

*Hawaii Family Law Clinic, dba*



**RECEIVED**  
1/31/14



**Application for Grant and Subsidies**

**The Twenty-Seventh Legislature  
Application For Grants And Subsidies  
Chapter 42F, Hawaii Revised Statutes**

**FY 2015**

House District \_\_\_\_\_

Senate District \_\_\_\_\_

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

Log No: \_\_\_\_\_

For Legislature's Use Only

Type of Grant or Subsidy Request:

GRANT REQUEST - OPERATING

GRANT REQUEST - CAPITAL

SUBSIDY REQUEST

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

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

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

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

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

1. APPLICANT INFORMATION:

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

Db: ALA KUOLA

Street Address: 550 Halekauwila Street

Mailing Address:  
550 Halekauwila Street, #207  
Hoonolulu, Hawaii 96813

2. CONTACT PERSON FOR MATTERS INVOLVING THIS APPLICATION:

Name EDWIN K. FLORES

Title Executive Director

Phone # 808-545-1880

Fax # 808-545-1887

e-mail edkflores@alakuola.com

3. TYPE OF BUSINESS ENTITY:

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

6. DESCRIPTIVE TITLE OF APPLICANT'S REQUEST:

TEMPORARY RESTRAINING ORDERS FOR VICTIMS OF ABUSE/VIOLENCE

4. FEDERAL TAX ID #: \_\_\_\_\_

5. STATE TAX ID #: \_\_\_\_\_

7. AMOUNT OF STATE FUNDS REQUESTED:

FISCAL YEAR 2015: \$ 365,000

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 \$365,000  
 FEDERAL \$ \_\_\_\_\_  
 COUNTY \$ \_\_\_\_\_  
 PRIVATE/OTHER \$ \_\_\_\_\_

TYPE NAME & TITLE OF AUTHORIZED REPRESENTATIVE:

EDWIN K. FLORES -EXECUTIVE DIRECTOR  
NAME & TITLE

1/31/2014  
DATE SIGNED

## Application for Grants and Subsidies

*If any item is not applicable to the request, the applicant should enter "not applicable".*

### I. Background

### II. \ and Summary

This section shall clearly and concisely summarize and highlight the contents of the request in such a way as to provide the State Legislature with a broad understanding of the request. Include the following:

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

Hawaii Family Law Clinic ( dba, Ala Kuola), is a Honolulu-based nonprofit organization whose mission is to ensure the safety and well-being of domestic violence (DV) victims by assisting them in completing and filing Temporary Restraining Orders (TROs). A TRO can be defined as an order of protection for victims of abuse against their alleged abusers in the Family Court. A TRO creates a crucial line of defense for victims of DV by acting as a legal shield against their alleged abusers.

The organization was first derived from the Student Against Domestic Violence (SADV) project, which employed AMERICORP volunteers to provide information and supportive services to victims of domestic violence. In 2002, the project came under the auspices of Volunteer Legal Services Hawaii (VLSH) and continued under the name of *Ala Kuola*, which was created to provide greater access and assistance to DV victims seeking TROs. By the end of 2003, the program was responsible for 25% of the total cases docketed. Unfortunately, due to funding cuts, VLSH ended the program in In June of 2004.

Several years after closure of Ala Kuola at VLSH, the program was re-established and incorporated as a 501©(3) private non-profit agency with the Internal Revenue Service and has registered the trade name "Ala Kuola" with the State of Hawaii Department of Commerce and Consumer Affairs. Ala Kuola is currently the only nonprofit organization on Oahu providing such services to the general public. The organization is committed to devoting resources to a diverse spectrum of abuse victims, and since 2007 has assisted several hundred individuals and families with obtaining TROs.

2. The goals and objectives related to the request;

The goal of this project is to increase the safety of DV victims by providing greater access to supportive services for individuals and families who are affected by domestic violence.

To achieve this goal, Ala Kuola is requesting funding from the Hawaii State Grant in Aid program to complete the following objectives:

- Continue to provide victims of DV with unfettered access to TRO support services during regular business hours when Family Court Services are not available;
- Expand outreach efforts by establishing a presences in Kapolai, Oahu; and
- Develop resources that will allow DV victims to access services outside of normal business hours.

3. State the public purpose and need to be served;

For victims of DV, a TRO is a legal shield from further abuse, and it can sometimes mean the difference between life and death. TRO's are critical to ensuring the safety of DV victims, but the process of obtaining one within the family justice system in Hawaii has not always been easily accessible. In order for an individual to obtain services from the Adult Client Service Branch (ACSB) of the Family Court of the First Circuit, the individual must first call in advance to obtain an appointment. Appointments are only available in the morning hours, and the individual must be present at the offices of ACSB by 8:00 am on the day of the scheduled appointment. If late, the individual must schedule a new appointment.

Currently, ACSB does not provide TRO services on Tuesdays and Thursdays in Honolulu due to a lack of resources and therefore, those who reside in East Honolulu and the Windward areas must seek services at the Family Court at Kapolei. This requirement is too restrictive for many victims because of practical and logistical issues such as child care, work commitments, transportation, and disabilities. Furthermore, the process of obtaining a TRO can sometimes compound the mental and emotional trauma already experienced by victims. Besides physical wounds, DV victims often suffer from issues of unresolved guilt, lingering attachment to the perpetrator, and uncertainty of dealing with their children's trauma and feelings. When these issues are disregarded or handled in an insensitive manner by those assisting the victim, the process can further devastate the victim mentally and emotionally.

