
The Twenty-Ninth Legislature

Application For Grants

Chapter 42F, Hawaii Revised Statutes

House District(s) _____

Senate District(s) _____

THE TWENTY-NINTH 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): JUDICIARY

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

1. APPLICANT INFORMATION:

Legal Name of Requesting Organization or Individual:
Hawaii Family Law Clinic

Dbas: ALA KUOLA

Street Address: 677 Ala Moana Blvd. #1005
Honolulu, Hawaii 96813

Mailing Address: 677 Ala Moana Blvd. Box 41
Honolulu, Hawaii 96813

2. CONTACT PERSON FOR MATTERS INVOLVING THIS APPLICATION:

Name EDWIN K. FLORES

Title Executive Director

Phone # (808) 545-1880

Fax # (808)-545-1887

E-mail edkflores @alakuola.com

3. TYPE OF BUSINESS ENTITY:

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

6. DESCRIPTIVE TITLE OF APPLICANT'S REQUEST:

DOMESTIC ABUSE TEMPORARY RESTRAINING ORDERS /PROTECTION ORDERS

4. FEDERAL TAX ID #: [REDACTED]

5. STATE TAX ID #: [REDACTED]

7. AMOUNT OF STATE FUNDS REQUESTED:

FISCAL YEAR 2019: \$ 216,978

8. STATE 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 \$ _____

FEDERAL \$ _____

COUNTY \$ 80,500

PRIVATE/OTHER \$ _____

TYPE NAME & TITLE OF AUTHORIZED REPRESENTATIVE

EDWIN K. FLORES EXECUTIVE DIRECTOR



01/19/2018
JAN 19 2018 3:28 pm

Background and Summary

Applicant's Background:

For victims of domestic abuse, a temporary restraining order (TRO) is a legal shield from further abuse, and it can sometimes mean the difference between life and death. TRO's are critical to ensuring the safety of victims, but the process of obtaining one with the family justice system in Hawaii has not always been easily accessible. A TRO can be defined as an order of protection for victims of abuse against their abusers issued by the Family Court. A TRO creates a crucial line of defense for victims of domestic abuse by creating that legal shield.

The Hawaii Family Law Clinic dba Ala Kuola, hereinafter Ala Kuola (*A Path to Safety and Life*), is a 501 (c) (3) non-profit organization incorporated in 2004 whose primary focus is to assist victims affected by domestic abuse with the preparation and filing of temporary restraining orders (TRO's) under the purview of Hawaii Revised Statutes 586 with the Family Court of the First Circuit.

Since opening its doors in 2007, Ala Kuola has assisted several thousands of victims of domestic abuse to attain safety from their abusers through its open and unfettered accessibility to obtaining temporary restraining orders through the Family Court of the First Circuit.

Ala Kuola's administration and staff is highly experienced and is able to provide a high volume of clientele with professional services through its non-restrictive intake services and professionalism provided to the Family Court.

Through this request for a grant-in-aid subsidy to the Twenty-Ninth Legislature, Ala Kuola's goal is to ensure that victims of domestic abuse are able to obtain protection orders from the Court for their safety and well-being. Ala Kuola's objective is to accomplish this by providing greater access to victims by providing unfettered access for TRO services.

Goal:

The goal of this program is to provide greater and unfettered access to victims of domestic abuse with the completion and filing of temporary restraining orders with the Family Court of the First Circuit.

Objective:

At least 325 victims of domestic abuse will be served with the assistance of completion and filings of temporary restraining orders and provide appropriate referral for services.

the initiation of the after-hours cell phone line, we have received many calls for information, and also HPD service of process.

