUSTIFICATION - PERSONNEL SALARIES AND WAGES

Period: July 1, 2015 to June 30, 2016

APPLICANT: Volunteer Legal Services Hawaii

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 FTE	\$68,000.00	35.00%	\$ 23,800.00
Operations/Development Manager	1.0 FTE	\$45,000.00	35.00%	\$ 15,750.00
Bookkeeper	1.0 FTE	\$41,000.00	35.00%	\$ 14,350.00
Program Manager	1.0 FTE	\$50,000.00	50.00%	\$ 25,000.00
Staff Attorney	.50 FTE	\$52,000.00	50.00%	\$ 26,000.00
Intake/Clinic Coordinator	1.0 FTE	\$39,000.00	70.00%	\$ 27,300.00
Intake Specialist	1.0 FTE	\$25,000.00	100.00%	\$ 25,000.00
Pro Se Services Paralegal	1.0 FTE	\$25,000.00	100.00%	\$ 25,000.00
Pro Bono Coordinator	1.0 FTE	\$40,000.00	70.00%	\$ 28,000.00
Outreach/Communications Coordinator	1.0 FTE	\$32,000.00	35.00%	\$ 11,200.00
Rural Services Coordinator/Paralegal	1.0 FTE	\$25,000.00	100.00%	\$ 25,000.00
				\$ -
				\$ -
				\$ -
TOTAL:				246,400.00
JUSTIFICATION/COMMENTS:				
The annual salary reflected above does not include fringe benefits including insurance, FICA, health care, etc.				

ATTACHMENT "B"

POSITION DESCRIPTIONS

Position Description: Executive Director

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.

A. Duties

This position plans and recommends policies and programs and executes all decisions of the Board while assuring that the Board of Directors is kept fully informed. Responsible for the overall leadership of staff in the development and implementation of short and long range plans, policies and other activities. Inspires and leads the organization in carrying out its mission and maintaining its vision. He/she is also responsible for the financial management of the organization, including the development and implementation of the annual budget. Promotes and acquires financial support including writing grants.

The Executive Director develops and expands Volunteer Legal's program to deliver pro bono legal services to low income level individuals and families. He/she maintains effective relationships with other organizations, both public and private, to enhance the organization's ability to deliver services. 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. He/she also 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. He/she also 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.

B. Required Qualifications

The Executive Director should have a minimum of 5 years working in a supervisory capacity and an in-depth knowledge of the management process. He/she must have financial and accounting skills to manage an organization budget and the ability to develop strategies, budgets, policies and procedures. He/she must be skilled in effective staffing; selecting, training and developing employees; directing employees toward desired objectives; delegating, motivating and resolving problems.

Appendix B.4

C. Desired Qualifications

The Executive Director is expected but not required to have a MBA or J.D. or other equivalent advanced degree in a related field and a minimum of seven years of increasingly responsible administrative experience. Experience working with low-income and other disadvantaged individuals and communities in Hawaii and a demonstrated commitment to pro bono service, including participation in pro bono related activities.

D. Salary

Salary to commensurate with experience.

Position Description: Bookkeeper

General Responsibilities

The Bookkeeper, under the supervision of the Executive Director, renders services relative to the bookkeeping, management and administration of the organization's revenue.

A. Duties

Receive daily deposits, post, file and manage all revenue for Volunteer Legal and its projects. Maintain and allocate all accounts receivable, accounts payable and account reconciliations. Post, maintain and allocate vacation, sick leave and leave of absence of staff and distribute payroll. .

Prepare monthly financial reports for the Executive Director, Board of Directors, funders and projects and maintain files of all grants and vendor contracts and agreements. Prepare all materials for audits and other financial reviews. Maintain inventory records and employee handbook. Formulate, prepare and maintain accounting policies and procedures as required. He/she will also be expected to undertake any other Program related duties as requested by the Executive Director.

B. Required Qualifications

The Bookkeeper should have a minimum of 2 years working in a financial or accounting position. He/she should be proficient in a Windows operating system and related programs. He/she should be detail oriented and have strong organizational skills.

C. Desired Qualifications

The Bookkeeper is expected but not required to have a proficiency in the use of MIP or other financial software and experience working in a non-profit setting.

D. Salary

Salary to commensurate with experience.

Position Description Intake Specialist

General Responsibilities

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.

