

House District _____
Senate District ✓

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

Log No: _____

For Legislature's Use Only

Type of Grant or Subsidy Request:

- GRANT REQUEST – OPERATING GRANT REQUEST – CAPITAL SUBSIDY REQUEST

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

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

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

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

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

1. APPLICANT INFORMATION:

Legal Name of Requesting Organization or Individual:
Domestic Violence Action Center
Dba:
Street Address: confidential
Mailing Address: P.O. Box 3198
Honolulu, HI 96801-3198

2. CONTACT PERSON FOR MATTERS INVOLVING THIS APPLICATION:

Name Nanci Kreidman, M.A.
Title Chief Executive Officer
Phone # (808) 534-0040
Fax # (808) 531-7228
e-mail nancik@stoptheviolence.org

3. TYPE OF BUSINESS ENTITY:

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

6. DESCRIPTIVE TITLE OF APPLICANT'S REQUEST:

Specialized Holistic Client and Community Services to Address Domestic Violence.

4. FEDERAL TAX ID #: _____
5. STATE TAX ID #: _____

7. AMOUNT OF STATE FUNDS REQUESTED:

FISCAL YEAR 2014: \$ 516,948.00

8. STATUS OF SERVICE DESCRIBED IN THIS REQUEST:

- NEW SERVICE (PRESENTLY DOES NOT EXIST)
 EXISTING SERVICE (PRESENTLY IN OPERATION)

SPECIFY THE AMOUNT BY SOURCES OF FUNDS AVAILABLE AT THE TIME OF THIS REQUEST:

STATE \$ _____
FEDERAL \$ _____
COUNTY \$ _____
PRIVATE/OTHER \$ _____

NAME AND TITLE OF AUTHORIZED REPRESENTATIVE:

Nanci Kreidman, M.A., Chief Executive Officer
NAME & TITLE

1-29-13
DATE SIGNED

Specialized Holistic Client and Community Services to Address Domestic Violence

I. Background and Summary

The DVAC is anchored in the community effectively serving victims of intimate partner violence (IPV) for over twenty years. With a staff of 37, DVAC serves victims of IPV, dating violence, sexual assault and stalking through a comprehensive array of client-centered services that include legal representation, advocacy, civil and criminal court outreach and telephone assistance. DVAC accepts high-risk, contested divorce, temporary restraining order (TRO), post-decree, and paternity cases and provides safety planning, crisis support, risk assessment, accompaniment, and bilingual advocacy.

DVAC's unique services are an integral part of the community's safety net. Victims of domestic violence must make difficult, life-threatening decisions; to do this successfully they require compassionate, supportive, responsive and appropriate assistance over an extended period of time. It is essential for victims to have access to services provided by expert attorneys and advocates in order to remain safe, become self-sufficient, and survive. The Domestic Violence Action Center meets this need.

DVAC proposes to provide prevention education outreach to youth statewide. The program goals are to educate the community of youth to reduce the likelihood that they become involved in unhealthy and unsafe relationships in the future.

Youth attending schools in the state's intermediate schools, high schools and colleges and those youth that are participating in programs sponsored at youth serving organizations will constitute the audiences for outreach prevention. All islands will be serviced by this program.

DVAC will provide services to adults of either gender who are assessed to be victims of IPV and who are referred by the court or voluntarily request services in cases of divorce, paternity or restraining orders. Many children will also be indirectly served as a result of the direct services that DVAC provides to their parents. An overwhelming number of DVAC clients are low income; 98% of clients who received legal services during FY 2012 had incomes below \$51,420; 78% had incomes below \$25,710. Of these same clients, the largest ethnic groups receiving services included 21.5% Native Hawaiian, 21.8% Caucasian, 23% Filipino, and 16% Asian.

DVAC is proposing program services that will enhance victim and community safety. The proposed services will help victims navigate their escape, make difficult decisions, understand abuse, access other community resources and help Hawaii's youth better understand the risks they face in dating relationships and strategies for identifying warning signs to reduce the possibility of becoming involved in abusive relationships.

The objectives are to provide:

- Civil legal services to victims, including representation in divorce, custody, post-decree, and restraining order cases;
- Advocacy to victims contemplating or actually leaving relationships;
- Telephone Helpline assistance: advice, referral and safety planning for victims, their families, other providers and community stakeholders;
- Classroom and community presentations about healthy relationships and warning signs of unhealthy relationships to reduce risk.
- Skill building for youth statewide to recognize danger and employ healthy decision-making.

The Domestic Violence Action Center provided only legal services when it was incorporated as a not for profit agency in 1990. It became apparent that a court order alone was insufficient for victims needing to make the transition to survivor and thus, a complement of advocates' services were added to assist attorneys and paralegals in maximizing resources (attorneys can focus on their legal services) and supporting all the social needs that victims encounter as they make this transition. The triad model was conceived to meet the complex and competing needs of survivors who are making an escape from an abusive partner.

The triad carries a caseload of divorce, restraining orders, paternity, and post-decree matters. The cases remain open for 18 months or longer, as the perpetrators are inclined to generate challenges to all matters-including safety (through demands for unsupervised visitation), property (not paying child support) and legal rights (retirement, health care issues).

The Teen Alert Program (TAP) of the Domestic Violence Action Center, begun in 2002, provides youth and their families, teachers and counselors and other service providers with education about teen dating violence and appropriate responses to violence in intimate relationships. Through the Teen Alert Program's work with teens, program staff has found widespread exposure to dating abuse by youth, educators, and community youth serving organizations. Therefore, the program delivers presentations that explore the dynamics of power and control, gender stereotypes and roles, gender-based violence in the media, and non-violent and compassionate ways to support a friend or teen family member who is experiencing dating abuse, but may not be ready for support from a service provider.

In addition, the Teen Alert Curriculum provides support and information for friends and bystanders on how to safely intervene with people who are perpetrating the abuse.

This proposal requests funding for two (2) triads of professionals (attorney, paralegal and advocate) to assist victims on the journey to safety and self-sufficiency and two educators for the Teen Alert Program (TAP). The transition for families escaping abuse is arduous, terrifying and overwhelming. With assistance in the courtroom and the community, victims successfully navigate the path to becoming survivors. For youth experimenting with intimacy and personal boundaries, living in a peer influenced milieu and saturated with media messages, information and support to explore belief systems, and gender roles could make the difference between heartache and danger and the right to make good choices and have strong skills for creating healthy relationships.

All Domestic Violence Action Center staff is trained in trauma informed services and to understand the unique challenges victims face, and are available to assist survivors to overcome all the barriers on the path to safety. The Teen Alert Programs' collective skills, abilities, and knowledge are primarily rooted in experience as strong educators, direct service providers and community organizers. Funding will support staff and administrative costs related to serving survivors and implementing statewide prevention outreach.

The target population to be served is all people who have been assessed to be victims of intimate partner violence on Oahu and who are seeking to leave an abusive relationship or who are vulnerable to victimization through a dating relationship. Teen Alert youth outreach education is available statewide.

II. Service Summary and Outcomes

Scope of work, tasks and responsibilities

The program services described in this proposal are designed to meet the complex and life threatening needs of victims of intimate partner violence. Also, to assist the community of youth and educators in their understanding of what constitutes a healthy relationship and what are the contributing factors and the warning signs to reduce the likelihood of becoming involved in unhealthy and abusive partnerships. Funding awarded through this proposal will support eight (8) professionals who will enhance community safety by carrying out the tasks and duties described below.

The direct services include representation in divorce, custody, paternity and restraining order cases, advocacy to victims contemplating or actually leaving abusive and potentially lethal relationships, and telephone Helpline assistance. The helpline services include information about legal and social services, referrals, safety planning for victims, their families and information needed by other providers and community constituencies. A victim can request program services when she/he seeks options and has the need to navigate the social, medical or criminal and civil justice system on Oahu. Although Helpline is available to callers from the entire state, the mainland, and to anyone needing the information or guidance about intimate partner violence, in person services are available only on Oahu, and in the First Judicial Circuit courts.