The founders and directors of the Hawaii Family Law Clinic, dba Ala Kuola (*A Path to Safety and Life*), a non-profit, 501(c)(3) organization, hereinafter Ala Kuola, recognized these process issues and barriers several years ago and formed an organization dedicated to making the system more accessible and victim friendly. Its mission is to assist individuals affected by DV to obtain TRO's for protection from their abuser.

4. Describe the target population to be served; and

The target population for this project is individuals and families residing on Oahu, who have experienced domestic violence, and are in need of assistance in obtaining a TRO against the alleged abuser. Persons who can seek a TRO in the Family Courts must be spouses, former spouses, persons who have a child(ren) in common, parents/legal guardians on behalf of children or incapacitated persons/persons related by blood, persons jointly residing or formerly residing in the same household, and persons who have or have had a dating relationship.

5. Describe the geographic coverage.

The geographical region covered by this project is the island of Oahu, specifically in the regions of metropolitan Honolulu, East Honolulu, and Windward Oahu. These locations have been selected not only for high density of people living in the area, as well as the high volume of domestic violence cases that are reported. Further, since TRO services are not provided in Honolulu on Tuesdays and Thursdays by the Family Court, Ala Kuola fills this gap in services to make services convenient and accessible.

The region is served by the First Circuit Family Court. According to the Adult Services of Hawaii State Judiciary there were 2,999 domestic abuse cases docketed in 2013 with the Family Court.

*Source: The Judiciary, Adult Client Services Branch*

## **II. Service Summary and Outcomes**

The Service Summary shall include a detailed discussion of the applicant's approach to the request. The applicant shall clearly and concisely specify the results, outcomes, and measures of effectiveness from this request.

1. Describe the scope of work, tasks and responsibilities;

Ala Kuola provides a safe and non-threatening environment for families and individuals to obtain information and support services relating to domestic violence prevention, specifically with regards to completing and filing Temporary Restraining Orders (TROs). Staff screens the request to ensure the petition for a TRO is within the purview of the Family Court (a restraining case outside of HRS Section 586 is referred to District Court). Following the initial assessment, victims will be provided the Petition for A Temporary Restraining Order to complete in their own words and are provided technical assistance in completing the petition.

Although faced with deadlines to submit a Petition for an Order for Protection, Ala Kuola conducts intake services throughout the business day. Intake is always conducted one-on-one to ensure the confidentiality of the individual. In special circumstances, Ala Kuola has conducted and will continue to perform its intake services outside of its office in a safe and secure location for both its staff member and the requestor. There have been several situations where Ala Kuola staff has performed intake services at various hospitals and at organization's business offices.

Ala Kuola does not serve as a victim's legal representative, nor does it act as an advocate on the victim's behalf. Although legal advice is not provided, an individual will be provided technical information to complete the TRO petition. After the petition is completed, it will be reviewed to ensure that all relevant information is included. Instructions to the Honolulu Police Department or other relevant law enforcement agencies are then completed to effectuate service of process on the respondent. Depending on the hour of the day when services are requested, most seeking a protective order will obtain one the same day.

Pursuant to statute, court hearings on petitions for TRO's are scheduled within 15 days of the date of filing of the restraining order petition. On the dates of hearings, Ala Kuola staff will act as a neutral party to the proceeding. Staff will act as a "court assistant" (ACSB staff is referred to as "Court Officers"). Ala Kuola's staff assists the Family Court by acting as an intermediary between the petitioner and the respondent in an attempt to reach an agreement if possible to expedite the hearing process. Ala Kuola's further assist by drafting various court orders as ordered by the Court, and service of process of the Court's orders on the involved parties.

*Court Hearings:*

Ala Kuola has approximately five (7) years of experience in assisting the Family Court with regard to disposition of cases on the domestic violence calendar having handled well over three thousand five plus cases. Ala Kuola's staff receives extensive in-house training as well as on the job training as to court procedures and in identifying and the drafting of various court orders.

Since the parties to the proceeding are prohibited from communicating with one another, Ala Kuola's duties include, but is not limited to facilitating discussion between the parties to ascertain whether an agreement can be reached which would determine whether the case proceeds to trial. At the court, Ala Kuola's staff, presents the appearances of the parties and informs the Judge as to the disposition of the case, i.e., continuance requested, agreement of the parties, no agreement. Depending on how the court decides to proceed with matter Ala Kuola's staff will draft the Court's order and explain and serve the order on the parties.

*Coordination of Services:*

In an effort to help victims to heal and restore themselves from the ills of domestic violence, Ala Kuola has and will continue to refer individuals to the services of an advocate in intimate partner matter, to legal service providers, and to health and social service agencies and service providers. The referral sources that are part of Ala Kuola's support network for victims include but is not limited to the Domestic Violence Action Center, the Legal Aid Society of Hawaii, each of the Army, Navy, Marine advocacy programs, Volunteer Legal Services Hawaii, Hawaii State Bar Association, Department of Human Services, and Neighborhood Places.

