

House District _____

Senate District _____

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

Log No:

For Legislature's Use Only

Type of Grant Request:

GRANT REQUEST – OPERATING

GRANT REQUEST – CAPITAL

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

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

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

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

1. APPLICANT INFORMATION:

Legal Name of Requesting Organization or Individual:
VOLUNTEER LEGAL SERVICES HAWAII
Dba:

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

2. CONTACT PERSON FOR MATTERS INVOLVING THIS APPLICATION:

Name MICHELLE D ACOSTA
Title EXECUTIVE DIRECTOR
Phone # 808-522-0678
Fax # 808-524-2147
E-mail MICHELLE@VLSH.ORG

3. TYPE OF BUSINESS ENTITY:

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

6. DESCRIPTIVE TITLE OF APPLICANT'S REQUEST:

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

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

7. AMOUNT OF STATE FUNDS REQUESTED:

FISCAL YEAR 2017: \$ 600,000.00

8. STATUS OF SERVICE DESCRIBED IN THIS REQUEST:

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

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

STATE \$ 200,000
FEDERAL \$ 0
COUNTY \$ 46,000
PRIVATE/OTHER \$225,000

MICHELLE D ACOSTA, EXECUTIVE DIRECTOR
NAME & TITLE

Jan. 22, 2016
DATE SIGNED



RECEIVED
1/22/16

I. Background and Summary

Meaningful access to legal services is a powerful tool in combatting poverty and its multi-layered effects on a community. When legal assistance is well directed and appropriately utilized, it can offer life changing and long-term solutions for low-income people struggling to make it through everyday living in Hawaii. Volunteer Legal Services Hawaii (“Volunteer Legal”) ensures that the legal needs of the low-and moderate- income community are met by mobilizing the private bar to engage in pro bono service.

Volunteer Legal assists people like Leona, a 65 year old single woman who suddenly found herself caring for two young children because their mother, Leona’s adult daughter was incarcerated for drug use. With an absent father, the children had no other adult caregiver available to them. Leona was told that her youngest grandchild had special needs, and that she must obtain guardianship over her grandchildren to allow her to make legal decisions on their behalf including medical treatment. Having recently retired, Leona was on a modest fixed income and had no other means to pay for legal services to establish legal guardianship.

On a Saturday morning in Kalihi, Leona appeared at a Volunteer Legal Pop-Up Legal Clinic, where she was scheduled to meet with a volunteer attorney. There she was given legal advice about her options and step-by-step instructions on how to proceed. Overwhelmed by caring for her grandchildren and managing the court process on her own, Volunteer Legal staff assisted Leona in completing her court forms and later matched with a volunteer attorney to represent her in court. In the end, Leona was found to be an appropriate guardian, and was thanked by the family court for taking on the responsibility of caring for her grandchildren who would have otherwise entered the foster care system.

For 35 years, Volunteer Legal a 501(c)(3) organization has been assisting families like Leona’s navigate the legal system through a partnership with volunteer attorneys and law students. Each day, Volunteer Legal helps those with the least resources to resolve legal issues affecting basic living needs: ability to gain financial relief from multiple debt; ability to make healthcare

decisions for an incapacitated loved one; ability to maintain a meaningful relationship with a child despite a contested divorce; or the ability to pay for stable housing by securing VA benefits. Volunteer Legal exists to ensure that poverty is not a barrier to meaningfully accessing the justice system in Hawaii.

To achieve this, Volunteer Legal works closely with various community partners to include social service and other legal service providers, and the private bar. Volunteer Legal continues to work with social services providers like Catholic Charities Hawaii, The Institute for Human Services, and Goodwill Industries, to name a few, to strengthen the safety net system for those individuals and families that need the most support. Because individuals and families often require multiple services to ensure a successful journey out of poverty, Volunteer Legal has remained a committed partner and resource for social service providers and the clients we collectively serve.

Next to the Legal Aid Society of Hawaii ("Legal Aid"), Volunteer Legal is the only other non-profit civil legal services provider that directly services the low- and moderate-income community. Volunteer Legal maintains and develops programs strategically designed to complement the work being conducted by Legal Aid. The continued working relationship between Legal Aid and Volunteer Legal is imperative in closing the justice gap relayed in the 2007 Assessment of Civil Legal Needs and Barrier of Low- and Moderate-Income People in Hawai'i, where it was found that only 1 in 5 low- and moderate-income Hawaii residents have their legal needs met, and that legal service providers are only able to help only 1 in 3 of those who request assistance.ⁱ Without this concerted effort between the two primary civil legal service providers for the low- and moderate-income community, the justice gap will remain wide-ranging.

Volunteer Legal fosters and cultivates attorney volunteers, a critical and valuable resource in ensuring access to justice for the people in Hawaii. While Volunteer Legal is independent of the Hawaii State Bar Association, it enjoys a unique partnership with its members. Volunteer Legal actively recruits and mobilizes Hawaii licensed attorneys to provide direct legal assistance to

those least able to afford such services on pro bono basis. In a jurisdiction that does not mandate pro bono service, Hawaii attorneys are most willing to volunteer their time and skills when asked and supported to do so. Volunteer Legal provides the interconnection between those who need legal services and those who are best equipped to meet the legal needs of the low- and moderate-income community. The administrative support provided by Volunteer Legal include recruitment, training, and careful matching between program participant and volunteer attorney to ensure efficient and effective assistance.

Goals and Objectives

The main goals for funding is to strengthen and increase the availability and accessibility of civil legal services to the low- and moderate-income communities throughout the State of Hawaii.

The main objectives in achieving the overall goals are:

1. Reduce the average wait time for participants to receive direct services from three weeks to two weeks with the addition of 3 direct services staff;
2. Re-establish services to underserved and rural communities especially on neighbor islands through a series of Pop-Up Legal Clinics: 4 on Oahu, 4 in Hawaii County, 2 in Maui County, and 1 in Kauai.
3. Successfully introduce and implement use of online technology as an added tool for pro bono based services for both volunteer attorneys and rural residents.
4. Enhance and increase limited scope assistance to self-represented litigants through the addition of a full-time Legal Services Director overseeing a more robust service delivery model.
5. Increase the organization's operational capacity to manage grants, human resources, and fundraising through the addition of a full-time Deputy Director.
6. Improve coordination of client-focused service delivery models between Volunteer Legal and Legal Aid for Hawaii residents who require support.