Annual Time Line

July 1, 2018 - June 30, 2019

Task	J	A	S	O	N	D	J	F	M	A	M	J
Provide ongoing support for DV victims in their efforts to complete and file a Temporary Restraining Order (TRO) against their abuser.	X	X	X	X	X	X	X	X	X	X	X	X
Increase accessibility of TRO services for DV victims with after hour, weekend and holiday phone access for information	x	x	x	X	X	X	X	X	X	X	X	X

Outcomes:

All persons who utilize the service of Ala Kuola will receive comprehensive information and assistance with the completion and processing of a TRO. All persons who utilize our service will also obtain appropriate referrals for additional social and legal services. Through Ala Kuola's after hour telephone access victims of domestic abuse will receive information and be able to schedule an appointment.

Quality Assurances and Evaluation:

Ala Kuola manages a system of improving service to all whom it serves through external and internal monitoring, on-going case evaluations, and problem-solving.

Formal internal program evaluations serve as useful tools to Ala Kuola in determining whether the program objectives are being met and service contract obligations are being fulfilled. Ala Kuola employs the use of the Ala Kuola Satisfaction Questionnaire that is distributed and voluntarily completed by those who have used Ala Kuola's services. This questionnaire is used to improve and ensure a high quality of service is rendered. (See attachment 1.)

Measure of Effectiveness:

Throughout the course, Ala Kuola tracks client information through an agency-wide data management system. Information from this system will be reviewed weekly by the Executive Director, and compiled quarterly in the form of an activity report that will be submitted to the Hawaii State Judiciary. Ala Kuola's reporting will include but not be limited to monthly totals of TRO filings, and inquiries for information and services.

These reports will allow the organization to track progress during the duration of the program.

Financials

See Attached Budget

2. Anticipated Quarterly Funding Request:

Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total Grant
\$54244.50	\$5244.50	\$54244.50	\$54244.50	\$216,978

3. This applicant will seek purchase of servicer funding offered through the Judiciary, Federal and County funding opportunities

4. N/A

5. City and County of Honolulu: \$175,000

6. N/A

Experience and Capability

Necessary Skills and Experience

Ala Kuola is the only private agency that assists victims of domestic abuse with the preparation and filing of temporary restraining orders, (TRO's) with the Family Court of the First Circuit. Ala Kuola has provided TRO services to the public since 2007, and has assisted several thousand individuals seeking protection from their abusers. Ala Kuola conducts its intake services in a non-threatening and confidential setting on a one-on-one basis. Ala Kuola is unique in that it has the capability to conduct outreach intake services upon request. In special circumstances,

Ala Kuola provides services by conducting intake services throughout the business day five days a week, does not require a pre-set appointment, and has no restrictions that an individual be present by a designated time. Further, Ala Kuola conducts its intake services in a non-threatening and confidential setting on a one-on-one basis. In special circumstances, Ala Kuola will conduct intake services outside of its office ensuring the safety of the individual and Ala Kuola staff.

Ala Kuola's staff receives training and is knowledgeable of the Hawaii Revised Statutes, Chapter 586, (Domestic Abuse Protection Orders). This understanding is important in order to effectively assist individuals and is paramount in its assistance to victims of domestic abuse. Ala Kuola's staff receives extensive training and possess a complete working knowledge of the petition and order requesting a temporary restraining order and the domestic abuse process. This knowledge extends to each and every provision of the document in order to effectively assist and answer all inquiries competently and accurately in order to allow individuals to complete their petitions.

Further, pursuant to Hawaii Revised Statutes, Ala Kuola is mandated to report any suspected child abuse and neglect. Ala Kuola's staff is knowledgeable with the preparation and submission of the Family Court Referral For Suspected Child Abuse/Neglect Or Risk referral form that is required by the court to be submitted upon submission of a TRO petition where a child or children is/are reflected on the petition.

It should be noted that in 2009, when all departments of the State of Hawaii were furloughed due to a budget shortfall, Ala Kuola was sought to fill the void of services for domestic abuse victims. Seeing the need to continue to provide protection to victims of domestic abuse through the Courts and recognizing Ala Kuola's competency and expertise in the processing of TRO's, the Chief Justice of the Judiciary and the Senior Judge of the Family Court at that time approached Ala Kuola to provide TRO services. Through arrangements and procedures set in place by then Family Court Judge Sabrina McKenna, Ala Kuola assisted with the preparation and processing of TROs during the furlough period.