2. The applicant shall provide a projected annual timeline for accomplishing the results or outcomes of the service;

**July 1, 2014 - June 30, 2015**

<b>Task</b>	<b>J</b>	<b>A</b>	<b>S</b>	<b>O</b>	<b>N</b>	<b>D</b>	<b>J</b>	<b>F</b>	<b>M</b>	<b>A</b>	<b>M</b>	<b>J</b>
Provide ongoing support for DV victims in their efforts to complete and file a Temporary Restraining Order (TRO) against their abuser.	X	X	X	X	X	X	X	X	X	X	X	X
Increase accessibility of TRO services for DV victims by establishing a satellite office in Kapolei on the island of Oahu.				X	X	X	X	X	X	X	X	X
Coordinate with the Hawaii State Judiciary to develop a plan to file TRO petitions after original set hours.							X	X	X	X	X	X

3. The applicant shall describe its quality assurance and evaluation plans for the request. Specify how the applicant plans to monitor, evaluate, and improve their results; and

Throughout the course, Ala Kuola will track client information through an agency-wide data management system. Information from this system will be reviewed weekly by the organizations Executive Director, and compiled quarterly in the form of an activity report which will be submitted to the Hawaii State Judiciary, as well as the Ala Kuola Board of Directors. These reports will allow the organization to track progress during the duration of the project. Weekly staff meetings will be held to discuss any obstacles that may arise while working toward achieving the goals outlined in the GIA request. If necessary, corrective action plans will be developed in conjunction with Ala Kuola program staff, the Executive Director and the Board of Directors, and will be implemented as needed.

4. The applicant shall 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.

To measure the effectiveness of its services, Ala Kuola, as a standard practice, uses a client survey tool to gauge an individual's satisfaction with its services. Responses are compiled and analyzed to determine how services can be improved or refined. These surveys are distributed to every individual served by Ala Kuola. (See attached)

Ala Kuola will also seek to meet with the Judge(s) who are assigned to the domestic abuse calendar on a quarterly basis to evaluate Ala Kuola's Court Assistants and a performance review of their worked performed before the Court. This will be used as a constructive tool to better serve the Judiciary in a most expeditious way.

### III. Financial

#### Budget

1. The applicant shall submit a budget utilizing the enclosed budget forms as applicable, to detail the cost of the request.
2. The applicant shall provide its anticipated quarterly funding requests for the fiscal year 2012-2013.

Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total Grant
\$91,250	\$91,250	\$91,250	\$91,250	\$365,000

3. The applicant shall provide a listing of all other sources of funding that they are trying to obtain for fiscal year 2015

Ala Kuola will be submitting a Community Block Development Grant through the City and County of Honolulu. The agency will be requesting \$170,000.00 to help supplement the GIA request.

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.

N/A

5. The applicant shall provide the balance of its unrestricted current assets as of December 31, 2013.  
(\$8,500.00)



#### **IV. Experience and Capability**

##### **A. Necessary Skills and Experience**

The applicant shall demonstrate that it has the necessary skills, abilities, knowledge of, and experience relating to the request. State your experience and appropriateness for providing the service proposed in this application. The applicant shall also provide a listing of verifiable experience of related projects or contracts for the most recent three years that are pertinent to the request.

Ala Kuola is the only public agency that assists victims of domestic abuse/violence on Oahu with the filing of TRO's and is committed to devoting its resources to promote and protect the rights of the broad spectrum of abused victims. The organization has over five years' experience in assisting the Family Court with the disposition of TRO's. The Hawaii State Judiciary has recognized Ala Kuola's competence and capability in seeking Ala Kuola's assistance to assist the public with the processing of TRO's in the First Circuit. Ala Kuola has been a recipient of Grant In Aid Subsidies (GIA) and has contracted with the Judiciary to provide TRO services as it currently does.

Ala Kuola's experience is further evidenced through its assistance to the Judiciary in 2009/2010 when imposed furloughs of the Judiciary staff forced the closure of the Court two Fridays a month. Without the availability to obtain a protective order, Judge Francis Wong, through Chief Justice Ronald Moon, entered into an agreement with Ala Kuola to assist the Judiciary in providing the TRO's during these furlough days. Ala Kuola was not compensated for these services and has done so voluntarily as a means to bridge an otherwise serious gap in services to DV victims. This was accomplished with Ala Kuola's staff working closely with Judiciary staff and the Family Court Judges for the coordinating of domestic abuse/violence petitions.

Ala Kuola is recognized as a non-judicial agency that assists petitioners in completing petitions for domestic abuse protection orders. The Court Order issued by the then Senior Judge Sabrina S. McKenna, (now associate Justice of the Hawaii Supreme Court) on April 16, 2010 is attached.

