

**THE THIRTIETH LEGISLATURE
APPLICATION FOR GRANTS
CHAPTER 42F, HAWAII REVISED STATUTES**

Type of Grant Request:

Operating Capital

Legal Name of Requesting Organization or Individual: Dba:

VOLUNTEER LEGAL SERVICES HAWAII

Amount of State Funds Requested: \$ 600,000.00

Brief Description of Request (Please attach word document to back of page if extra space is needed):

Provide civil legal assistance to low to moderate income Hawaii residents throughout the State through a partnership with volunteer attorneys.

Amount of Other Funds Available:

State: \$ 215,000

Federal: \$ 0

County: \$ 6,425

Private/Other: \$ 375,014

Total amount of State Grants Received in the Past 5 Fiscal Years:

\$ 982,762

Unrestricted Assets:

\$ 1,107,557

New Service (Presently Does Not Exist): Existing Service (Presently in Operation):

Type of Business Entity:

501(C)(3) Non Profit Corporation

Other Non Profit

Other

Mailing Address:

545 QUEEN STREET, SUITE 100

City: State: Zip:

HONOLULU HI 96813

Contact Person for Matters Involving this Application

Name:
ANGELA KUO MIN

Title:
EXECUTIVE DIRECTOR

Email:
ANGELA@VLSH.ORG

Phone:
808-522-0684

Federal Tax ID#:

State Tax ID#

Authorized Signature

ANGELA KUO MIN, EXECUTIVE DIRECTOR

Name and Title

Date Signed

1/14/19

received
1/14/19 12:20pm JPR

Application Submittal Checklist

The following items are required for submittal of the grant application. Please verify and check off that the items have been included in the application packet.

- 1) Certificate of Good Standing (If the Applicant is an Organization)
- 2) Declaration Statement
- 3) Verify that grant shall be used for a public purpose
- 4) Background and Summary
- 5) Service Summary and Outcomes
- 6) Budget
 - a) Budget request by source of funds ([Link](#))
 - b) Personnel salaries and wages ([Link](#))
 - c) Equipment and motor vehicles ([Link](#))
 - d) Capital project details ([Link](#))
 - e) Government contracts, grants, and grants in aid ([Link](#))
- 7) Experience and Capability
- 8) Personnel: Project Organization and Staffing

ANGELA KUO MIN, EXECUTIVE DIRECTOR

AUTHORIZED SIGNATURE

PRINT NAME AND TITLE

DATE

1/14/19

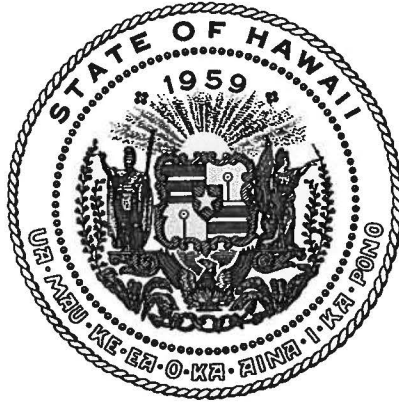
Application for Grants

I. Certifications - attached

- 1. Certificate of Good Standing**

- 2. Declaration Statement**

- 3. Public Purpose**



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 02, 2019

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.

VOLUNTEER LEGAL SERVICES HAWAII

(Typed Name of Individual or Organization)

(Signature)
ANGELA KUO MIN

1/14/19

(Date)
EXECUTIVE DIRECTOR

(Typed Name)

(Title)

PUBLIC PURPOSE STATEMENT

The applicant shall specify whether the grant will be used for a public purpose pursuant to Section 42F-102, Hawaii Revised Statutes.

Volunteer Legal hereby requests this grant of \$600,000.00 to be used for a public purpose pursuant to Section 42F-102, Hawaii Revised Statutes, to support among other things, civil legal services for the low and moderate income residents of Hawaii.

II. Background and Summary

1. A brief description of the applicant's background

Volunteer Legal Services Hawaii ("Volunteer Legal") is a 501(c)(3) non-profit legal services organization located in downtown Honolulu and provides civil legal services to Hawaii's low-and moderate income residents statewide. For over the last quarter century, Volunteer Legal's mission has been and is to increase legal access to justice for those who cannot afford it through its pro bono program. Volunteer Legal has remained an important thread in Hawaii's safety net of services for our kupuna, keiki, veterans, and for those struggling to live day by day in our community and facing life changing legal problems.

Volunteer Legal provides services to Hawaii residents in the following areas of law: family (divorce, child custody/visitation, child support, minor guardianship, and adoption), landlord-tenant, collections, Chapter 7 bankruptcy, estate planning, adult guardianship, and veteran benefits. In 2018, Volunteer Legal conducted over two thousand (income) qualified intakes and provided legal services ranging from advice and consult meetings to full representation at court, with another 200+ individuals receiving legal check-ups and legal education. This does not include another thousand individuals who received legal education and/or referrals to the proper agency to assist. With the generous donation of time from Hawaii attorneys, Volunteer Legal is able to provide quality legal services to the low and moderate income individuals throughout the state. Volunteer Legal has over 200 active volunteer attorneys who have generously donated over 2,800 hours, valued over \$667,000.00 in helping those with legal needs in 2018 alone.

2. The goals and objectives related to the request

Volunteer Legal strives to continue its mission to increase access to justice, especially for the low and moderate income community of Hawaii. Going forward for 2019, Volunteer Legal's goals and objectives, include but are not limited to:

- A. Reduce the average wait time for participants to receive direct services from three (3) weeks to two (2) weeks with the addition of three (3) direct services staff;

- B. Re-establish services to underserved and rural communities especially on neighbor islands through a series of Pop-Up Legal Clinics: four (4) on Oahu, four (4) in Hawaii County, two (2) in Maui County, and one (1) in Kauai;
- C. Continue the expansion of online technology including, but not limited to Hawaii Online Pro Bono Portal, as an added tool for pro bono based services for both volunteer attorneys and rural residents;
- D. Enhance and increase limited scope assistance to self-represented litigants through the addition of a full-time Program Director overseeing a more robust service delivery model; and
- E. Improve coordination of client-focused service delivery models between Volunteer Legal and Legal Aid Society of Hawaii ("Legal Aid") for Hawaii residents who require support.

3. The public purpose and need to be served

Hawaii is one of the most difficult places to live and survive. The low wages in combination with the high living costs make it difficult for everyday life of Hawaii residents. Many Hawaii residents work more than one job, live in a multigenerational house, and are on government assistance. Life gets even more difficult when an unexpected event occurs and pushes a family already living on the poverty line further behind. Volunteer Legal engages with and assists many of those who have limited financial resources resolve civil legal problems that greatly impact their lives.

In 2018, approximately 60% of those serviced by Volunteer Legal had incomes below 125% of the federal poverty guidelines and 40% of those serviced by Volunteer Legal had incomes between 126% and 250% of the federal poverty guidelines. For 2018, this meant a household of four must have had an annual gross income at or below \$72,175.00 or just over \$6,000 gross per month in order to qualify for services. Unfortunately, this amount barely covers the cost of food and housing for a family in Hawaii. While most of those qualified for services had some form of income, Volunteer Legal found that the vast majority of participants were asset poor, meaning that they have limited assets that can be liquidated to finance litigation. In addition, 19% of

Volunteer Legal's clients indicated he/she is a victim of domestic violence and 29% are homeless and/or not in permanent housing.

In 2018, Volunteer Legal qualified 1,533 individuals for services; each receiving legal advice and consult, brief services, and/or full representation. An additional 900+ callers were contacted and properly referred to an agency that Volunteer Legal does not assist with. Some, even receiving multiple services in different areas of law. Fifty-six (56%) percent of Volunteer Legal's clients received legal assistance relating to family law, which included but not limited to, divorce, child custody, child visitation, minor guardianships, and adoption. Other areas of law that Volunteer Legal's clients needed assistance were estate planning (9%), bankruptcy (10%), district court related matters¹ (13%) and license reinstatement (9%).

4. Describe the target population to be served

Volunteer Legal strives to provide legal services for the low and moderate income community of Hawaii. This population includes, but is not limited to, the homeless, individuals in transitional homes/shelters, persons with limited English proficiency, single parents, the elderly, and veterans.