Recognizing the abilities and value of Ala Kuola's services, former Family Court Senior Judge Sabrina McKenna issued a court order filed in the Family Court of the First Circuit designating Ala Kuola a non-judicial agency to assist petitioners in completion of petitions for domestic abuse protection orders. (See attachment 2)

Further, for Ala Kuola's role in assisting the public with the completion of temporary restraining orders, Ala Kuola is listed on the Honolulu Police Department's Domestic Violence Assistance referral card that is distributed by HPD when responding to domestic violence calls. (See attachment 3)

In March of 2014, the Family Court and the Honolulu Police Department (HPD) entered into a pilot program and included Ala Kuola as a participant. This pilot program, that continues in effect, allows a petitioner to indicate on serving instructions to have the Family Court send the petition directly to HPD for service of process.

Verifiable Experience:

Fiscal Year 2014: Temporary Restraining Order assistance for victims of domestic abuse contract with Judiciary, First Circuit Court

Fiscal Year 2014: Temporary Restraining Order assistance for victims of domestic abuse contracted with Judiciary First Circuit Court

Fiscal Year 2015: Temporary Restraining Order assistance for victims of domestic abuse Not contacted by the Judiciary. Work can be verified with Family Court Adult Client Services Branch Supervisor Glenn T. Komiyama

Fiscal Year 2016: Temporary Restraining Order assistance for victims of domestic abuse Not contracted by the Judiciary. Work can be verified with Family Court Adult Client Services Branch Supervisor Glenn T. Komiyama

Fiscal Year 2016: Temporary Restraining Order assistance for victims of domestic abuse Not contracted by the Judiciary. Work can be verified with Family Court Adult Client Services Branch Supervisor Glenn T. Komiyama

Facilities:

Ala Kuola's facilities are located in Honolulu in the Kaka'ako area and is accessible by public transportation and as well as private vehicle. Adequate parking is available within the vicinity of the office. The office is accessible and ADA compliant.

Personal: Project Organization and Staffing

Proposed Staffing, Staff Qualifications, Supervision and Training:

Ala Kuola is staffed by the Executive Director, Program Director, Court Program Coordinator, Intake Specialist, and two Court Assistants/Court Officers/Intake Assistants.

Executive Director: Edwin K. Flores

Mr. Flores has been the Executive Director for Ala Kuola for 10 years and was one of the founders of the organization. He has over 37 years of legal experience and 12 years of experience working with victims of domestic abuse. Mr. Flores was the creator of the TRO program with Volunteer Legal Service Hawaii, the agency that previously provided this service to the Judiciary of the First Circuit.

Throughout his work with domestic abuse victims, he has assisted several hundred individuals with the preparation and filing of TRO's and has made numerous court appearances assisting the Court with facilitating disposition of cases and drafting court orders. The Executive Director will be responsible for complete oversight of the program, management and fiscal oversight.

Program Manager/Intake Specialist:

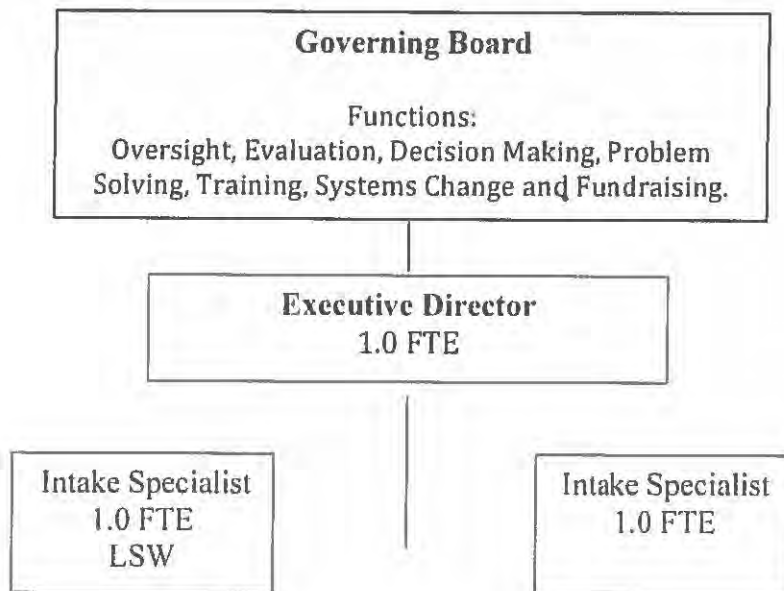
The Program manager assists the Executive Director with the coordination of all aspects of the program including planning, organizing, staffing, leading and controlling program activities. The program manager will also take the lead in and will ensure the training needs of all staff are met timely and efficiently. Further, the program manager will oversee and coordinate all intake activities and outreach services. The Intake Specialist is also charged with maintenance and revision to Ala Kuola's intake procedure manual.

Intake Specialist:

The intake specialist is responsible for all aspects of client intake activities and ensures quality control. The intake specialist will be responsible for all intake documents submitted to the Family Court of the First Circuit and will insure the documents are submitted timely and in conformity with court standards and are complete. The intake specialist ensures that all intake activities are conducted in a standardized manner as set forth in Ala Kuola's intake manual. The Intake Specialist shall have experience with interviewing and fact gathering with victims of domestic abuse.

Organization Chart

Hawaii Family Law Clinic, DBA
Ala Kuola
Organizational Chart
Tax-Exempt 501(c)(3) Organization



Compensation:

Executive Director: \$55,200
Intake Specialist: \$52,000
Intake Specialist: \$41,000

Other

Litigation:
N/A

Licensure or Accreditation:

N/A

Private Educational:

N/A

Future Sustainability:

Ala Kuola will to continue to apply for Request For Proposals for services solicited by the Judiciary and the City and County of Honolulu grant opportunities, as well as Federal grant solicitation opportunities.

Certificate of Good Standing:

See attached



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

HAWAI'I FAMILY LAW CLINIC

was incorporated under the laws of Hawaii on 06/29/2004 ; 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 19, 2018

Catherine P. Owa-Cole

Director of Commerce and Consumer Affairs

**DECLARATION STATEMENT OF
APPLICANTS FOR GRANTS 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 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 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 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.
- 2) If the applicant is an organization, 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 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 used for the acquisition of land, when the organization discontinues the activities or services on the land acquired for which the grant 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 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.

Hawaii Family Law Clinic dba Ahi Kuola
Child Support Enforcement Organization



01/19/2018
(Date)

Edwin K. Flores

Executive Director

BUDGET REQUEST BY SOURCE OF FUNDS

Period: July 1, 2018 to June 30, 2019

Applicant: Hawaii Family Law Clinic

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	149,200			
2. Payroll Taxes & Assessments	13,477			
3. Fringe Benefits	9,384			
TOTAL PERSONNEL COST	172,061			
B. OTHER CURRENT EXPENSES				
1. Airfare Inter-Island				
2. Insurance	3,700			
3. Lease/Rental of Equipment	2,040			
4. Lease/Rental of Space	19,400			
5. Staff Training				
6. Supplies	1,000			
7. Telecommunication	4,276			
8. Utilities				
9. Accounting Services	6,000			
10. Contract Atty	6,000			
11. Publication and printing	2,500			
12.				
13.				
14.				
15.				
16.				
17.				
18.				
19.				
20.				
TOTAL OTHER CURRENT EXPENSES	44,916			
C. EQUIPMENT PURCHASES				
D. MOTOR VEHICLE PURCHASES				
E. CAPITAL				
TOTAL (A+B+C+D+E)	216,978			
SOURCES OF FUNDING		Budget Prepared By		
(a) Total State Funds Requested		Edwin K. Flores (808)545-1880		
(b) Total Federal Funds Requested		Phone		
(c) Total County Funds Requested		01/17/2018		
(d) Total Private/Other Funds Requested		Date		
TOTAL BUDGET		Edwin K. Flores Executive Dr.		
		Name and Title (Please type or print)		