Ala Kuola has provided TRO services to the public since 2007. During this calendar year, there were approximately 2,475 cases docketed in the Court related to DV. During this period, Ala Kuola assisted 17% of this total. In 2008, approximately 2,829 were docketed of which Ala Kuola accounted for 25% of the total, in 2009, there were 2,815 docketed cases of which Ala Kuola assisted 24%, this despite the loss of one full-time staff person due to reduction in funding and not receiving further subsidies from the Judiciary. For the calendar year 2010, Ala Kuola accounted for 36% of the total cases docketed in Honolulu and approximately 15% of the total cases docketed in Honolulu, 2011, 35% of cases docketed in Honolulu, 2012, 31% of docketed in Kapolei. In the past calendar year 2011, Ala Kuola accounted for 36% of the total number of cases originating from Honolulu.

**B. Facilities**

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the request. If facilities are not presently available, describe plans to secure facilities. Also describe how the facilities meet ADA requirements, as applicable.

Ala Kuola's main office is located in downtown Honolulu, in the Kakaako area adjacent to the First Circuit Court. Although the office is removed from the immediate location of the Family Court in Kapolei, the procedures that Ala Kuola utilizes is conducive to its operations in serving the public. The building which houses Ala Kuola is ADA compliant and is easily accessible from all major highways/roadways.

Ala Kuola is seeking to co-locate it services to the West Oahu to continue to provide great accessibility to the public.

## **V. Personnel: Project Organization and Staffing**

### **A. Proposed Staffing, Staff Qualifications, Supervision and Training**

The applicant shall describe the proposed staffing pattern and proposed service capacity appropriate for the viability of the request. The applicant shall provide the qualifications and experience of personnel for the request and shall describe its ability to supervise, train and provide administrative direction relative to the request.

Among providers in the non-profit, social service sector, it is considered a very small operation. But as a small, one manager operation, it has the advantages of being able to eliminate costly administrative salary overhead, devote more funds to direct service, and provide excellent, personalized service, in a friendly, non-threatening atmosphere; something much needed by victims of DV who often feel isolated and unsupported.

The organization is managed by Executive Director, Edwin (Ed) K. Flores, who is responsible for oversight of the delivery of services. With over 24 years legal experience with an additional 8 years of experience with working with victims of domestic violence/abuse which includes but is not limited to intake, assisting with completion of ex parte petitions, court assistance, drafting of various courts orders, and referrals to appropriate agencies/organization. Mr. Flores has also attended trainings and participated in numerous webinar training sessions.

Staffing for this project will consist of the Executive Director, Executive Assistant/Court Assistant, Program Coordinator/Court Assistant, two (2) additional Court Assistants, Legal Clerk, and contracted Legal Counsel. All staff members shall be trained to include Intake services and preparations of TRO documents, competence of the TRO process, and ex parte hearing procedures which shall include familiarization of various court forms and documents.

#### *Staff Qualifications:*

The Program Coordinator has two (4) years experience working in the Court setting involving domestic abuse/violence matters. Staff members acting as Court Assistants receive extensive training and are periodically evaluated for competent handling matters with Court matters as well as working with individuals served by Ala Kuola.

All staff shall have a minimum of one year experience in providing services to the general public or experience deemed relevant but the Executive Director. Whenever possible and available, all staff is encouraged participate in but not limited to various domestic violence trainings, conferences, meetings, and workshops to further their understanding with domestic abuse/violence victims/

#### *Supervision and Training:*

The Executive Director shall provide overall supervision of all staff in all daily activities and direct supervision to the Program Coordinator.

The Program Coordinator shall supervise all Court Assistant and be under the oversight and supervision of Ala Kuola's Legal Counsel. The Program Coordinator through Ala Kuola's Legal Counsel shall be charged with the training of all Court Assistants to ensure competent handling of all matter before the Court.

*Unauthorized Practice of Law:*

To address the issue of "***unauthorized practice of law***", since Ala Kuola assists with the completion with legal documents, Ala Kuola employs the services of a licensed attorney in good standing with the Hawaii Bar Association to oversee Ala Kuola's TRO process.