Volunteer Legal provides the residents of Hawaii a much needed resource for legal assistance which fills existing service gaps. In 2018, 27% of those services have been referred by Legal Aid, the only other civil legal service provider dedicated to providing legal services to the low income population. An individual making just over the income threshold for Legal Aid but not enough to hire a private attorney may be able to qualify for services through Volunteer Legal. Volunteer Legal qualifies individuals up to the 250% of the federal poverty line. Or an individual may call Legal Aid for services that Legal Aid does not provide (i.e. Estate Planning, Bankruptcy, Veteran Benefits) but Volunteer Legal does. But for Volunteer Legal, some individuals may meet the end of the road for their legal issues.

5. Describe the geographic coverage.

Volunteer Legal currently provides civil legal services to residents of Hawaii - statewide. While Volunteer Legal's office is located in Honolulu, Volunteer Legal

¹ District Court related matters include but are not limited to: landlord-tenant, collections, torts, and contract/ warranties matters.

provides legal assistance to neighbor island residents by way of “*virtual*” clinics via the telephone and live “Pop-Up Clinics”. Volunteer Legal intends to bring additional Pop-Up Clinics throughout the neighbor islands in the next year.

III. Service Summary and Outcomes

1. Describe the scope of work, tasks and responsibilities

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

A. Outreach and Legal Check-Ups

One of the most common responses we receive from clients is “*I didn’t know I had a legal problem*”. While it is important for Volunteer Legal to be the resource to help an individual with their legal issue, it is just as important to educate the community on how to recognize if they have a legal issue. Often times, individuals come to Volunteer Legal months or even years after a major event triggering an unfavorable outcome or judgment has occurred.

Outreach allows Volunteer Legal staff and its volunteers to provide the community with initial access to the legal system through legal information and identify legal issues via a legal “check-up”. Just as our doctors go through a check-up regarding our health, Volunteer Legal goes through a “check-up” for any outstanding legal issues. The outreach and legal check-up is intended to mitigate civil legal problems to enable an individual to address legal issues early on and ideally, manage the situation before it gets really difficult. Some of most popular topics Volunteer Legal educates the community on, among others, landlord-tenant, collections, and family law issues.

Funding will also enable VLSH to expand outreach and legal check-ups outside of Oahu, including the neighboring islands of Maui, Kauai, and Hawaii with targeted activities tailored to the unique needs of each County.

B. Intake and Screening

In 2018, Volunteer Legal qualified approximately 1,533 individuals for services based on legal matter and income eligibility. Volunteer Legal also delivered over 2,100 services to individuals and families through advice and counsel, brief services, pro se assistance and referrals to pro bono attorneys for full representation, with over another hundred individuals receiving information through legal education. Those who do not qualify for Volunteer Legal services are provided referrals to other appropriate agencies or the Hawaii State Bar Lawyer Referral Service. During intake, staff collect information and identify the legal issue the applicant is experiencing including asking pertinent case questions and for related documents to his/her case. A full intake can take up to an hour, depending on the complexity of the case.

The intake is then sent over to the intake supervisor for further screening and review. The intake supervisor will make sure all case questions are completed, check for any outstanding deadlines, and follow up for any additional information and/or documents necessary to determine the type and level of service needed by the applicant. Once this secondary screening is completed the applicant is then scheduled for a legal advice clinic or pro se legal services and matched with a volunteer attorney practicing in that area of law.

At present, we have two full time and two part-time staff members answering and returning calls. Volunteer Legal receives an average of thirty (30) calls a day, with many requiring the full intake process to be completed. The average time for a call to be returned on the intake line is between two to three business days. Funding will allow for an additional intake staff to be hired and trained to increase response time for those seeking services, including picking up live calls and a twenty-four (24) hour turnaround time.

C. Referrals to Pro Bono Attorneys

Once an individual completes an intake with and reviewed by Volunteer Legal, the individual will move onto the next step in the Volunteer Legal Pro Bono Program. The following services are provided for the most part by pro bono attorneys:

i. Neighborhood Advice and Counsel Clinics (“Clinic”)

After intake and screening, clients are scheduled for individualized legal consultations with volunteer attorneys either in person or by phone for approximately forty-five minutes to an hour. 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, brief services, a pro se workshop, or a follow-up legal advice session.

In 2018, Volunteer Legal held 382 legal clinics for individuals in the areas of family law, collections, tenant law, bankruptcy, estate planning, wills and trusts, veterans benefits, and bench warrant recalls in person and via the phone “virtual clinics” for neighbor island clients. Volunteer Legal and its volunteer attorneys received 92% overall satisfaction rating from the participants. At present, the wait time to see an attorney is an average of two (2) weeks. Additional staff would increase capacity to process applicants in a timely manner, thereby shortening the wait time.

ii. Brief Services/Limited Scope

Brief Services are offered to those program participants who require more than advice and counsel. Such assistance includes but not limited to, 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, staff attorneys are able to provide brief services when the need of the client is urgent and immediate.

iii. Full Representation

Some clients will need more than advice at at Clinic and limited scope services. As such, qualified program participants are referred by volunteer attorneys after a Neighborhood Legal Clinic meeting for full 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 Volunteer Legal'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 staff. On average, it could take up to three (3) attempts to place a highly contested case with a volunteer attorney. Cases that are successfully matched with a volunteer attorney, are monitored by staff throughout the life of the case to ensure the placement is effective.

In 2018, the Pro Bono Coordinator opened 109 brief and full representation cases and placed 75 with volunteer attorneys, with another 130 previously opened and completed in 2018. Funding would allow for

additional outreach for recruitment of volunteer attorneys to provide much needed pro bono assistance beyond advice and counsel.

iv. Pro Se Assistance through Workshops

Volunteer Legal has been delivering “Do-It-Yourself” 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 be resolved through step-by-step guidance and assistance these include: uncontested divorce, guardianship, or a Chapter 7 Bankruptcy filing. In 2018, Volunteer Legal opened 46 new UDA workshops with 25 fully completed divorce cases through the assistance of Volunteer Legal staff attorney at the Pro Se Workshops.

Funding would support expanding this service by adding a Program Director with the legal experience to support volunteers and staff in providing a wider range of pro se services to the community. The guidance provided to self-represented litigants will ultimately impact the number of filings in court that would require multiple hearings, and offer time savings for litigants from having to take time off work to attend hearings that could be resolved by well-prepared pleadings and or undergoing an uncontested procedural path.

v. Pop-Up Legal Clinics

In 2018, Volunteer Legal continued its series of 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 Honolulu.

In 2018, four (4) Pop-Up Clinics were conducted in Oahu (Wahiawa, Kalihi Valley, Waipahu, and Waianae) collectively servicing 150 individuals, some with more than one legal issue. Volunteer Legal also

brought two (2) Pop-Up Clinics to the Big Island, holding one in Kona and another one in Hilo during the year. Funding would support Pop-Up Legal Clinics to be delivered throughout Oahu as well as the neighboring islands, especially in rural neighbor county districts where there is limited access to attorneys and a two-hour bus ride to the nearest courthouse.

vi. Hawaii Online Pro Bono (“HOP”)

Hawaii is unique as it is an island state - it can be quite difficult to get to a downtown or if your case was filed in a different circuit – it would require you to fly to another island to have a hearing. In an effort to expand services to rural areas and to overcome geographic barriers, the ABA Online Pro Bono website, known as Hawaii Online Pro Bono² was launched in late 2016. This portal allows Hawaii residents to post their legal question from the comfort of their home. At the same time, volunteer attorneys can also answer the questions from the comfort of their home, after hours, even in their pajamas if they please. Presently, there are over 70 registered attorneys ready to answer questions in the following areas of law: family, landlord-tenant, collections, Chapter 7 bankruptcy, estate planning, adult guardianship, veteran benefits, and immigration. Additionally, most recently Volunteer Legal added a Disaster Relief category for residents to ask questions in the aftermath of the natural disasters on Big Island and Kauai.

As administrator of the Hawaii site, Volunteer Legal maintains and oversees the site. This site provides an additional resource of pro bono attorneys to Hawaii residents. Funding would allow Volunteer Legal to further work with the ABA site and implement the Hawaii site to better fit the needs of the local communities statewide.