A. Duties

The Intake Specialist will handle all incoming phone calls and walk-ins from potential participants and coordinate the initial screening to ensure that they meet Project criteria and standards. The Intake Specialist will also initiate the collection of documents and forms from the participant. He/she will also ensure that every potential participant is properly documented in the computer database and the participant's status is properly logged. In addition, the Intake Specialist will manage and track all referrals and intake outcomes.

He/she will attend Volunteer Legal staff meetings and comply with internal personnel policies and procedures including requirements relating to timely and accurate timesheets, work schedules and attendance. He/she is also expected to take on any other Project related duties as requested by the Staff Attorney I/Coordinator or Senior Staff Attorney/Recruiter.

B. Required Qualifications

The Intake Specialist should have strong oral and written communication skills and the ability to handle participants in a calm, professional, friendly and patient manner. He/she should be proficient in a Windows operating system and related programs and have the ability to type accurately.

C. Desired Qualifications

~~Strong preference will be given to individuals who have experience working with low-income and other disadvantaged individuals and communities in Hawaii. Individuals who are conversant in Chuukese, Spanish, Samoan, Marshallese, Ilocano or Tagalog are also strongly desired.~~

D. Salary

Salary to commensurate with experience.

Job Description

INTAKE/CLINIC COORDINATOR

General Responsibilities:

Reporting to the Program Manager, 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 Program Manager and Staff Attorney 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 Rural Services Coordinator and Staff Attorney 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 Uncontested Divorce and Guardianship Workshops.
10. Assist the Program Manager 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 Program Manager 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 Program Manager in reporting requirements.
15. Other tasks and assignments as necessary.

Staff Attorney

General Responsibilities

The Senior Staff Attorney is responsible for the overall monitoring and supervision of the Project and Project Staff in addition to the recruitment of volunteer attorneys to provide legal services through Project clinics, workshops, and information sessions. In addition, he/she will work directly with the Executive Director to ensure the efficient and effective delivery of legal services and promoting pro bono service in the community. He/she will also conduct Family Law and Estate Planning information sessions and assist with cases on an as needed basis.

A. Duties

The Senior Staff Attorney/Pro Bono Recruiter will be responsible for recruiting, screening, supervising and training of volunteer attorneys, law students, and paralegals. He/she is expected to ensure that the delivery of legal services is consistent with internal guidelines, Project and grant requirements, and standards of practice in the community. Implement and maintain internal guidelines, policies and procedures applicable to the delivery of legal services and monitor the Project's compliance with such.

This position will monitor and support expansion and maintenance of the database of the volunteer attorneys, including contact information and licensing status, professional expertise and interests, volunteer activities, pro bono hours, and donor status. Promote pro bono service by attorneys in Hawaii at private and public events. Educate members of the Bar and the public about services available through the Project and promote ways in which the community can support Volunteer Legal.

He/she will monitor attorney review of all intakes/case summaries generated by staff and volunteers to ensure that information is as complete and accurate as possible and that appropriate documents are requested of project participants. Provide training for staff and volunteers on topics and procedures. Periodically solicit and evaluate feedback from volunteers, referral sources, collaborators and participants to develop and implement ways to improve services provided through the Project. Periodically evaluate and report on the status of post-clinic services including brief services and pro bono placements to ensure that services are being provided consistent with applicable standards of practice and the Project's guidelines, volunteer attorneys are receiving appropriate administrative or other support from Volunteer Legal staff, matters are closed in a timely fashion, and pro bono hours are being reported and recorded by staff. Ensure preparation and distribution of periodic reports regarding activities including volunteers recruited, brief services, pro bono placements, pro bono hours donated as well as other reports requested by the Executive Director and/or Board of Directors.

This position will be expected to comply with internal personnel policies and procedures including requirements relating to timely and accurate timesheets, work schedules to ensure the availability of at least one Hawaii licensed attorney during office hours, and attendance. Complete periodic performance reviews of staff. Attend staff meetings, community events or conferences as needed. In addition, complete any other duties as requested by the Executive Director.

B. Required Qualifications

The Project Attorney/Pro Bono Recruiter must possess an unrestricted, active license to practice in the State of Hawaii. A minimum of four years of experience practicing as an attorney, including at least one year of experience supervising other attorneys and/or paraprofessional staff. He/she must have superior written and verbal communication skills, including public speaking and excellent analytical and legal research skills. He/she should have strong interpersonal and relationship-building skills; ability to work well and collaborate with a wide range of people and possess excellent judgment, decision making, and problem-solving skills. He/she should also have a basic proficiency in Excel, Microsoft Word.