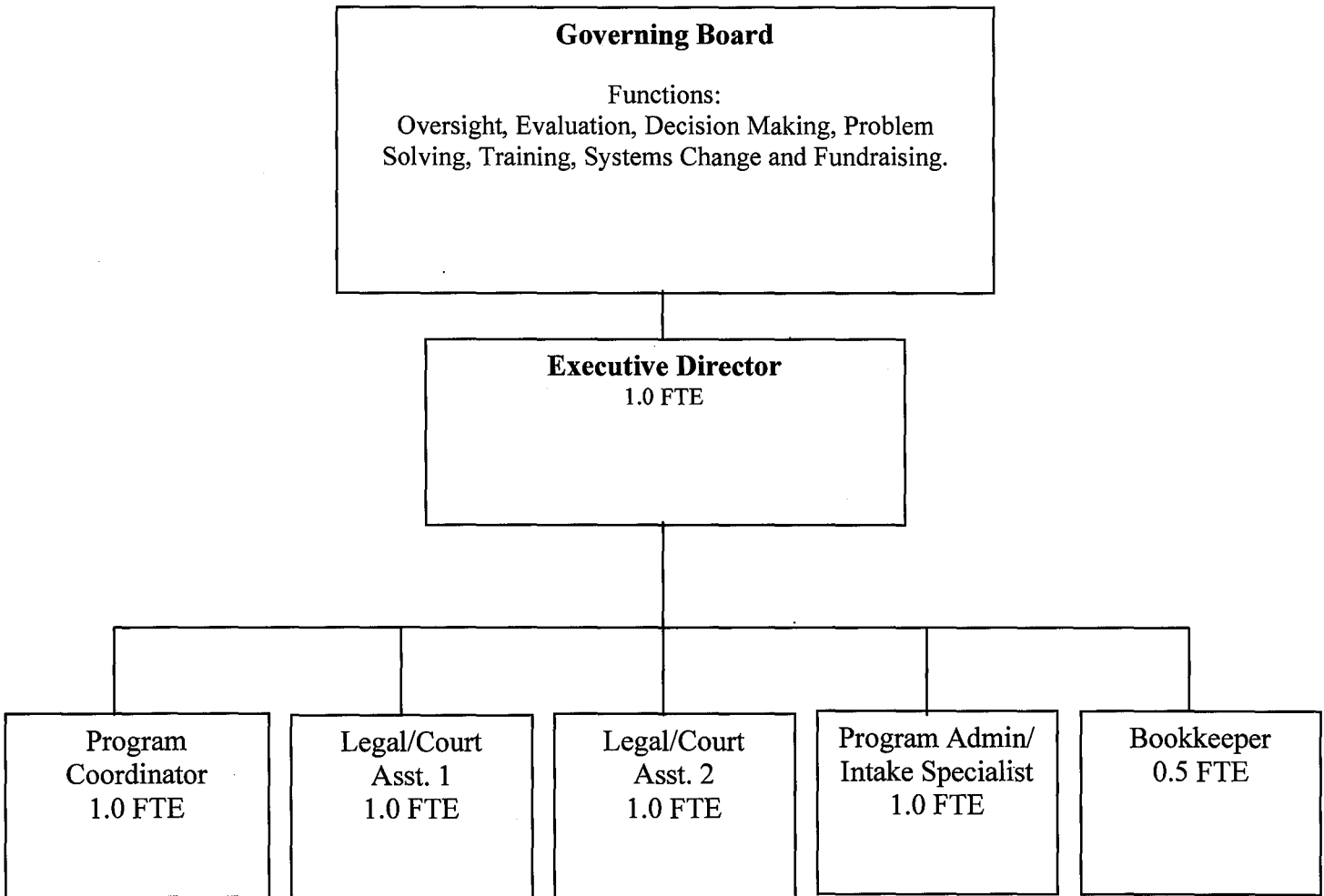
**B. Organization Chart**

The applicant shall illustrate the position of each staff and line of responsibility/supervision. If the request is part of a large, multi-purpose organization, include an organizational chart that illustrates the placement of this request.

**Hawaii Family Law Clinic, DBA  
Ala Kuola**

**Organizational Chart**

Tax-Exempt 501(c)(3) Organization



**C. Compensation**

The applicant shall provide the annual salaries paid by the applicant to the three highest paid officers, directors, or employees of the organization by position.

Executive Director: 78,750.50 Program Coordinator: 41,674.50 Admin Assistant: 38,000.00

**VI. Other**

**A. 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.

N/A

**B. Licensure or Accreditation**

Specify any special qualifications, including but not limited to licensure or accreditation that applicant possesses relevant to this request.

N/A

# BUDGET

(Period \_\_\_\_\_ to \_\_\_\_\_)

Applicant/Provider: Hawaii Family Law Clinic dba Ala Kuola  
 Contract Period: 7/1/14-6/30/15  
 Contract No. (As Applicable): \_\_\_\_\_

BUDGET CATEGORIES	Budget Request (a)	(b)	(c)	(d)
<b>A. PERSONNEL COST</b>				
1. Salaries	245,884			
2. Payroll Taxes & Assessments	27,413			
3. Fringe Benefits	12,831			
<b>TOTAL PERSONNEL COST</b>	<b>286,128</b>			
<b>B. OTHER CURRENT EXPENSES</b>				
1. Insurance	5,060			
2. Lease/Rental of Equipment	2,200			
3. Lease/Rental of Space	30,800			
4. Staff Training	552			
5. Supplies	1,650			
6. Telephone	4,840			
7. Professional Fees	13,200			
8. Advertisement	10,240			
9. Parking/Mileage	382			
10. Audit	9,398			
11. Publication & Printing	550			
12.				
13.				
14.				
15.				
16.				
17.				
18.				
19.				
20.				
21.				
22.				
23.				
<b>TOTAL OTHER CURRENT EXPENSES</b>	<b>78,872</b>			
<b>C. EQUIPMENT PURCHASES</b>				
<b>D. MOTOR VEHICLE PURCHASES</b>				
<b>TOTAL (A+B+C+D)</b>	<b>365,000</b>			
(a)		Budget Prepared By:		
(b)				
(c)				
(d)				
<b>TOTAL REVENUE</b>	<b>365,000</b>	Signature of Authorized Official _____ Date _____ Edwin Flores, Executive Director Name and Title (Please type or print)		
		For State Agency Use Only Signature of Reviewer _____ Date _____		