² Hawaii Online Pro Bono website: <https://hawaii.freelegalanswers.org>

2. Provide a projected annual timeline for accomplishing the results or outcomes of the service

<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. Specify how the applicant plans to monitor, evaluate, and improve their results

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, Legalserver.

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:** Clients sign a Brief Service or Full Representation agreement with Volunteer Legal, including what the scope of the service will be and what is expected of them as a client. 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 Akamine Oyadomari & Kosaki, 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. List the measure(s) of effectiveness that will be reported to the State agency through which grant funds are appropriated (the expending agency). The measure(s) will provide a standard and objective way for the State to assess the program's achievement or accomplishment. Please note that if the level of appropriation differs from the amount included in this application that the measure(s) of effectiveness will need to be updated and transmitted to the expending agency.

PERFORMANCE MEASURE	GOAL
Number of Intakes Completed (eligible applicants)	3,000
Number of Services provided	3,000
Number of Legal Advice and Counsel Clinics (including "virtual" clinics via telephone)	450
Number of Self-Help Workshops (i.e. Uncontested Divorce Workshops)	40
Number of Cases Placed with Pro Bono Attorneys for Brief Services or Full Representation	100
Number of Pro Bono Volunteer Hours	3000
Number of Persons Served on Hawaii Online Pro Bono	500
Outreach Events in the Community	20
Client Satisfaction Survey Results (1-low to 5-highest)	4.75

IV. Financial

Budget

1. The applicant shall submit a budget utilizing the enclosed budget forms as applicable, to detail the cost of the request.
 - a. Budget request by source of funds
See Attachment "A".
 - b. Personnel salaries and wages
See Attachment "B".

- c. Equipment and motor vehicles
Not applicable.
- d. Capital project details
Not applicable.
- e. Government contracts, grants, and grants in aid
See Attachment "C".

2. The applicant shall provide its anticipated quarterly funding requests for the fiscal year 2020.

Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total Grant
\$150,000.00	\$150,000.00	\$150,000.00	\$150,000.00	\$600,000.00

3. The applicant shall provide a listing of all other sources of funding that they are seeking for fiscal year 2020.
- Volunteer Legal seeks alternative vehicles for funding through the State Legislature through the inclusion of funding for civil legal assistance for low and moderate income Hawaii residents with the State's Budgetary process or a purchase of service procurement process;
 - City and County of Honolulu;
 - Hawaii County Non-Profit Grants;
 - Hawaii Justice Foundation;
 - Hawaii State Bar Foundation;
 - Hawaii Community Foundation; and/or
 - Private Foundation Grants.

4. The applicant shall provide a listing of all state and federal tax credits it has been granted within the prior three years. Additionally, the applicant shall provide a listing of all state and federal tax credits they have applied for or anticipate applying for pertaining to any capital project, if applicable.

Not applicable.

5. The applicant shall provide a listing of all federal, state, and county government contracts, grants, and grants in aid it has been granted within the prior three years and will be receiving for fiscal year 2020 for program funding.

See Attachment "C".

6. The applicant shall provide the balance of its unrestricted current assets as of December 31, 2018.

See Attachment "D".

V. Experience and Capability

1. Necessary Skills and Experience

Volunteer Legal has and continues to provide civil legal services to Hawaii's indigent population for over the last quarter century. Volunteer Legal staff have extensive experience working with this target population during and prior to joining Volunteer Legal. Currently, Volunteer Legal has three (3) staff members licensed to practice within the State of Hawaii and California, as well as licensed in the country of Thailand. Collectively, these licensed staff members have extensive experience in the areas of family law, estate planning, landlord-tenant, collections, bankruptcy, veteran benefits, 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.

Volunteer Legal's staff also includes two (2) paralegals and two (2) part-time intake specialists on staff. Volunteer Legal has staff who speak different languages, including Chinese (Mandarin), Tagalog, and Thai. All staff members undergo continued legal education, subject matter training, and supervisory training.

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

Volunteer Legal is unique and different from Legal Aid and/or any other legal service providers in Hawaii – we mobilize private attorneys to engage in pro bono work which multiplies the capacity of the state to provide critical legal aid services to those

least able to afford it. Without Volunteer Legal's coordination of said services, private attorneys would not volunteer and donate the 2,800+ hours they did in 2018 alone. Volunteer Legal's pool of pro bono attorneys range from large law firm partners, associates, solo practitioners, public or private agency attorneys 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 200 volunteer attorneys who participate and support various programs and services.

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

- 2018-2019 The Judiciary, State of Hawaii Purchase of Services Contract to Serve Indigent individuals and households throughout the State of Hawaii with civil legal services.
- 2016-2017 City and County of Honolulu, Community Development Block Grant – to provide a series of legal clinics within underserved districts on Oahu.
- 2015-2016 The Judiciary, State of Hawaii Purchase of Services Contract to Serve Indigent individuals and households throughout the State of Hawaii with civil legal services.
- 2015-2016 HMSA Foundation to outreach and service elderly individuals on Oahu and Hawaii Island on basic estate planning with an emphasis on advance health care directives
- 2015-2016 Hawaii Community Foundation – Deferred Action on Childhood Arrivals (DACA) to provide outreach and present a series of workshops and legal clinics on Maui for the low-income immigrant population.
- 2015-2016 County of Hawaii Non-profit Grant – awarded to supplement funding for legal services to Hawaii Island residents.

2. Facilities

Volunteer Legal is located at 545 Queen Street, Suite 100 in downtown Honolulu, Oahu. The office faces Queen Street, easily accessible by public transportation or by car with street parking nearby. Volunteer Legal's office is also located a short walk away from the First Circuit Court, District Court and Supreme Court of Hawaii.

Intake, Clinics, and workshops are conducted at the Oahu 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 every other 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.

Currently, Volunteer Legal's lease with HCDA is set to expire in the summer of 2019. Volunteer Legal is conferring with HCDA to renew the lease and continuing servicing the community from its current location. However, if the lease is not renewed Volunteer Legal will need to account for additional funding to cover overhead for a move into a new facility.

VI. Personnel: Project Organization and Staffing

1. Proposed Staffing, Staff Qualifications, Supervision and Training

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 in Hawaii, who seek assistance through Volunteer Legal:

Administrative

- Executive Director; Full-time
- Administrative Assistant; Full-time (*vacant*)

Direct Services

- Program Director; Full-time (*vacant*)
- Supervising Staff Attorney; Full-time (*currently part-time*)
- Pro Bono Coordinator; Full-time
- Clinic Coordinator/Paralegal; Full-time
- Paralegal – Family Law; Full-time
- Paralegal – RACS; Full-time (*vacant*)
- Intake Supervisor; Full-time (*vacant*)
- Intake Specialist; Full-time (*currently part-time*)
- Intake Specialist; Full-time (*currently part-time*)

2. Staff Qualifications and Experience.

Volunteer Legal has experienced staff who are committed to serving the indigent population of Hawaii. Volunteer Legal's staff currently consists of:

Executive Director (Angela Kuo Min): Ms. Min is licensed to practice law in the states of Hawaii and California (inactive), and an accredited attorney with the United States Department of Veterans Affairs. Ms. Min is a graduate of University of La Verne College of Law and was a recipient of the Pro Bono Publico Award at graduation. Prior to joining Volunteer Legal, Ms. Min practiced family law and estate planning in California and was a civil litigator with the law firm, Case Lombardi and Pettit in Hawaii. Ms. Min first joined Volunteer Legal as its Pro Bono Coordinator in 2016 and is its current executive director. Ms. Min manages and oversees the operations, programs and financial management of the organization. Ms. Min is conversant in Mandarin Chinese and is able to assist the Chinese population in Hawaii with her language skills.

Administrative Assistant (*vacant*): The administrative assistant is responsible for providing support to the management team to ensure efficient operation of the office. This includes, but is not limited to, assisting the preparation of regularly scheduled reports, grant oversight

and management, as well as ensuring the smooth operations of the overall pro bono program and service delivery.