The Need

Hawaii residents will experience a number of legal matters at various points in their lifetime for which legal assistance will be needed. This is true for both high and low net worth individuals. The difference however, is that the higher net worth individuals have personal resources including community connections that allow for accessing legal services which is not necessarily true for those with a lower net worth. For the low- and moderate-income individual, legal matters often have a catastrophic impact on basic human needs like family connections, housing, employment, and financial stability because of limited resources to effectively resolve them.

The low wages versus high living costs equates to the difficulty of affording basic living needs in Hawaii. Professional legal assistance is even further out of reach when household financial resources are scarce. Yet legal assistance is critical in helping resolve many of the financial and social issues that distress low- and moderate-income families in Hawaii. When a crisis hits, like a major illness, loss of wages, or divorce, a household already living on the brink of poverty becomes further exacerbated. Folded within these household catastrophes are legal issues, if left unaddressed, quickly spiral into unmanageable chaos and a greater impact on community and government resources.

For example, Joy, a single mother who works full time earning minimum wage is informed that her hours would be reduced to part-time. Already living from paycheck-to-paycheck, Joy is forced to pay for additional child care for her 4 year old so she could take on a second job. As luck would have it, Joy's only vehicle breaks down costing her an additional expense. Within a short period of time, Joy falls behind on her rent payment and credit card payments. Overwhelmed by financial obligations, Joy is evicted from her home. Without anywhere else to go, Joy and her son move into her car and eventually into an emergency shelter.

According to the U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates, 11.4% of the State's population were living below poverty level, with Hawaii County having the highest percentage of poverty at 19.2%. In 2015, over 60% of those serviced by Volunteer Legal had household incomes at or below 125% of the federal poverty guidelines for

the State of Hawaii. That equates to an annual income for an individual of \$20,325 or \$1,693 per month. For a family of four, 125% of the federal poverty guidelines equates to an annual household income of \$34,863 or \$2,905 per month.

The 2014 fair market rental value for a two bedroom rental in the State of Hawaii was \$1,644 (Honolulu County \$1,810; Hawaii County \$1,151; Maui County \$1,264; and Kauai County \$1,222).ⁱⁱ For the same year, the U.S. Department of Agriculture estimated that the cost of food for the State of Hawaii if prepared at home is \$1,125 per month for a family of four.ⁱⁱⁱ That is a total housing and food costs of \$2,769 per month or \$33,228 per year. This total does not include costs for utilities, child care, transportation, etc. For a family with two minimum wage earners and two children, their annual combined gross income would be \$35,360 or \$2,947 per month. The family would be spending approximately 55% of their income on housing alone.

Volunteer Legal increased its qualification threshold to 250% of the federal poverty guidelines to account for the cost burden of food and housing in Hawaii. For 2015, this meant a household of four must have had an annual gross income at or below \$69,725 or \$5,810 per month in order to qualify for services.

In 2015, approximately 30% of those serviced by Volunteer Legal had incomes between 126% and 250% of the federal poverty guidelines. While most of those qualified for services had some form of income, Volunteer Legal found that the vast majority of participants were asset poor, meaning that they have limited assets that can be liquidated to finance litigation. In that same year, Volunteer Legal qualified 1,560 individuals for services. Approximately, 2,184 services were rendered in that same year in the following civil legal areas affecting basic living needs: divorce; child custody, visitation, and support; child guardianships; adult guardianships and conservatorships; basic estate planning (advance health care directives; powers of attorney; basic wills); Veterans Administration benefits and pensions; driver's license reinstatement; evictions; and bankruptcies.

The Target Population

Volunteer Legal dedicates its overall program to those who are low- and moderate income in Hawaii. This includes those who are most in need of support services: the homeless and at risk of homelessness; those with limited English proficiency; the elderly; households in rural areas; and single income households.

If Volunteer Legal's services were not available, the low- and moderate-income community in Hawaii would have one less avenue for civil legal assistance. Currently, 40% of those serviced by Volunteer Legal have been referred by Legal Aid, the only other civil legal service provider dedicated to servicing the low income population in Hawaii. Volunteer Legal's ability to partner with volunteer attorneys and law students allows for added community resources both in areas of practice and persons professionally trained to assist those with legal needs.

Geographic Coverage

Services will be provided Statewide. Expanded funding will help re-establish services previously reduced in rural areas of the State to include the neighboring islands.

II. Service Summary and Outcomes

1. Scope of work, tasks and responsibilities

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

A. Outreach

Individuals who are experiencing a legal issue may not recognize the legal element in their problem, nor know how and when to seek legal assistance. Often, individuals and families seeking judicial relief without legal assistance cannot effectively navigate through the judicial system. Outreach allows VLSH staff and its volunteers to provide the community with initial access to the legal system through legal information to identify

legal issues and gain knowledge about community resources for legal assistance. Funding will enable VLSH to expand outreach efforts within the Counties of Maui, Kauai, and Hawaii with targeted activities tailored to the unique needs of each County.

B. Intake and Screening

In 2015, Volunteer Legal qualified approximately 1,560 individuals for services based on legal matter and income eligibility. In that same year, Volunteer Legal delivered approximately 2,184 services to individuals and families through advice and counsel, brief services, pro se assistance and referrals to pro bono attorneys for full representation. Those who do not qualify for VLSH services are provided referrals to other appropriate agencies or the Hawaii State Bar Lawyer Referral Service. During Intake, staff collect basic information and identify the legal issue the applicant is experiencing.

Information gathered during intake is reviewed by a Staff Attorney for further screening of subject matter, deadlines, and additional information and/or documents necessary to determine the type and level of service needed by the applicant, as well as appropriate matching with a volunteer attorney. Once this secondary screening is completed the applicant is then scheduled for a legal advice clinic or pro se legal services.

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

C. Referrals to Pro Bono Attorneys

To meet the service needs of Volunteer Legal constituents, the agency employs a staff/volunteer model. The following services are provided for the most part by volunteer attorneys: (i) Advice Clinics; (ii) Brief Services/Limited Scope; (iii) Full Representation.

The task of matching clients with volunteer attorneys primarily falls with the Pro Bono Coordinator while working in concert with the Clinic, Intake Staff, and Staff Attorneys to ensure a seamless delivery of services.