## BUDGET JUSTIFICATION PERSONNEL - SALARIES AND WAGES

Applicant: Hawaii Family Law Clinic dba Ala Kuola

Period: July 1, 2014 to June 30, 2015

POSITION TITLE	FULL TIME EQUIVALENT	ANNUAL SALARY A	% OF TIME ALLOCATED TO GRANT REQUEST B	TOTAL STATE FUNDS REQUESTED (A x B)
Executive Director	1	\$78,750.50	100.00%	\$ 78,750.50
Court Officer #1	1	\$41,674.50	100.00%	\$ 41,674.50
Court Officer #2	1	\$34,000.00	100.00%	\$ 34,000.00
Court Office #3	1	\$31,500.00	100.00%	\$ 31,500.00
Administrative Assistant	75	\$38,000.00	75.00%	\$ 28,459.00
Bookkeeper	50	\$63,000.00	50.00%	\$ 31,500.00
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
<b>TOTAL:</b>				<b>245,884.00</b>
<b>JUSTIFICATION/COMMENTS:</b>				



FAMILY COURT  
FIRST CIRCUIT COURT  
STATE OF HAWAII  
FILED

2010 APR 16 AM 10:24

IN THE FAMILY COURT OF THE FIRST CIRCUIT  
STATE OF HAWAII

M.N. TANAKA  
CLERK

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In the Matter of the Designation

of

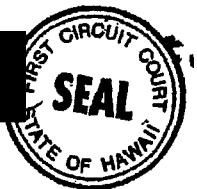
HAWAII FAMILY LAW CLINIC, dba ALA KUOLA  
as a non-judicial agency to assist petitioners in completing  
petitions for domestic abuse protection orders pursuant to  
Hawaii Revised Statutes Section 586-3(d)

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

DATED: Kapolei, Hawaii, April 16, 2010.

  
Senior Judge



Date: 12.16.13

Ala Kuola Satisfaction Questionnaire

Ala Kuola is dedicated to improving its services and operation. To insure that all who seek the assistance of Ala Kuola receive a high quality of service, it is essential that we receive feedback from you. May we ask that you take a few minutes to complete this questionnaire and add your comments if you wish and send it back to us.

1. Name: \_\_\_\_\_

Ethnicity: P.R., Hawaiian, Chic Zip Code: 96701

2. How did you find out about Ala Kuola? thru the courts

3. Did you contact any other agency or organization to assist you prior to contacting Ala Kuola? no

4. On a scale of 1 to 5 where 1 represents "Extremely dissatisfied" and 5 represents "Extremely satisfied," how would you rate your overall satisfaction with the services provided to you by Ala Kuola.

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

Why do you say that? What specifically are you satisfied or dissatisfied with Ala Kuola? The way they treated me and listened to me. The helping with filling out papers and getting it processed. The friendliness of the staff.

5. On a scale of 1 to 5 where 1 represents "Extremely dissatisfied" and 5 represents "Extremely satisfied," how would you rate the information provided to you concerning the temporary restraining order process.

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

Why do you say that? What specifically are you satisfied or dissatisfied with Ala Kuola?

6. On a scale of 1 to 5 where 1 represents "Extremely dissatisfied" and 5 represents "Extremely satisfied," how would you rate Ala Kuola's accessibility and hours of availability for your personal convenience?

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

Why do you say that? What specifically are you satisfied or dissatisfied with Ala Kuola? It was easy to find their location and the hours just fit in perfect.

7. On a scale of 1 to 5 where 1 represents "Extremely dissatisfied" and 5 represents "Extremely satisfied," how would you rate how the court orders entered in your case were explained to you after your court hearing.

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

Why do you say that? What specifically are you satisfied or dissatisfied with Ala Kuola?

8. How likely are you to recommend Ala Kuola to someone who may be in need Of Ala Kuola's services? Would you say your chances are . . .

[X] Excellent  
[ ] Very good  
[ ] Good  
[ ] Fair  
[ ] Poor

Mahalo for taking the time to fill out this questionnaire.

I just want to say mahalo nui loa for being there for me in my time of need. I really appreciate you all and would most definitely recommend you. Mele Kalikimaka Mele Kalikimaka Makahiki Hou.

Date: 12/24/15

### Ala Kuola Satisfaction Questionnaire

Ala Kuola is dedicated to improving its services and operation. To insure that all who seek the assistance of Ala Kuola receive a high quality of service, it is essential that we receive feedback from you. May we ask that you take a few minutes to complete this questionnaire and add your comments if you wish and send it back to us.

1. Name: \_\_\_\_\_

Ethnicity: Chinese, Filipino, Caucasian. Zip Code: 96816

2. How did you find out about Ala Kuola? HPD

3. Did you contact any other agency or organization to assist you prior to contacting Ala Kuola? No.

4. On a scale of 1 to 5 where 1 represents "Extremely dissatisfied" and 5 represents "Extremely satisfied," how would you rate your overall satisfaction with the services provided to you by Ala Kuola.

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

Why do you say that? What specifically are you satisfied or dissatisfied with Ala Kuola? Very helpful through entire process; helped to give me peace of mind during a very frustrating time

5. On a scale of 1 to 5 where 1 represents "Extremely dissatisfied" and 5 represents "Extremely satisfied," how would you rate the information provided to you concerning the temporary restraining order process.