Program Director (*vacant*): The Program Director oversees the effective delivery of legal and constituent services including intake, clinics, pro bono referrals and volunteer recruitment and training. The Program Director also generates reports and develops new pro bono projects, working closely with the Executive Director in conducting outreach and maintaining relationships with community stake holders. The Program Director works closely with other program staff to develop and implement pro bono projects, build and expand pro bono relationships with the Judiciary, local law firms, legal service providers, law students, interns and the community.

Pro Bono Coordinator (Grant Teichman): Mr. Teichman is a graduate of University of Hawaii Richardson School of Law and licensed to practice law in the State of Hawaii. Mr. Teichman previously worked as a prosecutor with the City and County of Honolulu and as an Senior Business Analyst with HMSA prior to joining Volunteer Legal. The Pro Bono Coordinator is primarily responsible for placement of pro bono cases with pro bono attorneys, as well as providing some in-house services for select and/or hard to place cases. Mr. Teichman manages the organization's Pro Bono Referral Program: Enhance the efficiency and success of relationships between program participants and volunteer attorneys by tracking cases and providing updates to attorneys, support and referrals to clients throughout the life of the pro bono case.

Supervising Staff Attorney (Aphirak Bamrungruan): Mr. Bamrungruan 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.

Clinic Coordinator/Paralegal (Michelle Poepoe): Ms. Poepoe conducts intake and interviews with new clients, provide paralegal services, and oversees Clinic operations for Volunteer Legal. As Clinic Coordinator, Ms. Poepoe recruits volunteer attorneys, ensuring there is ample pool of attorneys to meet the needs of Volunteer Legal's clients. Prior to joining Volunteer Legal in 2015, Ms. Poepoe worked with other non-profits including Domestic Violence Action Center and Easter Seals Hawaii. Ms. Poepoe holds a Bachelor of Science Degree in Health Administration/Health Management from the University of Phoenix.

Paralegal – Family Law (Asia May Madayag): Ms. Madayag assists with intake and provides project coordination and paralegal services for the Uncontested Divorce and Guardianship of Minors Self-Help Workshops. Ms. Madayag's previous experience includes working for a family law attorney in Hawaii. Ms. Madayag holds a Bachelor's degree in Criminal Justice and Criminology from the Chaminade University of Hawaii.

Intake Supervisor (vacant): The Intake Supervisor is responsible for reviewing all intakes conducted and supervises the paralegals and others performing intake services. The intake supervisor closely monitors intakes and properly approves each one with the appropriate type and level of service and compiling reports of the same.

Intake Specialist (Suzie Collins): Ms. Collins assists with, among other duties, intake, processing client documents, scheduling clients to clinic and running the Clinics. Ms. Collins first joined Volunteer Legal as a summer intern in the summer of 2017 and returned as part-time staff in January of 2018. Ms. Collins is currently 3L at the University of Hawaii - Richardson School of Law.

Intake Specialist (Serena Pascual): Ms. Pascual assists with, among other duties, intake, processing client documents, scheduling clients to clinic and running the Clinics. Ms. Pascual first joined Volunteer Legal as a summer intern in the summer of 2017 and returned as part-time staff in January of 2018. Ms. Pascual is currently 3L at the University of Hawaii - Richardson School of Law.

Outreach Coordinator (vacant): Outreach and Communications Coordinator Volunteer Legal is primarily responsible for coordinating and creating and maintaining the organization's services and programs outreach materials. The Outreach Coordinator will work closely with both the Program Director, Pro Bono Coordinator, and Executive Director to develop and direct publicity for the organization's services and pro bono programs.

See Position Descriptions attached as "E" and Staff Resumes attached as "F".

2. Organization Chart



VOLUNTEER LEGAL SERVICES HAWAII

Organization Chart *GIA Proposed Staffing*

Board of Directors

Executive Director, *Angela Kuo Min, Esq.*

Administrative Assistant (*vacant*)

Program Director (*vacant*)

Pro Bono Coordinator, *Grant Tsichman, Esq.*

Supervising Staff Attorney, *Aphirak Bamrungruan, Esq.*

Clinic Coordinator/Paralegal, *Michelle Pospos*

Paralegal – Family Law, *Asia May Madayag*

Paralegal – RACS (*vacant*)

Intake Supervisor (*vacant*)

Intake Specialist, *Susie Collins*

Intake Specialist, *Sersna Pascual*

Outreach Coordinator (*vacant*)

3. Compensation

For confidentiality reasons, please see Attachment “G”.

VII. Other

1. Litigation

The applicant shall disclose any pending litigation to which they are a party, including the disclosure of any outstanding judgement. If applicable, please explain.

Volunteer Legal is not presently a party to any litigation.

2. Licensure or Accreditation

The applicant shall specify any special qualifications, including but not limited to licensure or accreditation that the applicant possesses relevant to this request.

Staff attorney positions with responsibilities of, including but not limited to, supervising volunteer attorneys, law students, and paralegals are licensed and in good standing with the State of Hawaii and members of the Hawaii State Bar Association. Staff attorneys with responsibilities of providing direct services to veterans in Veterans Administration matters are accredited with the United States Department of Veterans Affairs.

3. Private Educational Institutions

The applicant shall specify whether the grant will be used to support or benefit a sectarian or non-sectarian private educational institution. Please see Article X, Section 1, of the State Constitution for the relevance of this question.

Not applicable.

4. Future Sustainability Plan

The applicant shall provide a plan for sustaining after fiscal year 2019-20 the activity funded by the grant if the grant of this application is:

- (a) Received by the applicant for fiscal year 2019-20, but

Any monies granted for fiscal year 2019-2020 would contribute a great deal to its current as well as expanding the pro bono programs. The services that Volunteer Legal provides the residents of Hawaii are essential and without Volunteer Legal, many would be left alone in the dark. With state funding, Volunteer Legal would be able to restore itself to its pre-recession position, and all monies from the State will go directly assisting the residents of Hawaii and the pro bono program, current and future, as described in this grant request and reach its goals for 2019-2020.

(b) Not received by the applicant thereafter.

Volunteer Legal will maintain its pro bono program for as long as funding will allow. However, Volunteer Legal did not receive any monies from the State for the fiscal year 2017-2018. Gratefully, Volunteer Legal received \$50,000.00 from the State for 2018-2019. However, this is far less than what is needed to support the organization annually. As such, Volunteer Legal has had already reached out to numerous resources as well as dipped into reserves and reduced staff over the last year due to the lack of funding.

Volunteer Legal is a standalone legal service provider as it does not receive any federal funds from the Legal Services Corporation (“LSC”) nor from the Hawaii State Bar Association (“HSBA”) as other pro bono programs do in other jurisdictions. As such, Volunteer Legal will continue pursuing private donations from foundations, firms, and/or individuals from the state of Hawaii as it has done in 2018. Volunteer Legal will, although minimal amounts, continue with its ongoing fundraising campaigns throughout the year such as giving on Amazon or Foodland. Volunteer Legal will also raise funds at its annual fundraiser – this year being its 5th annual.

Volunteer Legal also continues to work with other service providers who do receive federal and/or other funding that Volunteer Legal is thereafter able to contract with. For example, Volunteer Legal works with Legal Aid through various projects that would not be available directly to Volunteer Legal, but available to Volunteer Legal through a partnership with Legal Aid. Volunteer Legal will continue to rely on its portion of the Indigent Legal Assistance Fund (“ILAF”) and the Interest on Lawyer Trust Accounts (“IOLTA”) each year, however that amounts to only approximately \$60,000.00. While we are gracious for those funds, that amount alone cannot keep Volunteer Legal’s pro bono program running and definitely does not provide Volunteer Legal the ability to expand its pro bono program to rural areas and neighbor islands.

Volunteer Legal understands that the State alone cannot fund the entire program, but Volunteer Legal cannot continue to exist and operate without the stable funding from the state to support the high demand by Hawaii residents. As such, Volunteer Legal submits this grant request to continue its work and expand its services statewide.