It's difficult to accurately gauge the magnitude of the problem these services will address, because the crime is often unreported. However, every year, Honolulu Police make thousands of arrests for family violence, including assault, violation of a temporary restraining order, and abuse of a family or household member.

Though Honolulu prosecutors received one thousand, seven hundred and eleven (1,711) cases for prosecution in FY 2009 (most current data available), four hundred and two (402) of the defendants pled guilty as charged or to a lesser degree. Ten (10) cases resulted in a conviction of the offense as charged, and thirty-eight (38) cases were acquitted after trial. Two hundred and ninety nine (299) cases were dismissed with or without prejudice; prosecution was declined in two hundred and ninety (290) cases¹.

In addition, there are over 2,500 petitions for temporary restraining orders in the First Circuit every year. The number of protection orders granted in the First Judicial Circuit climbed steadily from FY 2000 (2,093) through FY 09 (2,940)².

Based on national data, it is clear that the thousands of arrests and TRO petitions represent the tip of the iceberg, meaning that there are thousands of victims on Oahu who would benefit from specialized assistance but don't receive it. The services proposed will serve the victims who reach out for help.

The two points of entry to DVAC legal and advocacy services are the Helpline and the EXPO Court Outreach program. The Helpline is staffed by attorneys, paralegals, advocates and the Helpline Supervisor. The members of both triads (attorney, paralegal and advocate) supported with the funds requested will serve Helpline callers.

Staff answers calls from victims seeking information, crisis support, and services and from other professionals seeking information about services in the community and from family members and friends of possible victims, and from media, business and allied safety net programs.

¹ Implementation Plan for S.T.O.P. Violence Against Women Formula Grant

² Implementation Plan for S.T.O.P. Violence Against Women Formula Grant

Helpline staff is positioned to serve in an intake capacity assessing callers for victim status and their ability to undertake legal action in pursuit of a legal remedy. To assess the risk of a caller's situation, Staff uses an agency-developed assessment tool based on work by Dr. Jacquelyn Campbell to assess the risk and danger of a caller's situation. When a call is received from a person with limited English proficiency (LEP) who cannot be served by DVAC bi-lingual staff (DVAC has staff fluent in Japanese, Ilocano, Tagalog, Vietnamese) contact is made with the Bilingual Access Line (BAL) to arrange for a phone interview with an interpreter. Helpline staff refers appropriate callers for legal representation and advocacy.

The other point of entry is the EXPO Court Outreach program. The EXPO Court Outreach advocates try to make personal contact with every petitioner in Family Court for a temporary restraining order against an intimate partner. Working closely with the Victim Witness Kokua staff of the Prosecuting Attorney's office, EXPO Court Outreach advocates also contact as many complaining witnesses in criminal domestic violence cases as they can. Staff assesses petitioners in civil court and chief complaining witnesses in criminal court to determine if they are victims of intimate partner violence and their readiness for change and assistance by the DVAC staff. They also assess for risk using the agency-developed assessment tool.

To those with simpler or shorter-term needs, the EXPO Court Outreach advocates provide short term case management, advocating, for example, with employers, Child Protective Services staff, or U.S. Citizenship and Immigration Services. They may also link clients to agencies with cash or in-kind resources such as Helping Hands Hawaii or arrange for interpretation services at intakes and court appearances through BAL.

As is described below, DVAC takes this intake function very seriously, realizing that it is easy to discourage scared and ambivalent victims and so provides constant training, supervision and feedback to the staff that function in this capacity.

Helpline

Helpline is open from 8:30-4:30 every business day and functions as a point of intake for agency services, a source of referrals for the community, and a legal helpline. All Helpline staff is trained to conduct various assessments, motivational interviewing, suicide intervention, and confidentiality issues.

The staff records information about every call in the agency database and completes a caller sheet, which they forward to the Helpline Supervisor for review. These sheets cue the supervisor to do supervision with staff as needed. The supervisor also maintains a referral list of community resources that is regularly updated and that the staff use during calls.

EXPO Court Outreach Team

The EXPO Court Outreach program staff is located on site at the First Judicial Family Court in Kapolei and consists of four (4) advocates and the Expo Supervisor. The program serves petitioners in civil court and chief witnesses in criminal court. The staff attempts to contact all petitioners for intimate partner TROs in Family Court and as many complaining witnesses as possible in misdemeanor criminal court domestic violence cases. They also work with victims who are respondents in TRO cases. The five (5) staff members meet with petitioners at both the Ex Parte and the order-to-show-cause (OSC) stages of the TRO process.

They meet with petitioners at both the Family Court in Kapolei and at the Circuit Court on Punchbowl Street and take referrals from Ala Kuola and Adult Client Services Branch.

When EXPO staff meets with petitioners and witnesses, they first attempt to determine whether they are victims of intimate partner violence. This can be difficult. Abusers frequently pose as victims to preempt their victims from getting TROs against them or preclude them from receiving services from agencies like DVAC. It is also possible that a petitioner can be involved in a mutually abusive relationship. The EXPO staff conducts structured interviews with the petitioners to differentiate, and if they determine that the petitioner is a victim they offer DVAC services as appropriate.

EXPO staff submits applications for legal representation and advocacy. They may provide short-term advocacy themselves or refer them to other community agencies. This grant is not requesting funding for the Expo Advocate position.

Advocate Team

The advocacy team consists of five (5) advocates and is supervised by the Advocacy Manager. The advocates provide long-term advocacy to victims who are leaving or, much less frequently, considering leaving relationships. They help victims formulate safety plans and provide domestic violence education. Both of these are extremely important, the former because the period of transition out of an abusive relationship is the most dangerous time for a woman and because, during this chaotic period, the dangers and a victim's responses to the danger frequently change. To help in formulating safety plans the advocates assess for risk using the agency risk assessment tool.

Intimate partner violence education is important because many victims are so habituated to abuse and oppression that they may not realize they're experiencing it. Advocates also accompany clients to court, help secure housing, and advocate for them with various agencies. To help with housing, advocates access homeless prevention services, help clients access Section 8 and public housing, and negotiate with landlords by, for example, setting up payments plans for clients in arrears. Advocates also advocate on behalf of clients with the courts, Citizenship and Immigration Services, employers, Hawaii Public Housing Authority, Child Protective Services, public benefits agencies (Social Security Administration and Department of Human Services) and many others.

Three (3) of the five (5) advocates are fluent in foreign languages common to DVAC clients (Tagalog, Ilocano and Japanese) and serve as interpreters for their clients. For clients who speak other languages, the advocates arrange interpretation services through BAL. Two (2) of the five (5) advocates have Master's degrees in Social Work, one (1) has a Master's degree in Marriage and Family Counseling, and two (2) have a J.D.

In addition to these services, the advocacy team leverages special resources for their clients. DVAC frequently receives grants on behalf of agency clients that enable the advocates to aid clients with small sums of cash to prevent utilities from being turned off or the client from being evicted. DVAC secures private funding to provide clients with much-needed bus vouchers. Many clients don't have cars and are in desperate need of transportation. Advocates help their clients to seek housing, relocate and obtain other community assistance. DVAC also gets fifty (50) Hopeline cellular phones every year.

Each of these phones has 3000 pre-paid minutes, providing the clients who receive them with free phone service, which is extremely helpful in the chaotic and dangerous transition period experienced by agency clients. Finally, the advocates provide sponsorship for clients with the Sunshine Lady Foundation and Women's Independent Scholarship Program, which pays tuition for ongoing education for survivors of domestic violence. This is often a crucial service to victims striving to become independent and self-sufficient.

Each advocate carries an average caseload of thirty-five (35) clients. They are supervised by the Advocacy Manager and collaborate in triad teams with attorneys and paralegals working on the divorce and paternity (and occasionally TRO) cases of their clients. All triads are supervised by their individual Managers who provide ongoing supervision and respond to staff issues related to client needs. The Vice President of Survivor and Community Services provides direction where concerns are not resolved, conflicts arise or circumstances are unusually complex.