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

(i) Neighborhood Legal Clinics

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

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

In 2015, Volunteer Legal held 275 legal clinics for approximately 1,805 individuals in the areas of family law, collections, tenant law, bankruptcy, estate planning, wills and trusts, veterans benefits, and bench warrant recalls. Volunteer Legal and its volunteer attorneys

received a 90% overall satisfaction rating from the participants. At present, the wait time to see an attorney is an average of three weeks. Additional staff would increase capacity to process applicants in a timely manner, thereby shortening the wait time.

(ii) Brief Services/Limited Scope

Brief Services are offered to those program participants who require more than advice and counsel but may not be appropriate or cannot be reasonably placed with a pro bono attorney for full representation. Such assistance includes drafting a letter, making a phone call to a creditor or landlord; legal research for unique legal issues; drafting a court document; and in some cases a limited scope appearance in court to help resolve a discrete legal issue. Brief services are provided by volunteer attorneys willing and able to dedicate a limited amount of time to a well matched client. Under certain circumstances, staff attorneys are able to provide brief services when the need of the client is urgent and immediate.

(iii) Pro Bono Full Representation

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

Placement of cases with pro bono attorneys is at the heart of Volunteer Legal's core services and is the highest level of service offered. However, the referral process for pro bono full representation demands a great deal of time and effort from staff. On average, it could take up to five (5) attempts to place a highly contested case with a volunteer

attorney. Cases that are successfully matched with a volunteer attorney, are monitored by staff throughout the life of the case to ensure the placement is effective.

In 2015, the Pro Bono Coordinator opened 85 cases and placed 64 direct assistance by volunteer attorneys. Funding would allow for additional outreach for recruitment of volunteer attorneys to provide much needed pro bono assistance beyond advice and counsel.

D. Pro Se Assistance through Workshops

Volunteer Legal has been delivering “Do-It-Yourself” assistance to pro se litigants for many years in the form of Workshops. These Workshops are aimed to assist those who have less complicated legal issues that can be resolved through step-by-step guidance and assistance these include: uncontested divorce, guardianship, or a Chapter 7 Bankruptcy filing.

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

E. Pop-Up Legal Clinics

In 2015, Volunteer Legal continued its series of Pop-Up Legal Clinics as an extension to its Neighborhood Legal Clinics and in response to the needs of those living in rural and targeted communities and face barriers to accessing legal services in our downtown main office. The goal of the Pop-Up Legal Clinics is to mobilize volunteer attorneys to

provide pro bono service to rural residents who due to transportation, child care, and/or work scheduling limitations are unable to meet with volunteer attorneys face-to-face in the downtown business district.

Four Pop-Up clinics were conducted in Waianae, Kalihi, and Honolulu collectively servicing 80 individuals. Approximately 65% of those who participated continued to receive services through Volunteer Legal to resolve their legal issues. Funding would support Pop-Up Legal Clinics to be delivered throughout the State, especially in rural neighbor county districts where there is limited access to attorneys.

F. Online Pro Bono Services

In an effort to expand services to rural areas and to overcome geographic barriers, Volunteer Legal has, with the approval and support of the Hawaii Access to Justice Commission committed to administering the ABA Online Pro Bono website, which would open up another tool for low- and moderate-income individuals and households throughout the state to access volunteer attorneys from all areas of the state. The majority of the 7,641 members of the Hawaii State Bar are located on Oahu (3,934 attorneys). Allowing online opportunities for attorneys to provide brief legal information and advice would provide rural residents much needed resources to legal services. Often, providing legal information and/or advice helps identify legal issues and provides guidance on the process of addressing those issues before they escalate. As administrator of the Hawaii site, Volunteer Legal will have the opportunity to provide further resources to those in need by facilitating additional services either through Volunteer Legal or referrals to more appropriate agencies to the online users.

Funding would allow Volunteer Legal to work with the ABA site and implement the Hawaii site to better fit the needs of the local communities.

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

Activity/Month	1	2	3	4	5	6	7	8	9	10	11	12
Outreach (Statewide)		x		x		x		x		x		x
Intake (Statewide)	X	o o o o	o o o o	o o o o	o o o o	o o o o	o o o o	o o o o	o o o o	o o o o	o o o o	X
Pro Bono Referrals (Statewide)	X	o o o o	o o o o	o o o o	o o o o	o o o o	o o o o	o o o o	o o o o	o o o o	o o o o	X
Neighborhood Legal Clinics	x	o o o o	o o o o	o o o o	o o o o	o o o o	o o o o	o o o o	o o o o	o o o o	o o o o	X
Pop-Up Clinics (Statewide)	X	o o o o	o o o o	o o o o	o o o o	o o o o	o o o o	o o o o	o o o o	o o o o	o o o o	X
Pro Se Workshops	x	o o o o	o o o o	o o o o	o o o o	o o o o	o o o o	o o o o	o o o o	o o o o	o o o o	
Brief Services (Statewide)	X	o o o o	o o o o	o o o o	o o o o	o o o o	o o o o	o o o o	o o o o	o o o o	o o o o	X
Volunteer Recruitment (Statewide)	x	o o o o	o o o o	o o o o	o o o o	o o o o	o o o o	o o o o	o o o o	o o o o	o o o o	
Implement Pro Bono Online Services			X	o o o o	o o o o	o o o o	o o o o	o o o o	o o o o	o o o o	o o o o	X
Administration and Assessment	x	o o o o	o o o o	o o o o	o o o o	o o o o	o o o o	o o o o	o o o o	o o o o	o o o o	x

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

Volunteer Legal has in place the following quality assurance and evaluation procedures:

A. Intake Procedures: review of all intakes by staff attorney and proper recording in client database. Volunteer Legal utilizes LegalServer a case management software that allows for ease of data capture and case tracking.

B. Advice and Counsel Clinics Procedures: volunteer attorneys are provided with guidelines on policies including the policy against self-referrals for fee for service. Each clinic participant signs an acknowledgment for scope of service and is provided with a client satisfaction survey at the end of clinic.

C. Brief Services and Full Representation: Referral and placement procedures are in place to monitor referrals from requests, to case acceptance and closing. Client satisfaction surveys are provided to clients at the close of the case. Volunteer Attorneys are also provided with a case closure evaluation.

D. Client Complaint Procedures: Policies and information on how to file a client complaint with the organization are provided to clients and outlined in services agreements.