ATTACHMENT "A"
Budget Request by Source of Funds

BUDGET REQUEST BY SOURCE OF FUNDS

Period: July 1, 2019 to June 30, 2020

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	360,175	0	0	0
2. Payroll Taxes & Assessments	27,616	0	0	0
3. Fringe Benefits	51,069	0	0	0
TOTAL PERSONNEL COST	438,860	0	0	0
B. OTHER CURRENT EXPENSES				
1. Airfare, Inter-Island	3,000	0	0	0
2. Insurance	15,800	0	0	0
3. Lease/Rental of Equipment	15,100	0	0	0
4. Lease/Rental of Space	23,000	0	0	0
5. Staff Training	5,000	0	0	0
6. Supplies	15,000	0	0	0
7. Telecommunication	13,500	0	0	0
8. Utilities	10,000	0	0	0
9. Accounting	18,240	0	0	0
10. Case Management System	15,000	0	0	0
11. Printing	10,000	0	0	0
12. Audit	15,500	0	0	0
13. Volunteer Training	2,000	0	0	0
14				
15				
16				
17				
18				
19				
20				
TOTAL OTHER CURRENT EXPENSES	161,140			
C. EQUIPMENT PURCHASES	0			
D. MOTOR VEHICLE PURCHASES	0			
E. CAPITAL	0			
TOTAL (A+B+C+D+E)	600,000			
SOURCES OF FUNDING		Budget Prepared By:		
(a) Total State Funds Requested	600,000	ANGELA KUO MIN 808-522-0684		
(b) Total Federal Funds Requested	0	Name (Please type or print) Phone		
(c) Total County Funds Requested	0	1/14/19		
(d) Total Private/Other Funds Requested	0	Signature of Authorized Official Date		
TOTAL BUDGET	600,000	ANGELA KUO MIN, EXECUTIVE DIRECTOR Name and Title (Please type or print)		

ATTACHMENT "B"
Personnel Salaries and Wages

BUDGET JUSTIFICATION - PERSONNEL SALARIES AND WAGES

Period: July 1, 2019 to June 30, 2020

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	\$69,000.00	55.00%	\$ 37,950.00
Administrative Assistant	1	\$30,000.00	75.00%	\$ 22,500.00
Program Director	1	\$55,000.00	75.00%	\$ 41,250.00
Pro Bono Coordinator	1	\$50,000.00	100.00%	\$ 50,000.00
Staff Attorney - Clinic	0.625	\$32,500.00	100.00%	\$ 32,500.00
Intake Supervisor/Hawaii Online Pro Bono Administrator	1	\$47,000.00	75.00%	\$ 35,250.00
Clinic Coordinator/Paralegal	1	\$38,000.00	75.00%	\$ 28,500.00
Paralegal - Family	1	\$32,700.00	75.00%	\$ 24,525.00
Paralegal - RACS	1	\$31,200.00	75.00%	\$ 23,400.00
Intake Specialist	1	\$31,200.00	75.00%	\$ 23,400.00
Intake Specialist	1	\$31,200.00	75.00%	\$ 23,400.00
Outreach Coordinator	1	\$35,000.00	50.00%	\$ 17,500.00
				\$ -
				\$ -
TOTAL:				360,175.00
JUSTIFICATION/COMMENTS:				

ATTACHMENT "C"
Government Contracts and/or Grants

GOVERNMENT CONTRACTS, GRANTS, AND / OR GRANTS IN AID

Applicant: Volunteer Legal Services Hawaii

Contracts Total:

501,034

	CONTRACT DESCRIPTION	EFFECTIVE DATES	AGENCY	GOVERNMENT ENTITY (U.S. / State / Haw / Hon / Kau / Mau)	CONTRACT VALUE
1	Judiciary POS	9/1/18-6/30/19	The Judiciary	State	165,000
2	Judiciary POS	9/1/16-6/30/17	The Judiciary	State	263,359
3	Hawaii County	7/1/18-6/30/19	Hawaii County	Hawaii County	6,425
4	Hawaii County	7/1/17-6/30/18	Hawaii County	Hawaii County	9,250
5	Hawaii County	7/1/16-6/30/17	Hawaii County	Hawaii County	7,000
6	State GIA	7/1/18-6/30/19	Department of the	State	50,000
7			Attorney General; Crime		
8			Prevention and Justice		
9			Assistance Division		
10					
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ATTACHMENT "D"
Balance of Current Assets
as of December 31, 2018

Volunteer Legal Services Hawaii
Statement of Financial Position
As of December 31, 2018

		Total
ASSETS		
Current Assets		
Bank Accounts		
1003 Central Pacific Bank - IOLTA	\$	4,233.25
1006 Central Pacific Bank - Saving		703,791.49
1011 Central Pacific Bank - Checking		383,353.67
1020 First Hawaiian Bank (Weinberg)		200,000.00
Total Bank Accounts		1,291,378.41
Accounts Receivable		
1200 Grant Receivable		182,687.50
Total Accounts Receivable		182,687.50
Other Current Assets		
1500 Pre-Paid		4,891.55
Total Other Current Assets		4,891.55
Total Current Assets		1,478,957.46
Fixed Assets		
1605 Lease Improvement		120,712.84
1700 Equipment		77,620.73
1701 Furniture		21,997.28
1705 Bldg Accumulated Depreciation		(114,382.72)
1715 Accumulated Depreciation		(95,764.21)
Total Fixed Assets		10,183.92
Other Assets		
1800 Security Deposit		3,831.00
Total Other Assets		3,831.00
TOTAL ASSETS	\$	1,492,972.38
LIABILITIES AND EQUITY		
Liabilities		
Current Liabilities		
Accounts Payable		
2000 Accounts Payable	\$	2,680.62
Total Accounts Payable		2,680.62
Other Current Liabilities		
2110 Accrued Vacation		6,482.83
2111 Accrued Payroll		11,249.70
2200 Client Trust		650.00
2400 Deferred Income		182,176.21
Total Other Current Liabilities		200,558.74
Total Current Liabilities		203,239.36
Total Liabilities		203,239.36
Equity		
3000 Net Asset Closing		796,466.92
Retained Earnings		323,695.90
Net Revenue		169,570.20
Total Equity		1,289,733.02
TOTAL LIABILITIES AND EQUITY	\$	1,492,972.38

ATTACHMENT “E”
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.

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.

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.

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.

POSITION DESCRIPTION: ADMINISTRATIVE ASSISTANT

General Responsibilities

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

Duties

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

POSITION DESCRIPTION: PROGRAM DIRECTOR

General Responsibilities

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

Duties

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

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

POSITION DESCRIPTION: PRO BONO COORDINATOR

General Responsibilities

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

Duties

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

POSITION DESCRIPTION: SUPERVISING STAFF ATTORNEY

General Responsibilities

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

Duties

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

POSITION DESCRIPTION: INTAKE COORDINATOR

General Responsibilities

Reporting to the Pro Bono 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 Pro Bono Program Manager to develop program goals and ensure that all program goals are met.
2. Develop, maintain and update policies and procedures related to intake and ensure all staff and volunteers are properly trained on these policies and procedures.
3. In a timely manner supervise and review the work of intake staff and volunteers, ensuring that all work is timely and appropriately performed, that all procedures and policies are properly followed, and that all callers are receiving the same instructions.
4. Work closely with the Pro Bono Placement Coordinator to develop and maintain appropriate procedures and standards for pro bono placement after initial client screening.
5. Work cooperatively and closely with the Outreach Coordinator and Program Director to ensure that quality legal services are provided to VLSH participants.
6. Maintain and update the clinic schedule and assist in filling vacancies in the calendar.
7. Ensure volunteer attorneys timely receive client lists for conflict checks at least one week prior to schedule clinic.
8. Primary staff member responsible for receipt of administrative fees and scheduling for clinics.
9. Point person for the coordination, scheduling and staffing of the UDA and Guardianship Workshops.
10. Assist the Pro Bono 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 Pro Bono 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.

POSITION DESCRIPTION: FAMILY LAW PARALEGAL

General Responsibilities

The Family Law Paralegal is responsible for assisting with Guardianship Workshops and Estate Planning Clinics by providing paraprofessional support to the Staff Attorney I/Project Coordinator and volunteer attorneys; handling language assistance needs; helping enter and compile Project data and information for service as well as evaluation and reporting purposes; and providing other administrative support for the Project.