BUDGET JUSTIFICATION - PERSONNEL SALARIES AND WAGES

Period: July 1, 2018 to June 30, 2019

Applicant: Hawai Family Law Clinic

POSITION TITLE	FULL TIME EQUIVALENT	ANNUAL SALARY A	% OF TIME ALLOCATED TO GRANT REQUEST B	TOTAL STATE FUNDS REQUESTED (A x B)
Executive Director	0.6	\$92,000.00	60.00%	\$ 55,200.00
LSW Intake Specialist	100	\$52,000.00	100.00%	\$ 52,000.00
Intake Speicalist	100	\$42,000.00	100.00%	\$ 42,000.00
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
TOTAL				149,200.00
JUSTIFICATION/COMMENTS:				

GOVERNMENT CONTRACTS, GRANTS, AND / OR GRANTS IN AID

App: Hawaii Family Law Clinic dba Ala Kuola

Contracts Total: 175,000

	CONTRACT DESCRIPTION	EFFECTIVE DATES	AGENCY	GOVERNMENT ENTITY (U.S. / State / Haw / Hon / Kau / Mau)	CONTRACT VALUE
1	Temporary Restraining Orders	01/2014 -07/2018	Prosecuting Atty. Office	Hon.	175,000
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
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16					
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26					
27					
28					
29					

Attachment 2

FAMILY COURT
FIRST CIRCUIT COURT
STATE OF HAWAII
FILED

2010 APR 16 AM 10:24

IN THE FAMILY COURT OF THE FIRST CIRCUIT
STATE OF HAWAII

M.N. TANAKA
CLERK

In the Matter of the Designation

of

HAWAII FAMILY LAW CLINIC, dba ALA KUOLA
as a non-judicial agency to assist petitioners in completing
petitions for domestic abuse protection orders pursuant to
Hawaii Revised Statutes Section 586-3(d)

Pursuant to Hawaii Revised Statutes Section 586-3(d), **HAWAII FAMILY LAW CLINIC, dba ALA KUOLA**, is hereby designated a non-judicial agency to assist petitioners in completing petitions for domestic abuse protection orders, effective immediately and until further order of this Court.

DATED: Kapolei, Hawaii, April 16, 2010.

[REDACTED]

Senior Judge



ALA KUOLA SATISFACTION QUESTIONNAIRE

Ala Kuola is dedicated to improving its services and operations. To insure that all who seek the assistance of Ala Kuola receive a high quality of service, it is essential that we receive feedback from you. May we ask that you take a few minutes to complete this questionnaire.

- 1. Today's date: 12/1/17
- 2. Name: _____
Ethnicity: Thai / Samoan Zip Code: 96786
- 3. Who referred you to Ala Kuola? Domestic Violence Agency
- 4. Did you contact any other agency or organization to assist you prior to contacting Ala Kuola? If yes, please identify the agency or organization:
NO

For the following questions 5 to 8 you will be using a ranking scale of 1 to 5, where 1 represents "Needs Improvement" and 5 represents "Extremely Satisfied."

5. Explanation of the Family Court temporary restraining order process.
1[] 2[] 3[] 4[] 5[X]

Comments:

6. Explanation of the Family Court Petition for an Order for Protection.
1[] 2[] 3[] 4[] 5[X]

Comments:

7. If you used the internet and/or social media to find out about Ala Kuola, was our website easy to understand and use?
1[] 2[] 3[] 4[] 5[]

Comments:
I really liked the website

8. How do you rank Ala Kuola's accessibility (hours of operation, etc.) for your personal convenience.

1[] 2[] 3[] 4[] 5[X]

Comments:

9. Were you in need of a referral for additional services?
NO

If yes, was a list of service providers given to you?

What additional services were you in need of?