E. Employee Policies: Staff are provided employee policies and any addendums to such policies in a timely manner. These policies include expectations and responsibilities, and provides information on employee rights.

F. Staff Evaluations: Staff and management members are evaluated for their overall job performance on an annual basis.

G. Financial Evaluations: Volunteer Legal undergoes an annual audit or at the very least, a financial review by the accounting firm Choo Osada & Lee, CPAs, Inc. The Volunteer Legal board and management review the audit and/or report and act upon any recommendations made by such audits/report.

H. Project and Activity Evaluations: Volunteer Legal engages in internal self-assessment as part of its activities to ensure that it is meeting its own standards and procedures, addressing issues in a timely manner, documenting good practices, and achieving intended results for clients. These assessments are communicated and discussed at regularly held staff meetings.

4. Measures of Effectiveness

Performance Measure	Goal
Implement Online Pro Bono Service	Fall 2016
Number of Services Provided	3,200
Number of Pop-Up Clinics	11 throughout the State
Increase number of neighbor island participants served from FY2015	25% increase
Outreach and recruitment of volunteer attorneys and law students	6 events all counties

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 the budget forms in Attachment "A" detailing the cost of this request.

2. The applicant shall provide its anticipated quarterly funding requests for the fiscal year 2017.

Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total Grant
150,000	150,000	150,000	150,000	600,000

3. The applicant shall provide a listing of all other sources of funding that they are seeking for fiscal year 2017.

- City and County of Honolulu, Community Development Block Grant
- Private Foundation Grants for targeted projects
- Interest on Lawyer Trust Accounts (IOLTA)
- Indigent Legal Assistance Fund (ILAF)
- Hawaii County Non-Profit Grants

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

Volunteer Legal did not receive any state or federal tax credits for 2015. However, received a refund under the Small Employer Health Insurance Premium Credit for the 2014 tax year from the IRS. No state and federal tax credits have been applied for or is anticipated pertaining to any capital project.

5. Listing of all federal, state, and county government contracts and grants it has been and will be receiving for program funding.

2016-2017 City and County of Honolulu, Community Development Block Grant – to provide a series of legal clinics within underserved districts on Oahu.

2015-2016 The Judiciary, State of Hawaii Purchase of Services Contract to Serve Indigent individuals and households throughout the State of Hawaii with civil legal services.

- 2015-2016 Hawaii County Non-Profit Grant to supplement funding for services rendered to Hawaii County residents.
- 2014-2015 City and County of Honolulu Grant in Aid

6. The balance of unrestricted current assets as of December 31, 2015:
\$617,091

IV. Experience and Capability

A. Necessary Skills and Experience

Volunteer Legal has been serving Hawai'i's indigent population with its core services since 1981. All staff members have extensive experience working with the target population. Currently, Volunteer Legal has 4 staff members licensed to practice law within the State of Hawaii, and 2 staff members licensed to practice in federal courts as well as within California. Collectively, these licensed attorneys on staff members have experience in the areas of family law, estate planning, landlord-tenant, collections, and Veterans Administration benefits. These attorneys are well connected with other practitioners and are members of various Hawaii State Bar sections.

All staff attorney and non-attorney staff members keep up to date with current practices through continued training in substantive areas of law, judicial policies, as well as areas affecting the target community. For example, staff receive training in matters involving mental health, homelessness, domestic violence, child abuse, and end of life care.

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

Volunteer Legal's pool of pro bono attorneys range from large law firm partners, associates and solo practitioners who are leaders in various areas of practice. These pro bono attorneys do not only provide direct services but also mentor newly licensed pro bono attorneys, are presenters at volunteer trainings and events, and develop substantive materials for various agency programs. Overall, Volunteer Legal has 200 volunteer attorneys who participate and support various programs and services.

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

- 2016-2017 City and County of Honolulu, Community Development Block Grant – to provide a series of legal clinics within underserved districts on Oahu.
- 2015-2016 The Judiciary, State of Hawaii Purchase of Services Contract to Serve Indigent individuals and households throughout the State of Hawaii with civil legal services.
- 2015-2016 HMSA Foundation to outreach and service elderly individuals on Oahu and Hawaii Island on basic estate planning with an emphasis on advance health care directives
- 2015-2016 Hawaii Community Foundation – Deferred Action on Childhood Arrivals (DACA) to provide outreach and present a series of workshops and legal clinics on Maui for the low-income immigrant population.
- 2015-2016 County of Hawaii Non-profit Grant – awarded to supplement funding for legal services to Hawaii Island residents.
- 2014-2016 City & County of Honolulu Grant-in-Aid to conduct outreach and onsite services for elderly, low-income families in estate planning, guardianships, and bench warrant recall services.
- 2012-2013 Hawaii Women's Legal Foundation grant – provide interpreter services to Limited English Proficient and Deaf clients.
- 2012-2013 Beta Beta Gamma Foundation grant to conduct guardianship workshops in low-income and immigrant communities.

B. Facilities

Volunteer Legal is based in a 1,300 square foot storefront located at 545 Queen Street in Kaka'ako, Honolulu which is easily accessible by public transportation and conveniently located within walking distance to the First Circuit Court, Honolulu District Court, and the various State and County offices in downtown Honolulu.

Intake, Legal Advice Clinics, and workshops are conducted at the Kaka'ako location. The office space, conference room, equipment and supplies are utilized by volunteer attorneys and staff to service clients. Each office is utilized by staff and by volunteer attorneys during legal clinics which are held every Thursday evening and the first and third Saturday of each month. In support of volunteer attorneys, Volunteer Legal also provides space for volunteers to meet with participants for consultations.

The facility is American with Disabilities Act (ADA) compliant. The main entrance is equipped with double door access and workspace and conference room areas provide ample width of entry. The agency makes reasonable accommodations for persons with disabilities, including providing sign language interpreters for Deaf clients. In addition, Volunteer Legal seeks out venues for sponsored community events that is convenient to the public and adheres to the American with Disabilities Act.