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

Why do you say that? What specifically are you satisfied or dissatisfied with Ala Kuola? Kela was very explanatory of the process, my rights and what steps needed to get done!

6. On a scale of 1 to 5 where 1 represents "Extremely dissatisfied" and 5 represents "Extremely satisfied," how would you rate Ala Kuola's accessibility and hours of availability for your personal convenience?

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

Why do you say that? What specifically are you satisfied or dissatisfied with Ala Kuola? I had no problem finding parking and they were available during extended business hours; I called early morning.

7. On a scale of 1 to 5 where 1 represents "Extremely dissatisfied" and 5 represents "Extremely satisfied," how would you rate how the court orders entered in your case were explained to you after your court hearing.

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

Why do you say that? What specifically are you satisfied or dissatisfied with Ala Kuola? Kela sat with me one on one to talk to me about the terms.

8. How likely are you to recommend Ala Kuola to someone who may be in need Of Ala Kuola's services? Would you say your chances are . . .

[X] Excellent  
[ ] Very good  
[ ] Good  
[ ] Fair  
[ ] Poor

Mahalo for taking the time to fill out this questionnaire.

Date: 4/10/13

### Ala Kuola Satisfaction Questionnaire

Ala Kuola is dedicated to improving its services and operation. To insure that all who seek the assistance of Ala Kuola receive a high quality of service, it is essential that we receive feedback from you. May we ask that you take a few minutes to complete this questionnaire and add your comments if you wish and send it back to us.

1. Name: \_\_\_\_\_

Ethnicity: Hawaiian Zip Code: 96792

2. How did you find out about Ala Kuola? My D.V. Worker

3. Did you contact any other agency or organization to assist you prior to contacting Ala Kuola? No

4. On a scale of 1 to 5 where 1 represents "Extremely dissatisfied" and 5 represents "Extremely satisfied," how would you rate your overall satisfaction with the services provided to you by Ala Kuola.

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

Why do you say that? What specifically are you satisfied or dissatisfied with Ala Kuola? Very detailed, helpful, one on one treatment. Love it

5. On a scale of 1 to 5 where 1 represents "Extremely dissatisfied" and 5 represents "Extremely satisfied," how would you rate the information provided to you concerning the temporary restraining order process.

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

Why do you say that? What specifically are you satisfied or dissatisfied with Ala Kuola? Everything was well explained

6. On a scale of 1 to 5 where 1 represents "Extremely dissatisfied" and 5 represents "Extremely satisfied," how would you rate Ala Kuola's accessibility and hours of availability for your personal convenience?

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

Why do you say that? What specifically are you satisfied or dissatisfied with Ala Kuola? the hours are great

7. On a scale of 1 to 5 where 1 represents "Extremely dissatisfied" and 5 represents "Extremely satisfied," how would you rate how the court orders entered in your case were explained to you after your court hearing.

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

Why do you say that? What specifically are you satisfied or dissatisfied with Ala Kuola? *Very understanding and Explained Everything clearly*

8. How likely are you to recommend Ala Kuola to someone who may be in need Of Ala Kuola's services? Would you say your chances are ...

[✓] Excellent  
[ ] Very good  
[ ] Good  
[ ] Fair  
[ ] Poor

Mahalo for taking the time to fill out this questionnaire.

Date: 10/29/13

Ala Kuola Satisfaction Questionnaire

Ala Kuola is dedicated to improving its services and operation. To insure that all who seek the assistance of Ala Kuola receive a high quality of service, it is essential that we receive feedback from you. May we ask that you take a few minutes to complete this questionnaire and add your comments if you wish and send it back to us.

1. Name: \_\_\_\_\_

Ethnicity: Tongan / Samoan Zip Code: 96821

2. How did you find out about Ala Kuola? Police

3. Did you contact any other agency or organization to assist you prior to contacting Ala Kuola? No.

4. On a scale of 1 to 5 where 1 represents "Extremely dissatisfied" and 5 represents "Extremely satisfied," how would you rate your overall satisfaction with the services provided to you by Ala Kuola.

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

Why do you say that? What specifically are you satisfied or dissatisfied with Ala Kuola?  
The assistance was great.

5. On a scale of 1 to 5 where 1 represents "Extremely dissatisfied" and 5 represents "Extremely satisfied," how would you rate the information provided to you concerning the temporary restraining order process.

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

Why do you say that? What specifically are you satisfied or dissatisfied with Ala Kuola? It was written with precisment.

6. On a scale of 1 to 5 where 1 represents "Extremely dissatisfied" and 5 represents "Extremely satisfied," how would you rate Ala Kuola's accessibility and hours of availability for your personal convenience?

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

Why do you say that? What specifically are you satisfied or dissatisfied with Ala Kuola? Hours of operation is convenient.



7. On a scale of 1 to 5 where 1 represents "Extremely dissatisfied" and 5 represents "Extremely satisfied," how would you rate how the court orders entered in your case were explained to you after your court hearing.

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

Why do you say that? What specifically are you satisfied or dissatisfied with Ala Kuola?