10. How likely are you to recommend Ala Kuola to someone who may be in need of a temporary restraining order?

Highly to recommend to a person in need of a TRO.

Thank you for your assistance in helping us to improve our efforts to better serve the public!

ALA KUOLA SATISFACTION QUESTIONNAIRE

Ala Kuola is dedicated to improving its services and operations. To insure that all who seek the assistance of Ala Kuola receive a high quality of service, it is essential that we receive feedback from you. May we ask that you take a few minutes to complete this questionnaire.

1. Today's date: 12/8/2017
2. Name: _____
Ethnicity: Part-Hawaiian Zip Code: 96717
3. Who referred you to Ala Kuola? Kahuku Police Station
4. Did you contact any other agency or organization to assist you prior to contacting Ala Kuola? If yes, please identify the agency or organization:
NO

For the following questions 5 to 8 you will be using a ranking scale of 1 to 5, where 1 represents "Needs Improvement" and 5 represents "Extremely Satisfied."

5. Explanation of the Family Court temporary restraining order process

1[] 2[] 3[] 4[] 5[]

Comments:

6. Explanation of the Family Court Petition for an Order for Protection.

1[] 2[] 3[] 4[] 5[]

Comments:

7. If you used the internet and/or social media to find out about Ala Kuola, was our website easy to understand and use?

1[] 2[] 3[] 4[] 5[]

Comments:

8. How do you rank Ala Kuola's accessibility (hours of operation, etc.) for your personal convenience.

1[] 2[] 3[] 4[] 5[✓]

Comments:

9. Were you in need of a referral for additional services?

NO

If yes, was a list of service providers given to you?

What additional services were you in need of?

10. How likely are you to recommend Ala Kuola to someone who may be in need of a temporary restraining order?

Very likely

Thank you for your assistance in helping us to improve our efforts to better serve the public!

ALA KUOLA SATISFACTION QUESTIONNAIRE

Ala Kuola is dedicated to improving its services and operations. To insure that all who seek the assistance of Ala Kuola receive a high quality of service, it is essential that we receive feedback from you. May we ask that you take a few minutes to complete this questionnaire.

- 1. Today's date: 11/2/17
- 2. Name: _____
Ethnicity: Pacific Islander Zip Code: 90817
- 3. Who referred you to Ala Kuola? Legal Aid
- 4. Did you contact any other agency or organization to assist you prior to contacting Ala Kuola? If yes, please identify the agency or organization:
NO

For the following questions 5 to 8 you will be using a ranking scale of 1 to 5, where 1 represents "Needs Improvement" and 5 represents "Extremely Satisfied."

- 5. Explanation of the Family Court temporary restraining order process.

1[] 2[] 3[] 4[] 5[X]

Comments:

- 6. Explanation of the Family Court Petition for an Order for Protection.

1[] 2[] 3[] 4[] 5[X]

Comments:

- 7. If you used the internet and/or social media to find out about Ala Kuola, was our website easy to understand and use?

1[] 2[] 3[X] 4[] 5[]

Comments:

8. How do you rank Ala Kuola's accessibility (hours of operation, etc.) for your personal convenience.

1[] 2[] 3[] 4[] 5[X]

Comments:

9. Were you in need of a referral for additional services?

NO

If yes, was a list of service providers given to you?

What additional services were you in need of?

N/A

10. How likely are you to recommend Ala Kuola to someone who may be in need of a temporary restraining order?

Highly recommendable

Thank you for your assistance in helping us to improve our efforts to better serve the public!

ALA KUOLA SATISFACTION QUESTIONNAIRE

Ala Kuola is dedicated to improving its services and operations. To insure that all who seek the assistance of Ala Kuola receive a high quality of service, it is essential that we receive feedback from you. May we ask that you take a few minutes to complete this questionnaire.