V. Personnel: Project Organization and Staffing

A. Proposed Staffing, Staff Qualifications, Supervision and Training

1. Staffing and Qualifications

Executive Director. Currently filled by Michelle Acosta who is licensed to practice law in the States of Hawaii and Oregon. Ms. Acosta is a graduate of the Northwestern School of Law of Lewis and Clark College. Prior to joining Volunteer Legal in January of 2013, Ms. Acosta practiced in the private sector in the areas of family law with a focus on divorce and paternity cases, and estate planning. Ms. Acosta was also part of the litigation team at the Domestic Violence Action Center where she represented victims of domestic violence in family law issues as well as restraining orders. As Acting Executive Director, she manages the operations,

programs and financial management of the organization. Ms. Acosta is a Commissioner with the Hawaii Access to Justice Commission, a Weinberg Fellow and a member of the Family Law Section of the Hawaii Bar Association.

Deputy Director. (Vacant) The Pro Bono Director would hold a juris doctorate from an accredited law school, be in good standing with the Hawaii State Bar Association, have extensive experience in the practice of law, and vastly familiar with the legal community in Hawaii. The Pro Bono Director would be responsible for the supervision of the volunteer attorneys. A responsibility currently filled by the Executive Director.

Bookkeeper. This position is currently held by Ms. Wendy Kojima who holds a BA degree in Management Information Systems (MIS) from the University of Hawaii at Manoa. She has been employed by Volunteer Legal for 6 years and is knowledgeable about grants and proficient in MIP, the non-profit accounting system. In addition to her bookkeeping duties, Ms. Kojima assists with administrative and operational matters.

Administrative Assistant. This position is currently held by Ms. April Bautista on a part-time basis. As an administrative assistant, Ms. Bautista is responsible for providing support to the management team to ensure efficient operation of the office. This includes assisting in the preparation of regularly scheduled reports.

Pro Bono Manager. This position is currently held by Ms. Justine Herrera on a full-time basis. Ms. Herrera holds a J.D. from the William S. Richardson School of Law and is a licensed attorney with the Hawaii State Bar Association. Ms. Herrera has a focus in Estate Planning and has worked extensively with the University of Hawaii Elder Law Project. Ms. Herrera is primarily responsible for the recruitment of volunteer attorneys, as well as the orientation and training of volunteer attorneys. In addition, Ms. Herrera supervises the Emerging Lawyer Project and internship program for law students.

Pro Bono Coordinator. This position is currently held by Ms. Sharon Blanchard, a Hawaii and California licensed attorney with ten years of experience as a staff attorney with the City and County of Honolulu. Ms. Blanchard is responsible for the referral and matching of participants with volunteer attorneys for limited and full scope legal services including full representation. In addition, Ms. Blanchard is responsible for monitoring each case and providing support to the volunteer attorney with pending pro bono cases. Ms. Blanchard's experience with the local Hawaii bar

enables her to reach out to a wider pool of attorneys willing and able to provide pro bono service.

Clinic Coordinator. This position is currently held by Ms. Beverlyn Simina. Ms. Simina has been with Volunteer Legal for over 9 years, and has provided direct services to program participants as both Intake Coordinator and Clinic Coordinator. Ms. Simina has garnered extensive experience in working with the target population in her years with Volunteer Legal as well as her work with the Compact of Free Association (COFA) in Hawaii. Ms. Simina completed her paralegal studies in 2014, and is fluent in her native Chuukese language. As Clinic Coordinator, Ms. Simina is responsible for recruiting volunteer attorneys to provide direct services at Neighborhood Legal Clinics and at Pop-Up Legal Clinics, and matching participants with volunteer attorneys pursuant to case type and attorney capacity.

Director of Legal Services (*Vacant*). The Director of Legal Services would hold a juris doctorate from an accredited law school, be in good standing with the Hawaii State Bar Association, have extensive experience working with the target population and in the practice of law preferably in civil litigation. The Director of Legal Services will oversee the delivery of services by staff to the public ensuring both quality and efficiency. In addition, he/she will be primarily responsible for outreaching to community partners to increase awareness of the availability of Volunteer Legal's direct services.

Supervising Staff Attorney. This position is currently filled by Mr. Aphirak Bamrungruan on a part-time basis. Should funding be approved at the requested amount, the position will be increased to a full-time position. As Supervising Staff Attorney, Mr. Bamrungruan oversees the pro-se services, this includes the "Do-it-Yourself" workshops and brief services rendered by both staff and volunteer attorneys to non-represented litigants. Mr. Bamrungruan is a Hawaii licensed attorney in good standing and is also licensed in Thailand. Before joining Volunteer Legal, Mr. Bamrungruan practiced immigration and family law in private practice and is a trained domestic violence advocate and attorney through his work at the Domestic Violence Action Center. Mr. Bamrungruan is fluent in his native Thai language and has extensive experience in language access services.

Intake Staff Attorney. This position will be filled by Ms. Emily Briski, who currently holds the position as Intake Coordinator. Ms. Briski is a licensed Hawaii attorney in good standing. The Intake Staff Attorney is responsible for reviewing all Intakes conducted and will supervise the paralegals and all others performing intake services to include volunteer attorneys and law students. The Intake Staff Attorney

will closely monitor intakes and properly approve each one with the appropriate type and level of service. If funded, Ms. Briski will also oversee the soon to be launched ABA Pro Bono Online services for Hawaii which will allow participants to post legal questions on a secured website. As administrator of this online tool, Ms. Briski would be responsible for monitoring the use of and promotion of the Hawaii site.

Family Law Paralegal. (*Vacant*) This position will provide direct services to individuals with family law matters to include the Uncontested Divorce workshops, Guardianships and brief services. The Family Law Paralegal will also have direct interaction with the participants as a liaison between Volunteer Legal Staff attorneys and volunteer attorneys to ensure a smooth delivery of services. The Family Law Paralegal will also be tasked with intake responsibilities.

Paralegal. This position is currently held by Ms. Michelle B. Poepoe. Ms. Poepoe holds a bachelor's degree from University of Phoenix, and has experience working with non-profit agencies to include Easter Seals and the Domestic Violence Action Center. Ms. Poepoe is adept at working with individuals from varying backgrounds and culture. Ms. Poepoe engages in outreach to the homeless community. As Paralegal, Ms. Poepoe provides legal administrative support to both staff and volunteer attorneys in the delivery of direct services to the public with a special emphasis on non-family law matters.

Intake Specialist. (*Vacant*) This position once filled will be responsible for receiving intake information for program applicants, and accurately entering data in the case management system. The Intake specialist will report directly to the Director of Legal Services and work closely with the legal services division staff to ensure smooth delivery of services to the program applicants.