Legal Team

The legal team consists of four (4) staff attorneys and two (2) supervisors -- the Managing Attorney and Helpline Supervisor, who are also practicing lawyers -- three (3) paralegals and one (1) Legal Services Support Supervisor, who also functions as a paralegal. Five (5) of the staff attorneys take primarily divorce and paternity cases, and one (1) takes primarily TRO cases.

Consideration for case acceptance is focused on the potential for legal remedy and victim readiness, and, if they accept the applicant, the Managing Attorney and the Legal Services Support Supervisor assign the client to an attorney and a paralegal.

Decisions about case assignments are dictated by the potential for effective legal remedy, client needs, existing caseloads and the presence of pending court dates. Once the case is assigned the triad then meets with the client during an intake meeting, which at a minimum, is two hours. Interpreters are arranged for intake and court hearings if the client needs language assistance. If the client is eligible but caseloads are full, the applicant is put on the legal team waitlist.

The client signs a retainer agreement, receives forms explaining the client grievance process, client rights and DVAC services, and pays the initial fee. Fees are minimal and are based on the client's ability to pay. Clients can request a fee waiver, which is reviewed by a Fee Adjustment Committee, who either approves the waiver request or creates a payment schedule. In FY 2012, there were fifty-eight (58) waivers and ten (10) adjustments to fees for TRO representation and fifteen (15) waivers for divorce/paternity representation. DVAC has a system in place for clients to pay by credit card.

A safety plan, based on the same risk assessment as used by Helpline, advocates and EXPO, is completed with the client at the time of intake. If the client already has an advocate with whom she is working closely, her advocate also attends the intake to facilitate work among the triad of professionals. After payment, the attorney either responds to a filing or initiates a case by filing motions on behalf of the client.

Indigent legal services clients also have access to the Women's Legal Defense Fund, which was established by the agency when it became clear that many clients are unable to pay fees for filing, postage, discovery, subpoenas and other costs. When an attorney believes a client requires services she cannot afford, the attorney can request a one-time allotment from the Fund to cover the costs of the service.

The Managing Attorney reviews the request and either approves or rejects disbursement. The Fund is replenished by small grants from groups such as the Hawaii Women's Legal Foundation and the Hawaii Women's Fund.

Funds requested will also support the community outreach and prevention education available through The Teen Alert Program (TAP) which is imperative for hedging the great probability that today's generation of youth will experience or witness dating violence. The program utilizes a mixed gender dyad; co-facilitated by a male and female educator, demonstrating how to maintain shared power, equal responsibility, good communication and respectful partnership within a relationship. These examples of healthy communication help the youth explore ideas revolving around equality and fairness.

Hawaii's youth are confronted with this issue on a daily basis, with over 90% of youth surveyed by the Teen Alert Program claiming to know someone affected by abuse. When dating violence happens to teens, adults in the school environment are ill-equipped and unfamiliar with strategies for supporting the youth. At the Domestic Violence Action Center, we have a strong commitment to provide responsive services to these individuals and raise awareness about the issues contributing to dating violence. With further exposure to prevention education and training, it is hoped the rate of teen dating violence will decrease throughout Hawaii.

Many of the youth seen by TAP have witnessed domestic violence in their homes and research demonstrates that boys raised in homes where violence is present are at a higher risk for becoming abusive to their future intimate partners than boys raised in non-violent homes.

Young men not only learn to be violent and abusive to women by witnessing their fathers' abusive behaviors towards their mothers, but they also learn that they can own women and make them obey them through force, that they can hurt people who disagree with them and that to be a real man they must dominate women and children.

Young girls raised in homes where violence is perpetrated against their mothers also learn to be passive and see themselves as less-valued based on their gender.

Young people have stated that they can't be what they can't see. The TAP brings the opportunity for youth to do critical thinking regarding the components of healthy relationships and ensures that the youth who are exposed to specialized prevention education presentations will have tools for creating relationships that reflect mutual respect, equality, shared responsibilities and loving partnerships.

The Teen Alert Program maintains a visual component in their outreach to disseminate information to youth audiences and programs that serve youth. In the past, a series of contests were hosted to encourage more youth participation in the issue of teen dating violence prevention. For this effort, students have submitted designs for T-shirts, skirts, stickers, and a poster contest which was displayed in schools, clinics, restrooms, and even on the city bus. In 2012, DVAC participated in the HMSA Teen Video Contest and supported a Category for Dating Violence where TAP awarded a prize for the best PSA. In addition, a video called **Four Stories** was produced by the Teen Alert Program, which features the experiences of four local individuals affected by dating violence. This film is utilized during the various Teen Alert outreach presentations to bring the issue closer to home. Recently a TAP collaboration with the youth at Ma'o farms in Waianae resulted in the production of a short video depicting teen dating violence and provided the DVAC helpline number as a resource for victims of teen dating violence.

Timeline for services:

This timeline and the number of the services rendered reflect two (2) triads consisting of two (2) attorneys, two (2) paralegals and two (2) advocates. It is expected that the funding requested through this grant will support the work of the agency's already existing staff whose funding will be ending at the end of the fiscal year. The majority of divorce and paternity cases that DVAC services are contested and most often have a lifespan of over one (1) year. Therefore, these six (6) staff members will all have a full caseload of twenty-five (25) cases for the attorneys and paralegals and thirty-five (35) cases for the advocates at the time that the new funding will begin. Attorneys and paralegals will have a carryover caseload of fifty (50) legal cases and will open an additional fifty (50) legal cases bringing a grand total of new and carryover cases to one hundred (100) total cases. The two (2) advocates will have a carryover caseload of seventy (70) cases and will open an additional fifty (50) new cases bringing a grand total of one hundred and twenty (120) new and carry over advocate cases. The table below illustrates how these new cases will be distributed quarterly. The first quarter will reflect the number of the total carryover cases for the six (6) staff personnel. Protective Orders for the most part are completed within a one month's time so there will not be carryover numbers for this category of service.

The DVAC agency is also requesting funding support for two (2) Teen Alert Program Educators, one male and one female. The number of presentations that will be conducted and the number of students and community members that will participate in these presentations is noted on a quarterly basis.

Timeline for services: Numbers reflect two triads.

Goals	July 1, 2012 - June 30, 2013			
	Jul-Sept	Oct-Dec	Jan-Mar	Apr-June
<i>The (2) attorneys and (2) paralegals will have a total of 100 cases: 50 Carryover / 50 New Cases</i>				
Open New 50 Divorce, Paternity, Post-Decree cases in Family Court	50/7	15	14	14
Open New 30 protective order cases in Family Court	8	8	7	7
Close 50 cases in Family Court (carryover and new)	13	13	12	12
<i>The (2) attorneys will make Family Court appearances from the: 50 Carryover / 50 New cases</i>				
Make 100 appearances in Family Court (carryover and new)	26	26	24	24
<i>The (2) Advocates will have total of 120 cases: 70 Carryover/50 New Cases</i>				
Open New 50 Advocate cases	70/7	15	14	14
Close 60 cases (carryover and new)	16	16	14	14
Attorneys, Paralegals and Advocates will answer 480 helpline calls 120 each quarter				
<i>The Teen Alert Program Educators will provide presentations to a total of 2500 youth</i>				
Number of Youth Provided with School Presentations	500	500	500	500
Number of Youth Provided with Community Presentations	125	125	125	125
Number of Presentations given to School and Community Presentations Total 175	43	44	44	44

Outcomes:

The goals of the two triads will result in the following outcomes:

- **Twenty (20)** clients will receive divorce decrees or custody orders for either new or carryover cases.
- **Twenty-five (25)** clients will receive protective orders.
- **Twenty (20)** clients will report increased safety and stability three (3) months after their cases are closed. (Please note that the methodology has not been proven to be a highly successful means of collecting survey data as evident in the low number of responses received back from clients. Incentives, telephone calls and email reminders and a shortened timeline between the closing of the case and the post service outreach have only been successful in a 15% outcome on returned surveys.)
- **Sixteen (16)** clients who are without safe housing at intake will secure safe housing.
- **Fifty (50)** clients will increase their income through access to benefits and/ or resources that help them to become financially stable.
- **Twenty (20)** clients will report an increase in safety and stability three (3) months after their cases are closed.