- 1. Today's date: 10/12/17
- 2. Name: _____
Ethnicity: Hawaiian, Chinese, Spanish Zip Code: 96828
- 3. Who referred you to Ala Kuola? Child & Family Service
- 4. Did you contact any other agency or organization to assist you prior to contacting Ala Kuola? If yes, please identify the agency or organization:
no

For the following questions 5 to 8 you will be using a ranking scale of 1 to 5, where 1 represents "Needs Improvement" and 5 represents "Extremely Satisfied."

- 5. Explanation of the Family Court temporary restraining order process.
1[] 2[] 3[] 4[] 5[✓]
Comments: He explained each step when filling out the TRO.

- 6. Explanation of the Family Court Petition for an Order for Protection.
1[] 2[] 3[] 4[] 5[✓]
Comments: He explained it thoroughly.

- 7. If you used the internet and/or social media to find out about Ala Kuola, was our website easy to understand and use?
1[] 2[] 3[] 4[] 5[✓]
Comments: I was referred by Child & Family Service abuse shelter

8. How do you rank Ala Kuola's accessibility (hours of operation, etc.) for your personal convenience.

1[] 2[] 3[] 4[] 5[✓]

Comments: *Directions were precise and it was easy.*

9. Were you in need of a referral for additional services? *no*

If yes, was a list of service providers given to you? *none*

What additional services were you in need of? *none*

10. How likely are you to recommend Ala Kuola to someone who may be in need of a temporary restraining order? *Ala Kuola was so helpful and efficient I will recommend to anyone who needs help.*

Thank you for your assistance in helping us to improve our efforts to better serve the public!

ALA KUOLA SATISFACTION QUESTIONNAIRE

Ala Kuola is dedicated to improving its services and operations. To insure that all who seek the assistance of Ala Kuola receive a high quality of service, it is essential that we receive feedback from you. May we ask that you take a few minutes to complete this questionnaire.

1. Today's date: 10/8/17

2. Name: _____

Ethnicity: Caucasian / Native American Zip Code: 96816

3. Who referred you to Ala Kuola? Online

4. Did you contact any other agency or organization to assist you prior to contacting Ala Kuola? If yes, please identify the agency or organization:

TRO hotline - phone msg machine was broken + hoping I went online to see what other options there were. So glad I found you!

For the following questions 5 to 8 you will be using a ranking scale of 1 to 5, where 1 represents "Needs Improvement" and 5 represents "Extremely Satisfied."

5. Explanation of the Family Court temporary restraining order process.

1 [] 2 [] 3 [] 4 [] 5 [✓]

Comments:

6. Explanation of the Family Court Petition for an Order for Protection.

1 [] 2 [] 3 [] 4 [] 5 [✓]

Comments:

7. If you used the internet and/or social media to find out about Ala Kuola, was our website easy to understand and use?

1 [] 2 [] 3 [] 4 [] 5 [✓]

Comments

Just called the #. But you failed to call me back when I did not leave msg. Did not see your website - found info on state or family court website (Alameda) on my search engine.

OVER →

8. How do you rank Ala Kuola's accessibility (hours of operation, etc.) for your personal convenience.

1[] 2[] 3[] 4[] 5[]

Comments: *Able to come when I had a day off.*

9. Were you in need of a referral for additional services? *NO*

If yes, was a list of service providers given to you? *N/A*

What additional services were you in need of? *N/A*

10. How likely are you to recommend Ala Kuola to someone who may be in need of a temporary restraining order?

Definately!

Thank you for your assistance in helping us to improve our efforts to better serve the public!

ALA KUOLA SATISFACTION QUESTIONNAIRE

Ala Kuola is dedicated to improving its services and operations. To insure that all who seek the assistance of Ala Kuola receive a high quality of service, it is essential that we receive feedback from you. May we ask that you take a few minutes to complete this questionnaire.

1. Today's date: 10.4.17
2. Name: _____
Ethnicity: white / physician Zip Code: 96744
3. Who referred you to Ala Kuola? Family Court
4. Did you contact any other agency or organization to assist you prior to contacting Ala Kuola? If yes, please identify the agency or organization:
Yes Family Court TRD dept.