2. Supervision and Training

The Executive Director reports to the Board of Directors and oversees the day-to-day operations of the organization and the development and implementation of policies and procedures. The Deputy Director will partner closely with the Executive Director to chart the future growth of the organization in the areas of client services, human resources, and capital. The Program Manager reports directly to the Executive Director is responsible for supervising the following program staff and volunteers: Pro Bono Coordinator and Clinic Coordinator. The Director of Legal Services will also report directly to the Executive Director as part of the management team, and will oversee the legal services staff to include attorneys, paralegals and intake.

The management team is composed of Hawaii licensed attorneys who are tasked with overseeing not only staff but volunteer attorneys and law students who have direct contact with program consumers. As attorneys, the management team is bound to follow the rules of professional conduct and committed to quality and sound legal service.

All employees participate in annual performance review, and receive performance counseling as necessary. Employees also engage in annual trainings including pro bono programming, human resources, and legal subject matter. The attorneys on staff comply with the required annual continuing legal education. In addition, staff attorneys and legal services staff members participate in the training offered to volunteer attorneys to keep abreast of current trends in civil legal practice including court procedures.

Please see “Attachment B” for staff resumes.

B. Organization Chart

Please see “Attachment C” for the proposed Organization Chart. Please also see “Attachment D” for position descriptions of the proposed positions to be funded under this proposal.

C. Compensation

Executive Director \$68,000
Staff Attorney \$52,000 (currently part-time at \$26,000)
Program Manager \$50,000

VI. Other

A. Litigation

Volunteer Legal does now know of any pending and or ongoing litigation to which it is a party.

B. Licensure or Accreditation

Volunteer Legal is not required to obtain any specific licensure or accreditation. However, staff and volunteer attorneys who provide direct services to program participants are required to maintain current licenses with the State and remain in good standing.

C. Private Educational Institutions

NOT APPLICABLE.

D. Future Sustainability Plan

Investing in civil legal services at levels sufficient to meet the needs of those most vulnerable in our state makes economic sense. When an indigent family is able to get legal assistance to care for a child or an ailing family member, less government resources are needed to provide supplemental support for the family in the long run. When a single mother who receives legal assistance in enforcing and collecting child support is then able to afford her rent, she and her child avoid homelessness.

State funding support is critical for services provided by Volunteer Legal and at sufficient levels to meet the civil legal needs of those who simply cannot afford legal assistance on their own and cannot avail of such services from existing community programs. With decreased resources, the wait times for individuals to be serviced have increased, and the scope of services have decreased. Comparatively, in 2008, Volunteer Legal serviced over 3,000 individuals while only 1,800 were serviced in 2014. Funding for fiscal year 2016-2017 would help restore services at pre-recession levels.

Volunteer Legal continues to be an independent pro bono based program that does not receive federal legal aid funds from the Legal Services Corporation (LSC). Volunteer Legal is also independent of, and does not receive direct appropriations from the Hawaii State Bar Association. As such, Volunteer Legal diversifies its funding sources from various streams to include state, county, private foundations, and fund raising in an effort to maintain quality programming for the community. In addition, Volunteer Legal partners and sub-contracts with various non-profit organizations in securing federal funds to support programs for Hawaii residents.

Volunteer Legal participated with a Task Force pursuant to Senate Resolution 6 and House Resolution 12 to examine which state agency should administer general funding for civil legal services for the low- and moderate-income community. While Volunteer Legal recognizes that the state government cannot fund the entirety of the pro bono program, dedicated funds to this area of important work would ensure that the community will continue to have such resources. If

dedicated funding for civil legal services for the target community would be approved by the State Legislature, Volunteer Legal will compete for such funds along-side any and all organizations wishing to service the target community with civil legal services for funds to support its core operations in lieu of the Grant in Aid.

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

Please see “Attachment E” for a copy of Volunteer Legal’s Certificate of Good Standing.

ⁱ Achieving Access to Justice for Hawai’i’s People, The Community Wide Action Plan: Ten Action Steps to Increase Access to Justice in Hawai’i by 2010, and The 2007 Assessment of Civil Legal Needs and Barriers of Low- and Moderate-Income People in Hawai’i, November 2007.

www.americanbar.org/content/dam/aba/administrative/legal_aid_indigent_defendants/ATJReports/ls_HI_clns_2007.authcheckdam.pdf

ⁱⁱ Source: National Low Income Housing Coalition, Out of Reach 2015: Hawaii. www.nlihc.org/oor/hawaii, accessed on January 18, 2016.

ⁱⁱⁱ Source: USDA, Official USDA Alaska & Hawaii Thrifty Food Plans: Cost of Food at Home (First Half, 2015).

ATTACHMENT “A”

BUDGET FORMS

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

BUDGET REQUEST BY SOURCE OF FUNDS

Period: July 1, 2016 to June 30, 2017

App

Volunteer Legal Services Hawaii

BUDGET CATEGORIES	Total State Funds Requested (a)	Total Federal Funds Requested (b)	Total County Funds Requested (c)	Total Private/Other Funds Requested (d)
A. PERSONNEL COST				
1. Salaries	381,050	0	100,000	117,150
2. Payroll Taxes & Assessments	61,500	0	16,140	18,980
3. Fringe Benefits	46,100	0	4,364	5,134
TOTAL PERSONNEL COST	488,650	0	120,504	141,264
B. OTHER CURRENT EXPENSES				
1. Airfare, Inter-Island	5,000	0	500	1,000
2. Insurance	10,000	0	500	1,000
3. Lease/Rental of Equipment	8,000	0	500	500
4. Lease/Rental of Space	20,000	0	500	10,000
5. Staff Training	5,000	0	0	1,000
6. Supplies	4,850	0	500	1,000
7. Telecommunication	5,000	0	1,000	1,000
8. Utilities	8,000	0	500	500
9. Case management system lease	14,000	0	0	0
10. Audit	12,000	0	500	1,000
11. Professional Services	6,000	0	2,000	8,000
12. Program Expenses	5,000	0	1,000	1,000
13. Software Subscriptions	2,500	0	500	500
14. Internet	6,000	0	0	1,000
15				
16				
17				
18				
19				
20				
TOTAL OTHER CURRENT EXPENSES	111,350		8,000	27,500
C. EQUIPMENT PURCHASES	0		0	0
D. MOTOR VEHICLE PURCHASES	0		0	0
E. CAPITAL	0		0	0
TOTAL (A+B+C+D+E)	600,000		128,504	168,764
SOURCES OF FUNDING		Budget Prepared By:		
(a) Total State Funds Requested	600,000	Michelle D Acosta		522-0678
(b) Total Federal Funds Requested	0	Name (Please type or print)		Phone
(c) Total County Funds Requested	128,504	[REDACTED]		1/22/2016
(d) Total Private/Other Funds Requested	168,264			Date
TOTAL BUDGET	896,768	Michelle D Acosta, Executive Director		
		Name and Title (Please type or print)		