Quality Assurance Program

DVAC's Quality Assurance (QA) Program addresses client complaints, grievances, appeals, and client satisfaction. The management team, i.e., the Chief Executive Officer and Vice Presidents, is responsible for the development and implementation of the QA program.

DVAC's QA Program has these characteristics:

- Quality Management Reports (QMRs) that include outcome measures and, for each measure, who is affected, when the measure is taken, where the data comes from, who is responsible, and the targeted benchmark
- Quarterly review of client records
- Satisfaction measures from clients
- Tracking, trending, and analysis of client complaints, grievances and appeals
- Staff development

An administrative review of client outcomes; record reviews; quality assurance; client complaints, and grievances and appeals is done quarterly and reported in the QMR. The Board of Directors annually reviews the past years' QMRs and makes recommendations to the CEO.

The managers of the client services programs review client status and service delivery monthly. Client services manager's reviews focus on case status, referrals, and progress toward client goals. QA is a standard agenda item at Manager's meetings.

Quality Management Reports

Each team in the Survivor and Community Programs Department has a set of metrics in the areas of effectiveness, efficiency and human resources.

The metrics measure both the quality of services that the team provides and the integrity of systems for providing those services. The team leader (Managing Attorney, Advocacy Manager, Helpline Supervisor, Teen Alert Manager, etc.) tracks these metrics and compiles them on a quarterly basis in that team's QMR. If there are benchmarks that are missed by more than ten percent or for two or more consecutive quarters, the team leader attaches a corrective action plan identifying actions that will correct the deficiency.

Record Reviews

To ensure that case records are adequately maintained and reflect services provided, the following procedures have been implemented: The supervisor reviews a random sample of case files and Helpline call sheets quarterly. The manager's review of case records and call sheets is incorporated into the QMR. This report includes summarized findings and corrective action plans.

Client Surveys

Each client is given a client satisfaction survey on the opening of his or her case to be completed at the time the case is closed. This survey focuses on areas of satisfaction and asks for recommendations for improvement in program services. Results are reported and reviewed, with recommendations for improvement discussed and implemented as appropriate. Clients may appeal any case closing or denial of service decision made by DVAC. Clients are informed in writing of DVAC's grievance and appeals process and rights at the time of intake.

Documentation and Analysis

Staff work and program services are documented by each staff person. The agency maintains a record of the services provided by all staff persons to each client. Every month, staff tabulates the number of clients served and the kinds of services provided. Case tracking and case acceptance intake minutes are kept on file for evaluation with caseload and case assignments. Helpline calls are entered into an agency database. Case reviews are included as part of program evaluation and performance appraisals.

Client grievance procedure forms are distributed to clients enabling them to file grievances about services or the staff they have worked with. Client retainer agreements, release of confidentiality forms and notice about the extent of services and expectations at outreach programs are provided to all who have received services on site and in Family Court. Training curricula and training presentation logs are maintained by each department. Numbers of participants in classroom and community presentations are tracked, with pre and post tests administered to all youth to assess absorption of information and attitude change. Data about number of schools and number of presentations are also collected.

Every court advocate, client advocate, paralegal and attorney reports monthly on the services he or she provides. These include the number of clients assessed for victim status, risk assessments, safety plans, client contacts, referrals, accompaniments, follow up calls, and other items. The managers compile this data and enter it in a monthly statistical report. The number of satisfaction surveys returned by clients and the levels of satisfaction reported are tabulated. Referrals to in-house services -- either for advocacy or legal representation -- are also tracked.

The managers and the Vice President review the data and address any issues or problems.

Monthly, quarterly, and final reports are provided in a timely fashion to all funders. These reports include service data and highlight activities, accomplishments, staff changes and program challenges. Qualitative data and qualitative analysis reflect goals and objectives proposed in grant applications. Agency supervisors, managers and vice presidents identify program strengths and weaknesses, initiate corrective action, and implement innovative, efficient and effective methods to improve services which are intended to be responsive to funding partners.

Measures of Effectiveness

The measures of effectiveness by which the program's achievement will be demonstrated are listed below.

The (2) attorneys and (2) paralegals will provide the following services at the First Circuit Family Court:

- Open **fifty (50)** new divorce, paternity, post-decree cases
- Carryover **fifty (50)** opened cases

TOTAL CASES = 100

- Open **thirty (30)** temporary restraining order cases
- Close **fifty (50)** cases
- The attorney will make **one hundred (100)** court appearances on behalf of DVAC clients.

These activities will result in the following outcomes:

- **Twenty (20)** clients will receive divorce decrees or custody orders for either new or carryover cases.
- **Twenty-five (25)** clients will receive protective orders.
- **Twenty (20)** clients will report increased safety and stability three (3) months after their cases are closed.

The advocate will:

- Open **fifty (50)** new cases
- Carryover **seventy (70)** cases

TOTAL CASES = 120

These activities will result in the following outcomes:

- **Sixteen (16)** clients who are without safe housing at intake will secure safe housing.
- **Fifty (50)** clients will increase their income through access to benefits and/or resources that help them to become financially stable.
- **Twenty (20)** clients without access to medical care at the time of intake will secure access to medical care.
- **Twenty (20)** clients will report an increase in safety and stability three (3) month after their cases are closed.
- **Four hundred (400)** helpline calls will be answered by the two (2) triads.

III. Financial

Budget

1. The applicant shall submit a budget utilizing the enclosed budget forms as applicable, to detail the cost of the request.

Please see attached budget sheets.

2. The applicant shall provide its anticipated quarterly funding requests for the fiscal year 2013-2014.

Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total Grant
\$129,237.00	\$129,237.00	\$129,237.00	\$129,237.00	\$516,948.00

3. The applicant shall provide a listing of all other sources of funding that they are trying to obtain for fiscal year 2014.

A. First Judicial Circuit, The Judiciary, State of Hawaii

**B. City and County of Honolulu
 Community Development Block Grant**

**C. Aloha United Way
 Emergency and Crisis Services**

**D. Friends of Hawaii Charities, Inc.
 Adopt a Family**

**E. Legal Aid Society of Hawaii
 Legal Assistance to Victims**

4. The applicant shall provide a listing of all state and federal tax credits that have 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

IV. Experience and Capability

A. Necessary Skills and Experience

The Domestic Violence Action Center is anchored in the community effectively serving victims of domestic violence for over 20 years. The agency is one of a few stand-alone agencies focusing on this one constituency and creating client and community programs uniquely suited to address the complex, potentially life threatening abuse presented by intimate partner and dating violence. Other programs for victims in the community are embedded in large social service agencies, or are a part of a larger agency mission, such as serving immigrants or low income communities, only some of whom are victims.

Today, with a staff of 37, the Domestic Violence Action Center serves victims of domestic violence and the community through a comprehensive array of client and community centered services that include legal representation, advocacy, civil and criminal court outreach, telephone assistance, training, outreach, public awareness campaigns, technical assistance and prevention. The Domestic Violence Action Center accepts high-risk, contested divorce, temporary restraining order (TRO), post-decree, and paternity cases and provides safety planning, crisis management, risk assessment, accompaniment, and bilingual advocacy.

The tangential needs victims present to staff are met with private resources secured to supplement program services, such as Hopeline phones, bus vouchers and Sunshine Lady Scholarships to continue education.

Victims of domestic violence need holistic support to navigate the path to safety. A court order alone provides insufficient resources and support for victims to meet their challenges. In recognition of these challenges, the Domestic Violence Action Center designed and implemented a triad model, which assigns a triad of professionals (lawyer, paralegal, and advocate) to legal clients with compounded challenges to help them while they exit a violent relationship. A key member of the DVAC triad is the advocate who is available to victims for an extended period, providing crisis support, information and assistance with upcoming events.