Appendix B.4

C. Desired Qualifications

The Project Attorney/Coordinator is expected but not required to have one year of practice experience in family law as a private, government or pro bono attorney in Hawaii or completion of law clerkship with family court judge in Hawaii. Experience working with low-income and other disadvantaged individuals and communities in Hawaii and a demonstrated commitment to pro bono service, including participation in pro bono related activities as law student and/or attorney.

D. Salary

To commensurate with experience

Job Description
PRO BONO PROGRAM MANAGER

General Responsibilities

Reporting to the Executive Director, the Pro Bono Program Manager is responsible for developing, implementing and overseeing a logical plan of action to increase the quality of services through volunteer recruitment, retention and program delivery.

Duties

1. Providing direct oversight of program services (legal advice clinics, outreach, brief services, direct representation, workshops) including monthly, quarterly, and yearly reports to the Executive Director.
2. Provide direct supervision of Intake/Clinic Coordinator, Direct Services Coordinator, and Community Outreach Coordinator.
3. Overseeing and organizing Continuing Legal Education classes for volunteers.
4. Research and develop new program services to provide legal services to underserved clients.
5. Develop and maintain relationships with community partners among service providers, and the legal community.
6. Recruit, train and support volunteer attorneys, students and paralegals in coordination with the Supervising Attorney and Pro Bono Coordinator.
7. Maintaining good communication and positive relationships with volunteer attorneys to promote continued involvement.
8. Researching and analyzing data pertaining to the need for legal services throughout the State of Hawai'i.
9. Conduct outreach as is relevant to the services offered by VLSH, and assisting and representing the Executive Director as needed in all VLSH programs.
10. Participate with the management team in planning, ensuring that all relevant report to management team, Board of Directors, grantors or funders are well-written and timely, and attend and report at all staff and management meetings.
11. Other tasks and assignments as necessary.

Job Description
RURAL SERVICES COORDINATOR/PARALEGAL

General Responsibilities:

Reporting to the Staff Attorney, the Rural Services 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 Staff Attorney and Program Manager to develop program goals and ensure that all program goals are met.
 2. Point person for the coordination, scheduling and staffing of rural services events.
 3. Work cooperatively and closely with Intake/Clinic Coordinator and Intake Staff to ensure that quality legal services are provided to VLSH participants.
 4. 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.
 5. Point person for the coordination, scheduling and staffing of Ask-a-Lawyer events.
 6. 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.
 7. 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.
 8. Review, amend and maintain current procedures manuals for each assigned project to ensure consistent performance.
 9. Gather all necessary data and information for assigned projects to assist Director of Legal Services in reporting requirements.
-
10. Assist with conducting Intake as necessary.
 12. Other tasks and assignments as necessary.

ATTACHMENT “D”

ORGANIZATIONAL CHART

BOARD OF DIRECTORS

Executive Director
Michelle D. Acosta

|

Program Manager/Staff Attorney

Justine Herrera

- **Pro Bono Coordinator**
Lizanne Pasquarette, Esq.
- **Intake/Clinic Coordinator**
Beverlyn Simina
- **Intake Specialist**
Tamara Jones
- **Intake Specialist**
Vacant

Staff Attorney

Aphirak Bamrungruan

- **Workshop Paralegal**
Vacant
- **Rural Services Paralegal**
Vacant

Operations Manager

Vacant

- **Bookkeeper**
Wendy Kojima
- **Communications/Outreach**
Susana Atsatt

ATTACHMENT “E”

Certificate of Good Standing



Department of Commerce and Consumer Affairs

CERTIFICATE OF GOOD STANDING

I, the undersigned Director of Commerce and Consumer Affairs of the State of Hawaii, do hereby certify that

VOLUNTEER LEGAL SERVICES HAWAII

was incorporated under the laws of Hawaii on 06/23/1981 ; that it is an existing nonprofit corporation; and that, as far as the records of this Department reveal, has complied with all of the provisions of the Hawaii Nonprofit Corporations Act, regulating domestic nonprofit corporations.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the seal of the Department of Commerce and Consumer Affairs, at Honolulu, Hawaii.

Dated: January 28, 2015

Catherine P. Awai-Cole



Interim Director of Commerce and Consumer Affairs