BUDGET JUSTIFICATION - PERSONNEL SALARIES AND WAGES

Period: July 1, 2016 to June 30, 2017

Applicant: VOLUNTEER LEGAL SERVICES HAWAII

POSITION TITLE	FULL TIME EQUIVALENT	ANNUAL SALARY A	% OF TIME ALLOCATED TO GRANT REQUEST B	TOTAL STATE FUNDS REQUESTED (A x B)
Executive Director	1	\$75,000.00	50.00%	\$ 37,500.00
Deputy Director	1	\$65,000.00	50.00%	\$ 32,500.00
Director of Legal Services	1	\$60,000.00	60.00%	\$ 36,000.00
Pro Bono Manager	1	\$55,000.00	75.00%	\$ 41,250.00
Staff Attorney	1	\$55,000.00	60.00%	\$ 33,000.00
Staff Attorney - Intake	1	\$45,000.00	60.00%	\$ 27,000.00
Pro Bono Coordinator	1	\$42,000.00	100.00%	\$ 42,000.00
Clinic Coordinator	1	\$40,000.00	75.00%	\$ 30,000.00
Paralegal - Family Law	1	\$35,000.00	60.00%	\$ 21,000.00
Paralegal - General	1	\$35,000.00	60.00%	\$ 21,000.00
Intake Specialist	1	\$25,000.00	100.00%	\$ 25,000.00
Bookkeeper	1	\$41,600.00	50.00%	\$ 20,800.00
Administrative Assistan	1	\$28,000.00	50.00%	\$ 14,000.00
				\$ -
TOTAL:				381,050.00
JUSTIFICATION/COMMENTS:				

BUDGET JUSTIFICATION - CAPITAL PROJECT DETAILS

Period: July 1, 2016 to June 30, 2017

Applicant: Volunteer Legal Services Hawaii

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: 2014-2015	FY: 2015-2016	FY: 2016-2017	FY: 2016-2017	FY: 2017-2018	FY: 2018-2019
PLANS						
LAND ACQUISITION						
DESIGN						
CONSTRUCTION						
EQUIPMENT						
TOTAL:						
JUSTIFICATION/COMMENTS:						

NOT APPLICABLE

BUDGET JUSTIFICATION - EQUIPMENT AND MOTOR VEHICLES

Period: July 1, 2016 to June 30, 2017

Applicant: Volunteer Legal Services Hawaii

DESCRIPTION EQUIPMENT	NO. OF ITEMS	COST PER ITEM	TOTAL COST	TOTAL BUDGETED
NOT APPLICABLE		\$ -		
		\$ -		
		\$ -		
		\$ -		
		\$ -		
TOTAL:				
JUSTIFICATION/COMMENTS:				

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

GOVERNMENT CONTRACTS AND / OR GRANTS

Applicant: Volunteer Legal Services Hawaii

Contracts Total:

284,098

	CONTRACT DESCRIPTION	EFFECTIVE DATES	AGENCY	GOVERNMENT ENTITY (U.S. / State / Haw / Hon / Kau / Mau)	CONTRACT VALUE
1	Civil Legal Service for Indigent Persons	FY2015-2016	The Judiciary	State	200,000
2	City & County of Honolulu, CDBG	FY2015-2016	Dept of Community Services	Honolulu	46,000
3	City & County of Honolulu, Grant in Aid	July 2015-Dec 2015	Dept of Community Services	Honolulu	38,098
4					
5					
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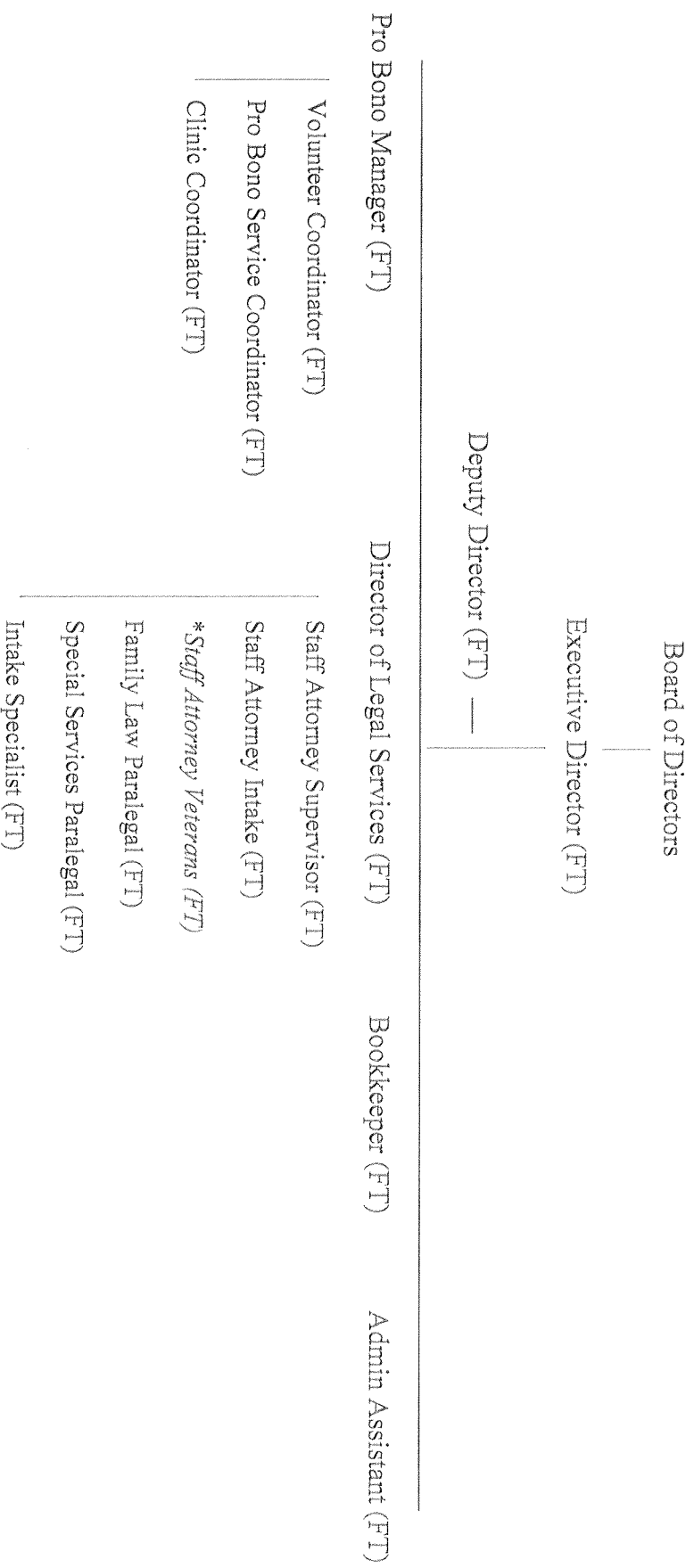
ATTACHMENT “B”