DVAC has made vital contributions to the safety and well-being of Hawaii's families by helping them become safe and rebuild their lives without violence. Twelve-year data suggests that the DVAC programs uniquely fulfill the needs of the community. Clients seek ongoing contact with staff, as they make their escape or their decisions. DVAC staff has had 202,789 telephone contacts with victims since 2000.

Safety planning by staff is not an event, but a process, and can be done with victims multiple times: upon intake, over the telephone, as part of a Helpline call, on-site at court, after a court hearing, or whenever a victim's circumstance changes. 40,026 safety plans have been done by DVAC staff since 1990. Attorneys have made 6,480 court appearances and committed 24,553 hours working on document preparation (alongside paralegals) on the 4,183 cases opened during that 13 year period. Advocates have completed 18,690 accompaniments with clients to agencies, appointments or other community resources. 3,565 legal cases have been closed over the 13 years data has been collected this way.

Surveys completed in 2012 by clients of the Domestic Violence Action Center reflect overwhelming satisfaction. 92% (107 of 116) of clients who returned feedback surveys for DVAC attorneys marked excellent in relation to their attorneys taking their abuse seriously, and over 92% felt excellent about their attorneys listening to them. Over 90% of the 82 clients who returned feedback surveys for the advocacy team also expressed excellent or higher satisfaction overall with the services they received.

In addition to its sustained experience with client-centered services and legal representation, the agency has an administrative structure that enables it to support and evaluate the program. DVAC's infrastructure has been built to responsibly manage programs and finances, implement a personnel benefits program, and work with a Board of Directors. Over time, the agency has undertaken initiatives to review and implement changes that the growth of the organization demanded.

Management has improved the agency computer network, assessed organizational data compilation systems, and sought consultation by experts in accounting, business planning and organizational effectiveness. Management staff cultivates relationships with community leaders, maintains dialogue with elected officials, nurtures allies in the not-for-profit sector, and creates partnerships serving the public interest.

Following is a list of all DVAC contracts for the last three years that reflect the agency's experience providing services similar to those proposed here.

<p>1. City & County of Honolulu Contract Number: CT-DCS-1100035 Award Amount: \$116,219 Program Period: 9/2/10 – 8/31/11 Program Title: Crucial Direct Services to Victims</p>	<p>City & County of Honolulu Department of Community Services 715 S. King St., Suite #311 Honolulu, HI 96813 Dina Wong (808) 768-7783 Dwong86@honolulu.gov</p>
<p>2. First Judicial Circuit, The Judiciary, State of Hawaii Award Amount: \$1,416,086 Program Period: 7/1/09-6/30/10</p> <p>Award Amount: \$1,807,278 Program Period: 7/1/10 – 6/30/11</p> <p>Contract Number J12129 Program Name: Domestic Violence Intervention Services Award Amount \$1,378,668 Program Period 7/1/11-9/30/12</p> <p>Contract Number: J12129 Program Name: Domestic Violence Intervention Services Award Amount: \$1,378,668 Program Period: 7/1/12-6/30/13</p>	<p>Ms. Maureen Kiehm Program Specialist, First Circuit Court Office of the Chief Court Administrator 777 Punchbowl St. Honolulu, HI 96813 (808) 539-4406 Maureen.N.Kiehm@courts.state.hi.us</p>
<p>3. City & County of Honolulu – CDBG Contract Number: CT-DCS-1000092 Award Amount: \$85,034 Program Period: 9/15/10 -9/15/11 Program Title: DVAC Court Outreach Program</p>	<p>City & County of Honolulu Department of Community Services 715 S. King St., Suite #311 Honolulu, HI 96813 Attn: Randy Wong rs Wong@honolulu.gov</p>
<p>4. Hawaii Justice Foundation Contract Number: 2010*03 Award Amount \$17,000 Program Period: 1/1/10-12/31/10 Program Title IOLTA Grant</p>	<p>Robert J. LeClair, Executive Director Hawaii Justice Foundation P.O. Box 1230 Honolulu, HI 96807-1230 (808) 537-3886 hj f@hawaii.rr.com</p>

<p>Contract Number: 2011*03 Award Amount: \$14,500 Program Period: 1/1/11-12/31/11</p> <p>Contract Number: 2012*03 Award Amount: \$10,875 Program Period: 1/1/12-12/31/12</p> <p>Contract Number: 2013*03 Award Amount: \$6,000 Program Period: 1/1/13-12/31/13</p> <p>5. Indigent Legal Assistance Fund Contract Number: J10007 Award Amount: \$41,198.19 Program Period: 7/1/09 – 6/30/10 Program Title: Direct Civil Legal Services for Victims of Domestic Violence</p> <p>Contract Number J11014 Award Amount: \$40,222.05 Program Period 7/1/10-6/30/11 Program Title: Direct Civil Legal Services for Victims of Domestic Violence</p> <p>Contract Number: J12020 Award Amount: \$56,279.55 Program Period: 7/1/11-6/30/12 Program Title: Direct Civil Legal Services for Victims of Domestic Violence</p> <p>Contract Number: J13019 Award Amount: \$54,354 Program Period: 7/1/12-6/30/13 Program Title: Direct Civil Legal Services for Victims of Domestic Violence</p> <p>6. LAV/LASH Contract Number: 2010 WL-AX-0048 Award Amount: \$101,067 Program Period: 10/1/10 – 9/30/15 Program Title: Legal Assistance to Victims in HI</p>	<p>Mr. Rodney A. Maile Administrative Director of the Courts c/o Hawaii Justice Foundation ILAF Administrator P.O. Box 1230 Honolulu, HI 96807-1234 (808) 537-3886 hjff@hawaii.rr.com</p> <p>Jennifer La'a Director of Grants Management 924 Bethel St. Honolulu, HI 96813 (808) 527-8076 jelaa@lashaw.org</p>
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<p>7. Dept. of the Attorney General, CPJAD Contract Number: 10-WF-11 Award Amount: \$125,687 Program Period: 7/1/12-6/30/13 Program Title: Support Services for Victims of Intimate Partner Violence</p>	<p>State of Hawaii – AG CPJAD 235 S. Beretania St. #401 Honolulu, HI 96813 (808) 586-1150 Jennifer.M.Cullen@hawaii.gov</p>
<p>8. Dept. Of the Attorney General, CPJAD RFP #: AG-CPJAD-VAWA-2011-WF Award Amount: \$189,402 Program Period: 12/1/12-11/30/13 Program Title: Victim Services for Adult Female Victims of Domestic Violence, Dating Violence, Sexual Assault or Stalking.</p>	<p>State of Hawaii - AG CPJAD 235 S. Beretania St. #401 Honolulu, HI 96813 (808) 586-1150 Jennifer.M.Cullen@hawaii.gov</p>
<p>9. DHS, Grant-In-Aid Contract #: DHS-13-POS-767 Award Amount: \$204,628.00 Program Period: 7/1/12-6/30/13 Program Title: Specialized Holistic Services for Victims of Domestic Violence</p>	<p>Department of Human Services Purchase of Services & Grant Mgmt 810 Richards St., Ste #400 Honolulu, HI 96813 (808) 586-5706 KKaahaaina@dhs.hawaii.gov</p>
<p>10. DHS, Teen Program Contract #: DHS-11-POS-309 Award Amount: \$223,363.00 Program Period: 7/1/12-6/30/13 Program Title: Teen Dating Violence and Prevention Services</p>	<p>Department of Human Services Purchase of Services & Grant Mgmt 810 Richards St., Ste #400 Honolulu, HI 96813 (808) 586-5706 KKaahaaina@dhs.hawaii.gov</p>
<p>11. Consuelo Foundation Contract #: 09.240A Award Amount: \$10,000 Program Period: 7/1/09 – 6/30/10</p> <p>Award Amount: \$10,000 Program Period: 7/1/11 – 6/30/12 Program Title: Empowering Today’s Native Hawaiian Youth to Create Healthier Relationships</p>	<p>Jonathan San Vuong 110 N. Hotel St. Honolulu, HI 96817 (808) 532-3939 svuong@consuelo.org</p>