Duties

This position serves as the primary contact person for Project participants including interviews and assists participants receiving services through the Project. Conduct legal research as requested by the Staff Attorney I/Project Coordinator or volunteer attorneys. He/she will collect and enter all Project-related data in Volunteer Legal's computerized information system for the purpose of analyzing, assessing, evaluating and reporting regarding services offered through the Project. Generate periodic and other required reporting regarding the Project's activities and services for the review and approval of the Staff Attorney I/Project Coordinator, Senior Staff Attorney and Executive Director.

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 expected to take on any other Project related duties as requested by the Project Attorney/Coordinator or Senior Staff Attorney/Recruiter.

Required Qualifications

The Family Law Paralegal must be a graduate of an ABA-approved two year paralegal Program. A minimum of two years of experience working in a law firm or with a Project providing legal services to low income individuals and families in Hawaii. Possess strong oral and written communication skills, ability to think logically and organize data, detail oriented, ability to work accurately with minimum supervision and ability to meet deadlines.

**POSITION DESCRIPTION: INTAKE SUPERVISOR/
HAWAII ONLINE PRO BONO ADMINISTRATOR**

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 Supervising 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 Outreach Coordinator and Supervising 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. Maintain and provide support for the ABA Free Answers Portal, known as Hawaii Online Pro Bono.
12. 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.

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

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.

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.

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.

POSITION DESCRIPTION: OUTREACH COORDINATOR/PARALEGAL

General Responsibilities

Reporting to the Supervising 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
11. Other tasks and assignments as necessary.

ATTACHMENT "F"
Current Staff Resumes

ANGELA KUO MIN

545 Queen Street, Suite 100 ▪ Honolulu, HI 96813

BAR ADMISSION

State Bar of California (inactive), Admitted 2011

State Bar of Hawai'i, Admitted 2012

U.S. District Court, District of Hawai'i, Admitted 2013

ACCREDITATION & LICENSURE

United States Department of Veterans Affairs, Accredited Attorney

Notary Public, State of Hawai'i

WORK EXPERIENCE

Volunteer Legal Services Hawai'i, Honolulu, HI, 08/16 - Present

Executive Director (12/17-Present)

- Responsible for the overall leadership of staff in development and implementation of plans and goals of the organization
- Inspires and leads the organization in carrying out its mission and maintaining its vision and ensuring effective and economical delivery of legal services for the community
- Responsible for the financial management of the organization, including development and implementation of the annual budget, including but not limited to, acquiring financial support and writing grants
- Promote and maintains effective relationships with other organizations, legal and non-legal, public and private, to enhance the organization's ability to deliver legal services
- Plans and recommends policies and programs and executes decisions of the Board
- Maintains community presence of the organization through educating the private bar and public while advocating for strengthening a culture and commitment for pro bono work

Program Director/Pro Bono Coordinator (08/16-12/17)

- Manage the organization's Pro Bono Referral Program: Enhance the efficiency and success of relationships between program participants and volunteer attorneys by tracking cases and providing updates to attorneys, support and referrals to clients throughout the life of the pro bono case
- Recruit and provide assistance and support for volunteer attorneys
- Provide in-house brief services for select cases and/or hard to place cases
- Plan Hawaii accredited Continuing Legal Education (CLE) credits for the legal community
- Conduct outreach with local community organizations including but not limited to senior centers and social service organizations
- Organize and oversee special events to build and expand pro bono relationships with the Judiciary, local law firms, legal service providers, law students, interns, and the community

Case Lombardi & Pettit, A Law Corporation, Honolulu, HI, 03/13- 06/16

Associate Attorney

- Concentrates practice in the area of litigation including general and commercial litigation matters, construction and development law, insurance defense, real property issues, community association representation, EEOC/HCRC, federal and state employment discrimination matters including but not limited to: Civil rights issues, Title VII (age, sex, race, color, national origin, religion) and the ADA (disability)
- Responsible for cases from commencement to conclusion, including but not limited to, filing Complaint/Answer and motions, conducting discovery and interviews, gather evidence, compile reports, legal research, negotiating settlements, and preparing matters for arbitration/trial

Law Office of Angela S. Kuo, Fremont, CA, 02/12-02/13

Contract Attorney

- Represent clients in the area of Family Law, including but not limited to, Prenuptial agreements, Dissolutions of Marriage, Child and Spousal Support Issues, Guardianships, Domestic Violence/Restraining Orders
- Represent clients in the area of Wills & Trusts, and Estate Planning

John F. Kennedy University, San Jose, CA, 04/12 - 01/13

Professor/Adjunct Faculty

- Faculty for Undergraduate degree in Legal Studies and Paralegal Certification
Approved Courses: PLS 3005: Tort Law, PLS 3015: Wills, Trusts, & Estate Planning, PLS 3027: Family Law

University of Phoenix, San Jose, CA, 04/11 - 01/13

Adjunct Faculty

- Courses taught: Critical Thinking and Creative Problem Solving and Business Law

DeVry University, Fremont, CA, 10/10 - 01/13

Professor/Adjunct Faculty

- Courses taught: Criminal Justice, Business Law, the Legal Environment, and Legal & Ethical Issues

City Attorney's Office, Santa Ana, CA, 01/09 - 12/09

Law Clerk

- Supported Deputy City Attorneys in providing legal services to the various officials and departments of the city and in prosecuting violations of municipal law
- Researched and assisted in drafting agreements of federally assisted programs for the City, ordinances, resolutions, contracts, and advised officials and employees in matters pertaining to official duties

United States Department of Justice – U.S. Attorney's Office, Riverside, CA, 01/09 - 05/09

Legal Extern

- Provided legal research and prepared cases for trial in Federal Court
- Drafted pleadings and appellate briefs

EDUCATION

University of La Verne College of Law

Juris Doctorate - 2010

- Delta Theta Phi Law Fraternity, *Dean* (2008-2009); *Clerk of Exchequer* (2007-2008)
- Asian Pacific American Law Student Association, *President* (2008-2009); *Treasurer* (2007-2008)
- Moot Court Honors Program
- Appellate Advocacy Oral Argument Finalist
- Pro Bono Publico Award

University of California at Santa Barbara

Bachelor of Arts – 2005: Business Economics with an Emphasis in Accounting

COMMUNITY WORK:

Hawai'i Legal Services Provider Consortium

Access to Justice Commission - Pro Bono Initiatives Task Force (2017-Present)

LANGUAGES:

Fluent in English and conversant in Chinese (Mandarin)

COMPUTER SKILLS:

Microsoft Office (Word, Excel, Powerpoint, Outlook), Westlaw, LexisNexis, Legal Server, CaseMap, Mana, Legal Solutions, QuickBooks, Lacerte Tax

Grant Tuck Sun Teichman

PROFESSIONAL EXPERIENCE

Pro Bono Coordinator, Volunteer Legal Service Hawaii (VLSH); Honolulu, HI – 2018-Present

Responsible for the day-to-day administrative operation and processing of potential new matters within the Pro Bono Referral Program. Oversees pro bono case placement and works with volunteer attorneys and staff to identify the scope of work for new pro bono matters.

Key Contributions:

- **Collaborated with VLSH staff and community stakeholders** to coordinate volunteer trainings, outreach events, and professional development opportunities.
- **Managed and tracked** pro bono case placements, including the Hawaii Online Pro bono portal, to ensure smooth delivery of pro bono service between attorneys and clients.