*Very professional.*

8. How likely are you to recommend Ala Kuola to someone who may be in need Of Ala Kuola's services? Would you say your chances are . . .

[X] Excellent  
[ ] Very good  
[ ] Good  
[ ] Fair  
[ ] Poor

Mahalo for taking the time to fill out this questionnaire.

Date: Oct 30 2013

Ala Kuola Satisfaction Questionnaire

Ala Kuola is dedicated to improving its services and operation. To insure that all who seek the assistance of Ala Kuola receive a high quality of service, it is essential that we receive feedback from you. May we ask that you take a few minutes to complete this questionnaire and add your comments if you wish and send it back to us.

1. Name: \_\_\_\_\_

Ethnicity: Hawaiian Zip Code: 96792

2. How did you find out about Ala Kuola? District Court & counselors

3. Did you contact any other agency or organization to assist you prior to contacting Ala Kuola? No

4. On a scale of 1 to 5 where 1 represents "Extremely dissatisfied" and 5 represents "Extremely satisfied," how would you rate your overall satisfaction with the services provided to you by Ala Kuola.

1 [ ] 2 [ ] 3 [ ] 4 [ ] 5 [✓]

Why do you say that? What specifically are you satisfied or dissatisfied with Ala Kuola?

They were very helpful!

5. On a scale of 1 to 5 where 1 represents "Extremely dissatisfied" and 5 represents "Extremely satisfied," how would you rate the information provided to you concerning the temporary restraining order process.

1 [ ] 2 [ ] 3 [ ] 4 [✓] 5 [ ]

Why do you say that? What specifically are you satisfied or dissatisfied with Ala Kuola?

Although the process was draining, they were very helpful

6. On a scale of 1 to 5 where 1 represents "Extremely dissatisfied" and 5 represents "Extremely satisfied," how would you rate Ala Kuola's accessibility and hours of availability for your personal convenience?

1 [ ] 2 [ ] 3 [ ] 4 [✓] 5 [ ]

Why do you say that? What specifically are you satisfied or dissatisfied with Ala Kuola?

Based on my experience they were able to meet with me and

7. On a scale of 1 to 5 where 1 represents "Extremely dissatisfied" and 5 represents "Extremely satisfied," how would you rate how the court orders entered in your case were explained to you after your court hearing.

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

Why do you say that? What specifically are you satisfied or dissatisfied with Ala Kuola? *It was very clear.*

8. How likely are you to recommend Ala Kuola to someone who may be in need Of Ala Kuola's services? Would you say your chances are . . .

[✓] Excellent  
[ ] Very good  
[ ] Good  
[ ] Fair  
[ ] Poor

Mahalo for taking the time to fill out this questionnaire.

Date: 8/5/13

Ala Kuola Satisfaction Questionnaire

Ala Kuola is dedicated to improving its services and operation. To insure that all who seek the assistance of Ala Kuola receive a high quality of service, it is essential that we receive feedback from you. May we ask that you take a few minutes to complete this questionnaire and add your comments if you wish and send it back to us.

1. Name: \_\_\_\_\_

Ethnicity: Japanese / Chinese Zip Code: 96825

2. How did you find out about Ala Kuola? EVERETT CUSKADON, ATTORNEY

3. Did you contact any other agency or organization to assist you prior to contacting Ala Kuola? NO

4. On a scale of 1 to 5 where 1 represents "Extremely dissatisfied" and 5 represents "Extremely satisfied," how would you rate your overall satisfaction with the services provided to you by Ala Kuola.

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

Why do you say that? What specifically are you satisfied or dissatisfied with Ala Kuola? Made me feel comfortable in such an extremely difficult decision and very supportive.

5. On a scale of 1 to 5 where 1 represents "Extremely dissatisfied" and 5 represents "Extremely satisfied," how would you rate the information provided to you concerning the temporary restraining order process.

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

Why do you say that? What specifically are you satisfied or dissatisfied with Ala Kuola? I had many, many, many questions and they were very patient in answering all my questions / concerns.

6. On a scale of 1 to 5 where 1 represents "Extremely dissatisfied" and 5 represents "Extremely satisfied," how would you rate Ala Kuola's accessibility and hours of availability for your personal convenience?

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

Why do you say that? What specifically are you satisfied or dissatisfied with Ala Kuola?

I had no problems in contacting or speaking w/ someone.

7. On a scale of 1 to 5 where 1 represents "Extremely dissatisfied" and 5 represents "Extremely satisfied," how would you rate how the court orders entered in your case were explained to you after your court hearing.

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

Why do you say that? What specifically are you satisfied or dissatisfied with Ala Kuola?

8. How likely are you to recommend Ala Kuola to someone who may be in need Of Ala Kuola's services? Would you say your chances are . . .

[✓] Excellent  
[ ] Very good  
[ ] Good  
[ ] Fair  
[ ] Poor

Mahalo for taking the time to fill out this questionnaire.

**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.

Edwin K. Flores  
(Typed Name of Individual or Organization)

  
(Signature)

1/31/2014  
(Date)

Edwin K. Flores  
(Typed Name)

Executive Director  
(Title)