<p>12. T.C. Ching Foundation Award Amount: \$100,000 Program Period: 7/1/10 – 6/30/12 Program Title: The Teen Alert Program</p>	<p>The Clarence T.C. Ching Foundation 1001 Bishop St., Suite #770 Honolulu, HI 96813 R. Stevens Gilley (808) 521-0344</p>
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B. Facilities

The Domestic Violence Action Center is housed in downtown Honolulu, within walking distance of Circuit Court, District Court, the State Capitol, government agencies, and bus routes. Location of agency offices is kept confidential to preserve staff and client safety. The agency is not listed on the building directory, and the address is neither in the telephone directory nor on its letterhead. The offices DVAC has purchased to house agency programs are ADA compliant. The agency offices have 5,186 of usable square footage consisting of 12 enclosed offices, 23 workstations, two intake rooms, a server room, a kitchenette, and a reception area. Each office and workstation is equipped with a computer. The agency has five laser printers and one Xerox color copier with scan and faxing capabilities. The office is secured, entry is by key fob access for staff, and visitors are screened via an intercom system. For added security, glass panels on the side of the entry door are tinted with a security film, and a video system makes visitors visible to the receptionist.

V. Personnel: Project Organization and Staffing

A. Proposed Staffing, Staff Qualifications, Supervision and Training

Funding will support two (2) triad teams composed of attorney, paralegal and advocate and a dyad of educators for agency’s Teen Alert Program.

There are currently six (6) DVAC attorneys: three (3) divorce/paternity attorneys, one (1) EXPO or temporary restraining order attorney, the Managing Attorney, and the Helpline Supervisor, both of whom, in addition to their supervisory duties, carry half caseloads of divorce and paternity cases.

The Managing Attorney, who has been with DVAC for over five (5) years, oversees the implementation of legal services and practice by agency attorneys.

Two (2) of the four (4) staff attorneys are experienced litigators and four (4) of the total six (6) on the team have been with DVAC for more than four (4) years. The attorneys have experience working with victims, well versed in the area of intimate partner violence, and trained in providing trauma-informed services. They understand, for example, how trauma affects a victim's ability to relate a coherent narrative of the abuse she has suffered and how that impacts her participation in court. The divorce/paternity attorneys carry caseloads of twenty-five (25) or more, and the Managing Attorney and the Helpline Supervisor carry a caseload of twelve (12) each, in addition to their supervisory duties. They are also available to assist with "overflow" TRO requests and are expected to complete a minimum of five (5) TROs a year.

DVAC's attorneys are supported by three (3) paralegals and one (1) Legal Services Support Supervisor who are closely supervised by the attorneys and have extensive experience working in family law practice. The Legal Services Support Supervisor has been with the agency for over ten (10) Years. She is the senior paralegal, mentors the other paralegals and is tasked with maintaining accountability and communication between paralegals and attorneys.

The Legal Services Support Supervisor monitors the agency's Client Trust Account, and the Managing Attorney is the signer for this account. One of the paralegals devotes most of her time to support of the EXPO (TRO) attorney, handling the bulk of the agency's TRO cases. The other paralegals support the divorce/paternity attorneys. The paralegal supporting the EXPO attorney carries a caseload of no less than fourteen (14) TRO cases a month and five (5) divorce or paternity cases at a time. The paralegals supporting the divorce/paternity attorneys carry caseloads of no less than thirty (30), and the Legal Services Support Supervisor carries a caseload of no less than fifteen (15) divorce or paternity cases.

The advocates carry an average caseload of thirty-five (35) clients. Leaving an abusive relationship and becoming a survivor is a journey with many obstacles. Advocates help victims with issues related to their children's needs, housing, education, finances, employment, and the ambivalence that may interfere with execution of a plan. DVAC developed this triad model partnering advocate with attorneys and paralegals to support victims with individual needs outside the courtroom.

The outreach education provided to youth through TAP occurs in classrooms, community settings and in partnership with organizations serving young people. TAP educators have a deep appreciation for the challenges confronting youth and the need to capture their attention through multi-media, experiential, visual and innovative program elements. The delivery of this material requires youth to be riveted to the possibility of living with equality, safety, and respect in their relationships. The TAP has two (2) full time and two (2) part time staff.

One member of the team has worked with DVAC for seven (7) years, the program manager, is a Certified Substance Abuse Counselor, and will soon reach the five (5) year anniversary of her employment with the agency. The teen advocate has a graduate degree in marriage and family counseling.

The staff supported by funding requested in this proposal will be supervised by current managers. Cindy Iannce Spencer is Vice President of Survivor and Community Programs and has been an employee of the Domestic Violence Action Center for sixteen (16) years. She has worked in the field of male violence against women and children for over thirty (30) years.

Cindy has served our community in a variety of ways. She spent almost ten (10) years at the Honolulu Prosecuting Attorney's office providing advocacy and counseling services to victims of misdemeanor and felony crimes specializing in child sexual assault and domestic violence case. Ms. Iannce Spencer has facilitated psycho-educational groups for both perpetrators and victims of intimate partner abuse. Cindy has been a keynote speaker on various topics at the international and local level, with an emphasis on legal advocacy and most recently, *Reaching Underserved Trauma Survivors through Community Based Programs*.

Cristina Arias, who oversees the advocacy team, has been the Advocacy Manager for over four (4) years, and prior to that was a DVAC advocate for over (6) six years. Kanani Tamashiro was hired as a staff attorney six (6) years ago and was promoted to Managing Attorney four (4) years ago. She has a JD from the University Of Hawaii Richardson School Of Law. Maria Oldehaver has over twenty (20) years of family law experience and has been working with DVAC for ten (10) years.

She was promoted to Legal Support Services Supervisor over five (5) years ago. Four (4) of the six (6) agency staff attorneys have been employed for two (2) years or more. The most recent hiring of two (2) staff was made possible by a STOP Formula grant, VAWA funds administered through the Department of the Attorney General. These funds enabled DVAC to hire a Filipino advocate and an EXPO Court Outreach advocate. The newest staff attorney to join the agency, funded through a STOP Formula grant is an experienced litigator with licenses to practice law in Hawaii, Kansas and Australia. The other staff members in the Department of Survivor and Community Programs have been serving in their positions for three (3) years or more.

All EXPO Court Outreach advocates and all agency advocates have experience working with vulnerable populations, participate in mandatory agency training and complete a probationary period involving shadowing and close supervision.

Stephanie Ragolia, Teen Alert Program Manager, is a Certified Substance Abuse Counselor, has worked with young people for more than eight (8) years, and was hired to provide leadership to Teen Alert almost five (5) years ago.

All employees participate in an annual performance appraisal, and receive performance counseling on an as-needed basis. Training is a high priority for the agency, with staff required to participate in a minimum of two (2) trainings each year. In FY 2012, staff attended varied subject matter and skill building sessions in person, via webinars on the continent and at the agency offices.

For the Fiscal Year 2012, the client services staff averaged more than five (5) trainings each in their area of service, with all staff meeting the minimum requirement of two (2) trainings. The topics of the trainings included but were not limited to confidentiality, housing rights, mental health issues, traumatic brain injury, immigrant needs, ethics, and safety planning. All client services staff is trained in risk assessment, safety planning, and structured interviewing. Also, the staff attorneys belong to the Family Law Section of the Hawaii State Bar Association, one member of the team belongs to the Filipino Lawyers Section and each participates in ongoing training in litigation and case law from the Managing Attorney and attorneys in the community that have experience in relevant areas of family law. DVAC is a member of Hawaii Youth Services Network and takes advantage of networking and training opportunities available through the membership.

In addition to the training described above, all DVAC staff - from the receptionist to the management team - are introduced to the agency and its mission, the key issues in domestic violence, available community resources in an intensive four day training that orients staff to the agency's definitions of advocacy, domestic violence lawyering, "strength model" of case management, safety, risk and readiness for service. Direct services staff learns how to screen for primary aggressor, techniques for working with ambivalent clients, challenges facing dual abuse victims, and an introduction to the civil and criminal justice systems. DVAC is committed to cultural competency and works to increase access by diverse ethnic communities to the programs of the Domestic Violence Action Center. The four day and ongoing training includes lectures, experiential exercises, video presentations, question and answer sessions, site visits and shadowing.