Sr./Business Analyst, HMSA; Honolulu, HI – 2015-2017

Deputy Prosecuting Attorney, Dept. of the Prosecuting Attorney; Honolulu, HI – 2013-2015

Healthcare Externship, Alston, Hunt, Floyd & Ing; Honolulu, HI – August 2012 - December 2012

Tax & Charities Extern, Dept. of the Atty. General; Honolulu, HI – August 2012 - December 2012

Apple Higher Education Campus Representative; Honolulu, HI – 2008-2009

APPOINTED POSITIONS

Regent, University of Hawaii System; Honolulu, HI – 2008-2010

Appointee, State of Hawaii Board for Career and Technical Education; Honolulu, HI – 2008-2010

Director, Atherton YMCA Board of Directors; Honolulu, HI – 2006-2011

Appointee, High-Capacity Transit Corridor Project Advisory Task Force; Honolulu, HI – 2006

EDUCATION

University of Hawaii Richardson School of Law; Honolulu, HI — Juris Doctor, 2012

- Richardson School of Law Best Oral Argument Award;
- Richardson School of Law Scholarship;
- Cades Schutte Foundation Scholar;
- CALI Awards for Highest Grade in Class: Constitutional Law; Healthcare Regulation & Finance; Law, Aging & Medicine, Family Law
- Highest Letter Grade in Class: Advanced Tort & Insurance Law, Non-Profit Organizations Law;

University of Hawaii at Manoa; Honolulu, HI — Bachelor's w/ Distinction, 2008

- European History and Political Science;
- President-elect, Campus Center Board Student Union; Honolulu, HI — 2007-2008
- President, Associated Students University of Hawaii; Honolulu, HI — 2005-2006, 2006-2007

Kauai High School; Lihue, HI — BOE Recognition Diploma - Summa Cum Laude, 2003

AWARDS & NOMINATIONS

- U.S. Department of Justice John R. Justice Awards for 2013 and 2014;
- U.S. District Court - District of Hawaii & Hawaii State Bar Association Licensed Attorney 2013;
- University of Hawaii Association for Emeritus Regents;

APHIRAK BAMRUNGRUAN
545 Queen Street, Suite 100
Honolulu, HI 96813
Phone: (808) 528-7046 Email: apb@vlsh.org

PROFESSIONAL EXPERIENCE

Volunteer Legal Services Hawaii, Honolulu, HI

Supervising Staff Attorney

January 2014 – Present

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

Volunteer Legal Services Hawaii, Honolulu, HI

Staff Attorney

January 2013 – January 2014

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

Hawaii Civil Rights Commission, Honolulu, Hawaii

Investigator

August 2012 – January 2013

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

Law Office of Aphirak Bamrungruan, Honolulu, Hawaii

Solo Practitioner

July 2011 – August 2012

- Self-employed attorney responsible for all the business decisions and activities of the firm. Representing clients principally in business and family immigration law, including student visas, human trafficking visas, fiancé(e) visas, spousal and family visas. Representing clients in matters involving divorces, paternity, adoption and restraining order.

Domestic Violence Action Center, Honolulu, Hawaii

Staff Attorney

May 2008 – February 2011

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

Smith and Sturdivant, LLLC, Honolulu, Hawaii

Associate Attorney

September 2007 – April 2008

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

EDUCATION

UNIVERSITY OF HAWAII, Honolulu, Hawaii

August 2005 – May 2007

Juris Doctor and Pacific Asian Legal Study Certification.

Scholarship for student who shows commitment to public interest - Fall 2006

UNIVERSITY OF HAWAII, Honolulu, Hawaii

August 2004 – May 2005

Master of Laws (LL.M.)

INSTITUTE OF LEGAL EDUCATION, Bangkok, Thailand

June 1999 – December 2000

Barrister-at-Law

THAMMASAT UNIVERSITY, Bangkok, Thailand

June 1995 – February 1999

Bachelor of Laws (LL.B.)

CERTIFICATIONS, MEMBERSHIPS, AND AFFILIATIONS

Hawaii State Bar Association

U.S. District Court, District of Hawaii

Hawaii Family Law Section

American Bar Association

Thai Bar Association

Michelle Poepoe

545 Queen Street Suite 100 Honolulu, Hawaii 96813 (808) 528-7046

Experience

Paralegal/ Clinic Coordinator, Volunteer Legal Services Hawaii- Honolulu, HI

9/2015-Present

- Conduct intake for potential clients
- Conduct client interviews
- Responsible for Managing and Administrating the RACS Program (Re-Employment and Community Service Work Program)
- Research/Motions preparation/ Filing Motions
- Assist in coordinating outreach
- Provide Community Outreach
- Provide administrative support for Volunteer Attorneys
- Scheduling Volunteer Attorneys to Clinics

Eyewear Consultant, Lens Crafters- Aiea, HI

7/2014-10/2015

- Greet Customers
- Demonstrate products
- Provide assistance in lens and frame selection
- Ring up customers
- Maintaining a clean store environment

Optometric Technician, Dr's Au and Lau Optometry- Aiea, HI

3/2011 to 10/2013

- Fitted contacts, educated patients about proper contact lens care, visual hygiene and safety.
- Examined eyes using optical instruments and pharmaceutical agents.
- Meticulously cleaned and sterilized ophthalmic and surgical instruments.
- Conducted preliminary screening examinations including external examination, central and peripheral visual fields and color vision tests.

Administrative Assistant, Domestic Violence Action Center- Honolulu, HI

9/2009 to 10/2010

- Managed office supplies, vendors, organization and upkeep.

- Answered and managed incoming and outgoing calls while recording accurate messages.
- Maintained a clean reception area, including lounge and associated areas.
- Completed data entry, tracked resumes and maintained the applicant tracking system.

Administrative Assistant, Easter Seals Hawaii- Waipahu, HI

10/2007 to 8/2008

- Ordered and distributed office supplies while adhering to a fixed office budget.
- Managed office supplies, vendors, organization and upkeep.
- Directed guests and routed deliveries and courier services.
- Answered and managed incoming and outgoing calls while recording accurate messages.

Customer Service>Returns, Ikea- Carson, CA

1/2005 to 3/2007

- Investigated and resolved customer inquiries and complaints in a timely and empathetic manner.
- Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot.
- Managed wide variety of customer service and administrative tasks to resolve customer issues quickly and Efficiently.
- Monitored cash drawers in multiple checkout stations to ensure adequate cash supply.

Education and Certifications

Notary Public- The State of Hawaii

Commission to expire April 22, 2022

April 2018

University of Phoenix- Kapolei, HI

June 2014

Degree in Bachelor of Science in Health Administration/Health Management

South Hills High School- West Covina, CA

June 1998

High School Diploma

Skills

- Knowledge of Microsoft Office Programs (Word, Excel, Outlook and PowerPoint).
- Ability to work with several operating systems; Windows and Mac OSX.
- Legal Server Case Management System
- Judiciary Electronic Filing and Service System (JEFS)

Asia May I. Madayag

T: 808-528-7046 E: asia@vlsh.org A:545 Queen St. Ste 100 Honolulu, HI 96813

Work Experience

Volunteer Legal Services Hawaii 545 Queen St. Ste 100 (808) 528-7046

Intake Specialist/UDA Paralegal December 11, 2017 - Present

- Tasks include answering phones and assisting with walk in clients.
- Completing intake applications and processing documents received. Intake applications revolve around civil legal issues such as family, estate planning, bankruptcy, and veterans benefits.
- Filing various documents at court.
- Preparing client folders for clinic appointment.

Law Office of Kevin S. Kimura 2333 Kapiolani Blvd. Suite 610 (808) 946-9494

Paralegal/Legal Assistant May 17, 2016 - November 29, 2017

- Documentation of legal papers such as subpoenas, certificate of services, demands, etc.
- Filing and organizing of cases past and present up to seven years.
- Drafting Motions, Exhibits and Exhibit Lists, and later filing these documents at court before attending the courtroom proceedings for hearings on Motions and Trials.

Honolulu Police Department

Volunteer Aug. 12, 2015 & Aug. 20, 2015

- Tasks included filing traffic citations into proper place, and shredding sensitive documents.