For the following questions 5 to 8 you will be using a ranking scale of 1 to 5, where 1 represents "Needs Improvement" and 5 represents "Extremely Satisfied."

5. Explanation of the Family Court temporary restraining order process.

1[] 2[] 3[] 4[] 5[]

Comments:

6. Explanation of the Family Court Petition for an Order for Protection.

1[] 2[] 3[] 4[] 5[]

Comments:

The staff are making me feel safe in an unsafe situation. Thank you.

7. If you used the internet and/or social media to find out about Ala Kuola, was our website easy to understand and use?

1[] 2[] 3[] 4[] 5[]

Comments:

8. How do you rank Ala Kuola's accessibility (hours of operation, etc.) for your personal convenience.

1[] 2[] 3[] 4[] 5[✓]

Comments:

9. Were you in need of a referral for additional services?

no

If yes, was a list of service providers given to you?

What additional services were you in need of?

10. How likely are you to recommend Ala Kuola to someone who may be in need of a temporary restraining order?

Very likely

Thank you for your assistance in helping us to improve our efforts to better serve the public!

ALA KUOLA SATISFACTION QUESTIONNAIRE

Ala Kuola is dedicated to improving its services and operations. To insure that all who seek the assistance of Ala Kuola receive a high quality of service, it is essential that we receive feedback from you. May we ask that you take a few minutes to complete this questionnaire.

- 1. Today's date: 12-14-2017
- 2. Name: _____
Ethnicity: Caucasian Zip Code: 96734
- 3. Who referred you to Ala Kuola? HPD
- 4. Did you contact any other agency or organization to assist you prior to contacting Ala Kuola? If yes, please identify the agency or organization:
Family Court

For the following questions 5 to 8 you will be using a ranking scale of 1 to 5, where 1 represents "Needs Improvement" and 5 represents "Extremely Satisfied."

- 5. Explanation of the Family Court temporary restraining order process.

1[] 2[] 3[] 4[] 5[X]

Comments:

- 6. Explanation of the Family Court Petition for an Order for Protection.

1[] 2[] 3[] 4[] 5[X]

Comments:

- 7. If you used the internet and/or social media to find out about Ala Kuola, was our website easy to understand and use?

1[] 2[] 3[] 4[] 5[]

Comments: N/A

8. How do you rank Ala Kuola's accessibility (hours of operation, etc.) for your personal convenience.

1[] 2[] 3[] 4[] 5[X]

Comments:

9. Were you in need of a referral for additional services?

no

If yes, was a list of service providers given to you?

What additional services were you in need of?

10. How likely are you to recommend Ala Kuola to someone who may be in need of a temporary restraining order?

yes

Thank you for your assistance in helping us to improve our efforts to better serve the public!

Attachment 3

HONOLULU POLICE DEPARTMENT
Domestic Violence Assistance

DROP-IN CENTER
PUUHONUA 685-7844

SHELTERS (24-Hour Hotlines)
 Hokuili and Leeward Shelter 441-0622
 Windward Shelter 428-0606
 Military Shelter 590-7719

COUNSELING AND SUPPORT
 Puuhonua Drop-In Center 685-7844
 Catholic Church Family Services 621-4357
 Children's Family Service 521-2377
 Developmental Disability Violence 532-3108
 Family Resource Center 632-0458
 Family Violence Center 947-0015
 Mental Health Services 943-3100
 The Institute for Family Enrichment 596-8433

LEGAL ASSISTANCE
 Domestic Violence Center 631-9377
 Legal Aid Society of Hawaii 536-4302
 Prosecutor's Office - Victim Witness Assistance 768-7401

RESTRAINING ORDERS
 Adult Client Services Branch of Family Court 518-5966
 (Family and Household Members)
 District Courts - Regular Civil Division 518-5151
 (Non-family and non-household parties)
 Ala Ku'oa's Judicial Offices 545-1000

POLICE
 Family Violence Data
 Criminal Investigation Division 723-3609

Report No./Case Submitted