Agency employees participate in local conferences featuring national experts, local presentations, and web-based, audio conference in-service trainings. DVAC seeks opportunities to provide current information, new techniques, and exposure to issues that are relevant to the work its staff does every day. Seasoned attorneys previously employed by Domestic Violence Action Center provide free training and consultation on case-specific or practice issues. Current and past members of the Board provide case consultation on an as-needed basis. Professional allies of the agency have provided in-service training and program consultation on issues related to service delivery, accountability and staff performance standards. Courtroom techniques, counseling strategies, the meaning of advocacy, and the challenges faced by victims are also topics of staff training. All staff attorneys attend the Hawaii State Bar Convention and are encouraged to attend subject matter and practice- relevant trainings.

B. Organization Chart

Please see attached organization chart.

VI. Other

A. Litigation

DVAC is currently involved in litigation and is represented by Torkildson, Katz, Moore, Hetherington and Harris.

B. Licensure or Accreditation


DVAC is not accredited.

The Twenty-Seventh Legislature, Hawaii State Legislature
Application for Grants and Subsidies - Grants-in-Aid FY 2014
Applicant: Domestic Violence Action Center

BUDGET FORMS

BUDGET REQUEST BY SOURCE OF FUNDS
(Period: July 1, 2013 to June 30, 2014)

Applicant: Domestic Violence Action Center

BUDGET CATEGORIES	Total State Funds Requested (a)	(b)	(c)	(d)
A. PERSONNEL COST				
1. Salaries	354,058			
2. Payroll Taxes & Assessments	49,568			
3. Fringe Benefits	49,568			
TOTAL PERSONNEL COST	453,194			
B. OTHER CURRENT EXPENSES				
1. Contractual Administrative	1,957			
2. Insurance	2,800			
3. Lease/Rental of Equipment	2,840			
4. Lease/Rental of Space	2,640			
5. Staff Training	800			
6. Supplies	2,400			
7. Telecommunication	3,360			
8. Utilities and Building Maint. (CAM)	22,320			
9. Books and Legal Services	2,400			
10. Audit	5,000			
10. Mileage and Parking	4,200			
11. Postage	1,000			
12. Printing and Publications	1,200			
13. Repairs and Maintenance- Equipment	8,851			
14. Dues	600			
16. Messenger Service	1,386			
17				
18				
19				
20				
TOTAL OTHER CURRENT EXPENSES	63,754			
C. EQUIPMENT PURCHASES				
D. MOTOR VEHICLE PURCHASES				
E. CAPITAL				
TOTAL (A+B+C+D+E)	516,948			
SOURCES OF FUNDING		Budget Prepared By:		
(a) Total State Funds Requested	516,948	Desie Graves	534-0040	
(b)		Name (Please type or print)	Phone	
(c)			1/21/13	
(d)		Signature of Authorized Official	Date	
TOTAL BUDGET	516,948	Nanci Kreidman M.A., Chief Executive Officer		
		Name and Title (Please type or print)		

BUDGET JUSTIFICATION PERSONNEL - SALARIES AND WAGES

Applicant: Domestic Violence Action Center

Period: July 1, 2013 to June 30, 2014

POSITION TITLE	FULL TIME EQUIVALENT	ANNUAL SALARY A	% OF TIME ALLOCATED TO GRANT REQUEST B	TOTAL STATE FUNDS REQUESTED (A x B)
1. Managing Attorney	1	\$57,783	5.00%	\$ 2,889
2. Attorney	1	\$50,429	100.00%	\$ 50,429
3. Attorney	1	\$50,429	100.00%	\$ 50,429
4. Paralegal	1	\$39,531	100.00%	\$ 39,531
5. Paralegal	1	\$39,531	100.00%	\$ 39,531
6. Advocay Manager	1	\$53,014	5.00%	\$ 2,651
7. Advocate	1	\$39,140	100.00%	\$ 39,140
8. Advocate	1	\$39,140	100.00%	\$ 39,140
9. Teen Male Educator	1	\$36,050	100.00%	\$ 36,050
10. Teen Educator	1	\$36,050	100.00%	\$ 36,050
11. Chief Executive Officer	1	\$99,807	5.00%	\$ 4,990
12. Vice President of Operations	1	\$74,593	5.00%	\$ 3,730
13. Executive Assistant	1	\$31,930	5.00%	\$ 1,597
14. Human Resource Admin Assistant	0.63	\$25,956	5.00%	\$ 1,298
15. Contracts & Grants Administrative Assistant	1	\$34,670	5.00%	\$ 1,734
16. Director of Accounting	1	\$63,036	5.00%	\$ 3,152
17. Administrative Assistant/Acctg. Clerk	1	\$34,366	5.00%	\$ 1,718
TOTAL:				\$ 354,058

BUDGET JUSTIFICATION - EQUIPMENT AND MOTOR VEHICLES

Applicant: Domestic Violence Action Center

Period: July 1, 2013 to June 30, 2014

DESCRIPTION EQUIPMENT	NO. OF ITEMS	COST PER ITEM	TOTAL COST	TOTAL BUDGETED
No equipment requested			\$ -	
			\$ -	
			\$ -	
			\$ -	
			\$ -	
TOTAL:			\$ -	
JUSTIFICATION/COMMENTS:				

DESCRIPTION OF MOTOR VEHICLE	NO. OF VEHICLES	COST PER VEHICLE	TOTAL COST	TOTAL BUDGETED
No motor vehicle requested			\$ -	
			\$ -	
			\$ -	
			\$ -	
			\$ -	
TOTAL:			\$ -	
JUSTIFICATION/COMMENTS:				