Education

Chaminade University of Honolulu 3140 Waiialae Ave, Honolulu, HI 96816

Major: Criminal Justice and Criminology **Minor:** Psychology **Status:** B.S. 12/12/16

SUZIE COLLINS

545 Queen Street, Suite 100 Honolulu, Hawaii 96813

EDUCATION

University of Hawaii at Mānoa

William S. Richardson School of Law

JD Candidate, Anticipated graduation Spring 2019

- SBA Elections Committee, Co-Chair for 2017-2018
- Law Library Committee, Full-time Students Student Representative for 2016 – 2018
- Member of Phi Delta Phi, Fall 2016 – present
- Member of Law for Youth Empowerment, Fall 2016 – present, Board member as of Spring 2017

Master of Library Information Science, *In Progress*, Anticipated graduation Spring 2019

University of Hawaii at Mānoa

Bachelor of Arts Degree in Sociology, December 2014

- Member of Alpha Kappa Delta, The International Sociology Honor Society 2014 – present

EXPERIENCE

Volunteer Legal Services Hawaii • 545 Queen Street, Suite 100 Honolulu, Hawaii 96813

Intake Specialist, January 2018-Present

- Screen potential clients based on income, asset and legal issue over the phone and in-person
- Complete intakes with new and returning income qualified clients with cases eligible for services
- Collect documents, forms and maintain client files
- Schedule clinic appointments
- Provide support to paralegals, staff and volunteer attorneys

Equal Justice Works - AmeriCorps JD Program Completed at *Volunteer Legal Services Hawaii*

545 Queen Street, Suite 100 Honolulu, Hawaii 96813

Summer Intern, May 2017-August 2017

- Assist the intake specialist with prescreening clients over the phone and in-person
- Complete intakes with new and returning income qualified clients with cases eligible for services

William S. Richardson School of Law - Law Library • 2525 Dole Street Honolulu, Hawaii 96822

Research Assistant for Professor Woods (Reference Librarian), January 2017-Present

- Assist the reference librarian with research related to Hawaii
- Currently assisting with a project that involves gathering treaties that were signed by Hawaii

William S. Richardson School of Law - Law Library • 2525 Dole Street Honolulu, Hawaii 96822

Law Library Student Assistant (Technical Services Department), March 2016-December 2017

- Use Voyager Catalog and Acquisition program to check in and process library materials
- Link physical volumes to the online record
- Check in and process Government Documents for Library Use or the 5-year hold shelf
- Assisted with a project that required organizing and updating the file for Gov Docs that were 5-years and older to properly offer them to the main campus library

The Law Office of Timothy Baltzer, Attorney at Law • Topa Financial Center 700 Bishop Street, Suite 2100, Honolulu, Hawaii 96813

Office Assistant, August 2015-December 2015 & June 2014-March 2015

- Provide administrative support but not limited to answering phone calls, taking messages, sorting mail, notetaking during client meetings, and preparing documents for filing

Serena Makaiwi Pascual

545 Queen Street, Ste. 100 Honolulu, HI 96813 | 808-528-7046 | serena@vlsh.org

Education

CURRENT JURIS DOCTORATE CANDIDATE | ENTERING CLASS OF 2016 | WILLIAM S. RICHARDSON SCHOOL OF LAW, UNIVERSITY OF HAWAII AT MANOA

BACHELOR OF ARTS | JUNE 6, 2009 | BRIGHAM YOUNG UNIVERSITY, LAIE

Major: English

Employment

INTAKE SPECIALIST | VOLUNTEER LEGAL SERVICES HAWAII | JANUARY 8, 2018-PRESENT

- Conduct telephone and in-person interviews with potential clients and determine the merit of their case and eligibility for services
- Answer incoming telephone calls and walk-ins from potential clients
- Initiate the collection of documents and forms from potential and current clients; ensure that every potential client has the proper documents and information within the computer database and that their status is properly updated
- Manage and track referrals and intake outcomes
- Attend staff meetings and aid staff and volunteer attorneys at in-office and pop up clinics

SCHOLARSHIP SERVICES ASSISTANT | KAMEHAMEHA SCHOOLS | FEBRUARY 2016-MAY 2016 (SEASONAL HELP)

- Aiding scholarship applicants in filling out applications, guiding applicants through application process, calling applicants regarding questions and concerns about application, answering telephone calls, keeping correspondence with applicants, making sure applicant's files were complete, open files, file application paperwork, remind applicants of scholarship deadlines

LEGAL SECRETARY | LAW OFFICE OF CRAIG W. POLANZI | JANUARY 2011-JULY 2015

- Secretarial duties including but not limited to: opening files, typing client data entry into ManaForm and QuickBooks programs, assisting clients with filling out legal paperwork, ordering office supplies and water for the office, answering telephone calls and speaking to potential clients, companies, counsel and other individuals over the telephone, taking telephone messages, using the copy machine to print, scan, copy, email, etc., using the fax machine to transmit documents, using the computer and typewriter to complete various tasks, transmitting legal documents by regular mail, certified mail, email or fax, preparing and mailing out letters, mailing out client invoices, closing files and sending files to storage as well as retrieving files from storage, scheduling events/meetings on the office calendar, filing and organizing various documents into our office filing system, calling clients to replenish delinquent trust accounts, etc.
- Paralegal duties including but not limited to: recording the Attorney's Dictations, drafting Divorce Decrees, Ex Parte Motions, Production Requests, etc., assisting the Attorney with drafting and preparing Motions, Affidavits, Declarations, Witness testimonies position statements, etc., preparing exhibits for hearings and trials, meeting with clients regarding their cases, speaking with clients and opposing counsel over the telephone regarding cases, using the ManaForm program to prepare divorce and paternity documents, occasionally communicating with certain agencies such as the Child Support Enforcement Agency and the Kapolei Courthouse in regards to our cases, communicating with our sheriff/process servers in regards to service of legal documents, communicating with our process servers in regards to documents we are filing with the court, occasionally traveling to Family Court to file documents, etc.
- Other duties including but not limited to: minor accounting tasks such as using the QuickBooks program to keep a record of client's trust accounts and their payments and to prepare client invoices twice a month based on work done by the attorney and staff, etc.

RECREATION DIRECTOR II (89-DAY CONTRACT) | CITY AND COUNTY OF HONOLULU, WAHIAWA SWIMMING POOL | MAY 2010-AUGUST 2010

- Organizing, preparing and teaching a wide variety of aquatic programs which includes: Parent and Child Aquatics (Tiny Tots), Preschool Aquatics, Learn to Swim classes, and Water Aerobics.
- Organizing the pool schedule for public use.
- Organizing the pool use for the Summer Fun Program.
- Managing the pool attendants and creating their work schedules.
- Managing the budget allotted to the pool attendants for the summer.
- Ensuring that the pool remain a clean, safe, and harmonious environment.

VOLUNTEER/PRO BONO WORK

DOMESTIC MEDIATOR | MEDIATION CENTER OF THE PACIFIC| SUMMER 2018-PRESENT

- Perform Mediations with a co-mediator for Divorce and Paternity custody cases

VOLUNTEER/PRO BONO WORK | VOLUNTEER LEGAL SERVICES HAWAII| SUMMER 2017 (JUNE-AUGUST)

- Conduct telephone and in-person interviews with potential clients and determine the merit of their case and eligibility for services
- Answer incoming telephone calls and walk-ins from potential clients
- Initiate the collection of documents and forms from potential and current clients; ensure that every potential client has the proper documents and information within the computer database and that their status is properly updated
- Manage and track referrals and intake outcomes
- Attend staff meetings and aid staff and volunteer attorneys at in-office and pop up clinics
- Perform case history research for Re-employment and Community Service Work Program (RACS) clients
- Help prepare client's file for clinic: print out client profile and add into file with client's pleadings/documents; send copy of file to volunteer attorney in preparation for clinic
- -Help setup VLSH office for clinic, check in clients, give clients survey to fill out
- Shadow attorneys at clinics while they gave advice to clients
- Close out clients' account on legal server after clinics, send out close-out letters
- File UDA documents at circuit court
- Attend RACS hearing at district court
- Attend in-house trainings for Divorce, Paternity and Guardianship processes
- Help set up and run Homeless outreach in Kalihi, meet with clients in-person and help fill out their intake applications
- Attend 2017 Hawaii Access to Justice Conference; help run VLSH table at the conference

CERTIFICATES/SKILLS/AWARDS

- ACCELERATED DIVORCE MEDIATION TRAINING (MEDIATION CENTER OF THE PACIFIC)
- MEDIATION APPRENTICE OF THE YEAR 2018 (MEDIATION CENTER OF THE PACIFIC)
- MANAFORM, FAMILY LAW LEGAL DOCUMENTS, LEGAL SERVER
- WATERFRONT LIFEGUARDING CERTIFIED-AMERICAN RED CROSS

ATTACHMENT "G"
Compensation
(CONFIDENTIAL)

CONFIDENTIAL

Compensation – Volunteer Legal Services Hawaii (current)

Position	Staff Name	Annual Salary
Executive Director	Angela Kuo Min	\$65,000.00
Pro Bono Coordinator	Grant Teichman	\$50,000.00
Supervising Staff Attorney	Aphirak Bamrungruan	\$32,500.00 (PT)