BUDGET JUSTIFICATION CAPITAL PROJECT DETAILS

Applicant: Domestic Violence Action Center

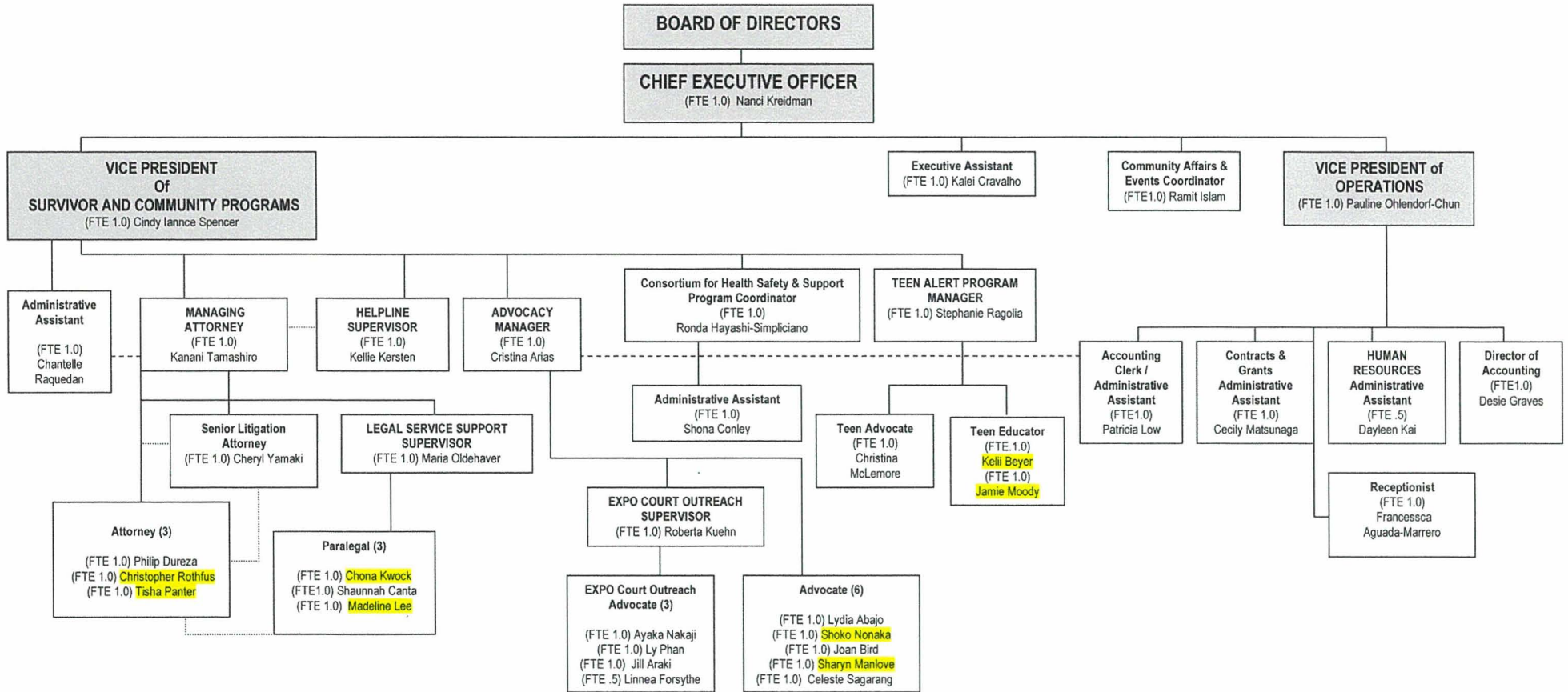
Period: July 1, 2013 to June 30, 2014

FUNDING AMOUNT REQUESTED						
TOTAL PROJECT COST	ALL SOURCES OF FUNDS RECEIVED IN PRIOR YEARS		STATE FUNDS REQUESTED	OF FUNDS REQUESTED	FUNDING REQUIRED IN SUCCEEDING YEARS	
	FY: 2011-2012	FY: 2012-2013	FY:2013-2014	FY:2013-2014	FY:2014-2015	FY:2015-2016
PLANS						
LAND ACQUISITION						
DESIGN						
CONSTRUCTION						
EQUIPMENT						
TOTAL:						
JUSTIFICATION/COMMENTS: <p style="text-align: center; font-size: 1.2em;">NOT APPLICABLE</p>						

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Application for Grants and Subsidies - Grants-in-Aid FY 2014
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ORGANIZATION CHART

**DOMESTIC VIOLENCE ACTION CENTER
ORGANIZATION CHART
As of January 16, 2013**



The Twenty-Seventh Legislature, Hawaii State Legislature
Application for Grants and Subsidies - Grants-in-Aid FY 2014
Applicant: Domestic Violence Action Center

DECLARATION STATEMENT

**DECLARATION STATEMENT OF
APPLICANTS FOR GRANTS AND SUBSIDIES PURSUANT TO
CHAPTER 42F, HAWAI'I REVISED STATUTES**

The undersigned authorized representative of the applicant certifies the following:

- 1) The applicant meets and will comply with all of the following standards for the award of grants and subsidies pursuant to Section 42F-103, Hawai'i Revised Statutes:
 - a) Is licensed or accredited, in accordance with federal, state, or county statutes, rules, or ordinances, to conduct the activities or provide the services for which a grant or subsidy is awarded;
 - b) Complies with all applicable federal and state laws prohibiting discrimination against any person on the basis of race, color, national origin, religion, creed, sex, age, sexual orientation, or disability;
 - c) Agrees not to use state funds for entertainment or lobbying activities; and
 - d) Allows the state agency to which funds for the grant or subsidy were appropriated for expenditure, legislative committees and their staff, and the auditor full access to their records, reports, files, and other related documents and information for purposes of monitoring, measuring the effectiveness, and ensuring the proper expenditure of the grant or subsidy.
- 2) The applicant meets the following requirements pursuant to Section 42F-103, Hawai'i Revised Statutes:
 - a) Is incorporated under the laws of the State; and
 - b) Has bylaws or policies that describe the manner in which the activities or services for which a grant or subsidy is awarded shall be conducted or provided.
- 3) If the applicant is a non-profit organization, it meets the following requirements pursuant to Section 42F-103, Hawai'i 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, Hawai'i Revised Statutes, for grants or subsidies used for the acquisition of land, when the organization discontinues the activities or services on the land acquired for which the grant or subsidy was awarded and disposes of the land in fee simple or by lease, the organization shall negotiate with the expending agency for a lump sum or installment repayment to the State of the amount of the grant or subsidy used for the acquisition of the land.

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

Domestic Violence Action Center

(Typed Name of Individual or Organization)

(Signature)

1-29-13

(Date)

Nanci Kreidman, M.A., Chief Executive Officer

(Typed Name)

(Title)

The Twenty-Seventh Legislature, Hawaii State Legislature
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CLIENT SURVEYS (2)

CLIENT SURVEY

The Domestic Violence Action Center, formerly The Domestic Violence Clearinghouse and Legal Hotline, provides a variety of services to the community. We would like to know how our Ala Ka'i/Partners in Probations and Legal Services worked for you. We would also be interested in how our services, as well as the services offered by the community, could be expanded to help survivors like you, or others like you, who are trying to get divorced or get custody and also wanting to be free and safe.

Please answer each question as completely as possible.

1. How did you hear about the Action Center? *Refer from court house.*
2. Why did you initially call the Helpline? *Needed help.*
3. When you called the first time, was the person you spoke to helpful? Yes No
4. After your first telephone contact, how long was it before you met with the attorney? *1 week or less.*
5. Was this too long? Yes No

Please answer the following questions by circling your answer:

- | | | | | |
|---|------------------|------|------|------|
| 6. How was your PARALEGAL at: | | | | |
| a. Listening to you? | <u>Excellent</u> | Good | Fair | Poor |
| b. Being accessible to you? | <u>Excellent</u> | Good | Fair | Poor |
| c. Returning your calls? | <u>Excellent</u> | Good | Fair | Poor |
| d. Answering your questions? | <u>Excellent</u> | Good | Fair | Poor |
| e. Keeping you informed? | <u>Excellent</u> | Good | Fair | Poor |
| f. Taking your abuse seriously? | <u>Excellent</u> | Good | Fair | Poor |
| 7. How was your ATTORNEY at: | | | | |
| a. Listening to you? | <u>Excellent</u> | Good | Fair | Poor |
| b. Being accessible to you? | <u>Excellent</u> | Good | Fair | Poor |
| c. Returning your calls? | <u>Excellent</u> | Good | Fair | Poor |
| d. Answering your questions? | <u>Excellent</u> | Good | Fair | Poor |
| e. Keeping you informed? | <u>Excellent</u> | Good | Fair | Poor |
| f. Taking your abuse seriously? | <u>Excellent</u> | Good | Fair | Poor |
| g. Processing your case in a timely manner? | <u>Excellent</u> | Good | Fair | Poor |
| h. Getting results that you wanted? | <u>Excellent</u> | Good | Fair | Poor |

8. Did your attorney or paralegal assist you with problems related to:

- | | | |
|------------|---|--------|
| a. Police | Yes ___ | No ___ |
| b. CPS | Yes ___ | No ___ |
| c. Welfare | Yes <input checked="" type="checkbox"/> | No ___ |
| d. CSEA | Yes ___ | No ___ |
| e. Judge | Yes <input checked="" type="checkbox"/> | No ___ |

9. Were there other services you needed from the community that were not provided?

I am satisfied for everything that
I got from DVAC they provide me for everything.

Demographic Information

10. Gender M/F Age: 34 Number of Children: 0

Race/Ethnicity Filipino

11. What type of case did we help you with?

- Divorce
- Restraining Order
- Post Decree
- Custody
- Probation
- Other

12. Are there any other comments or suggestions?

All I can say is thank you very much
for all the support and effort to
grant my divorce. I am so thankful
and lucky that I am free and safe
because of DVAC. wish you all the best
and more power and hope that you can
continue to help those people need help.
who's suffering and abuse. Once again thank you!!!