Staff Resumes

ATTACHMENT “C”

Organization Chart

Volunteer Legal Services Hawaii
2016-2017 Organization Chart



* Position is not proposed for funding in full or in part under the State Grant in Aid request.

ATTACHMENT “D”

Position Descriptions

Position Description: Executive Director

General Responsibilities

The Executive Director will act as the chief operating executive of the organization, appointed by, and accountable to, the Board of Directors. The Executive Director will be specifically responsible for ensuring the effective and economical delivery of legal services, fund development and the maintenance of the highest level of services and professional standards in referring cases to volunteer attorneys.

A. Duties

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

The Executive Director develops and expands Volunteer Legal's program to deliver pro bono legal services to low income level individuals and families. He/she maintains effective relationships with other organizations, both public and private, to enhance the organization's ability to deliver services. Maintains the community presence of Volunteer Legal through educating the private bar and public while advocating for strengthening a culture and commitment for pro bono work. He/she also interacts with elected and appointed government officials to promote the interests of VLSH and pro bono and acts as spokesperson for the organization and assists the volunteer leadership in representing the organization as appropriate. He/she also participates in appropriate HSBA and ABA committees, as well as other local and national organizations and carries out other responsibilities as assigned by the Board of Directors.

B. Required Qualifications

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

Deputy Director – Position Description

Position

Reporting to the Executive Director (ED), the Deputy Director will have both internal and external facing responsibilities, ranging from project management to administration, and human capital. The Deputy Director will partner closely with the ED to chart Volunteer Legal's future growth and strategic response to an ever-increasing demand for the organization's services.

Responsibilities

Project Development, Management, and Client and Community Relations/Management

- Structure and lead teams to deliver outstanding client services
- Build and maintain strong stake-holder and community partner relationships
- Represent Volunteer Legal in industry-group conferences, professional associations, and other public venues.
- Develop and remain current in specific topics and emerging practice areas.
- Share in knowledge dissemination, reporting, and communications.

Capacity Building

- Partner with ED in essential internal firm leadership activities (human resources, administration, and organizational planning).
- Manage increasing segments of information technology, human resources (recruiting, reviews, staff development) with related internal communications and budgeting/finance duties.
- Work with ED to develop and implement fundraising strategies.
- Manage and coordinate foundation, individual, and events fundraising including institutional proposal development and grant reporting.
- Partner with program staff to develop and implement social and new media strategies.

Qualifications

- 3+ years in senior management roles including staff supervision, human resources, fundraising, finance, and/or operations in a social justice non-profit context.
- Advanced MBA or JD from an accredited university
- High-level, strategic understanding of social change and cultural competence working with the low- and moderate-income community.
- Ability to implement vision, think strategically, creatively problem solve, and exercise good judgment.
- Proven track record of attracting resources and partnerships and managing external relations.
- Outstanding communication and interpersonal skills are essential

Position Description: DIRECTOR OF LEGAL SERVICES

General Responsibilities:

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

Duties:

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

POSITION DESCRIPTION: PROGRAM MANAGER

General Responsibilities

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

Duties

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

Staff Attorney

General Responsibilities

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

A. Duties

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

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

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

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

B. Required Qualifications

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

Job Description -
PRO BONO COORDINATOR

General Responsibilities

Reporting to the Program Coordinator works closely and reports to the Program Manager is responsible for implementing and overseeing the screening and placement of program participant cases with volunteer attorneys.

Duties

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

POSITION DESCRIPTION: CLINIC COORDINATOR

General Responsibilities:

Reporting to the Program Manager, the Clinic Coordinator is responsible for developing, implementing and coordinating a statewide system for efficient screening of potential clients for legal services; conducting intake for potential clients; and appropriately matching client needs with volunteer and staff attorneys.

Duties:

1. Work cooperatively and closely with the Program Manager and Staff Attorneys to develop program goals and ensure that all program goals are met.
2. Develop, maintain and update policies and procedures related to intake and ensure all staff and volunteers are properly trained on these policies and procedures.
3. In a timely manner supervise and review the work of intake staff and volunteers, ensuring that all work is timely and appropriately performed, that all procedures and policies are properly followed, and that all callers are receiving the same instructions.
4. Work closely with the Pro Bono Placement Coordinator to develop and maintain appropriate procedures and standards for pro bono placement after initial client screening.
5. Work cooperatively and closely with the Rural Services Coordinator and Staff Attorney to ensure that quality legal services are provided to VLSH participants.
6. Maintain and update the clinic schedule and assist in filling vacancies in the calendar.
7. Ensure volunteer attorneys timely receive client lists for conflict checks at least one week prior to schedule clinic.
8. Primary staff member responsible for receipt of administrative fees and scheduling for clinics.
9. Point person for the coordination, scheduling and staffing of the Uncontested Divorce and Guardianship Workshops.
10. Assist the Program Manager in maintaining an accurate database of volunteers to include attorneys, paralegals, law students, community volunteers and other advocates.
11. Conduct outreach as is relevant to the services offered by VLSH, developing and maintaining good relationships with clients, volunteers, community organizations and service providers who partner with VLSH and assisting the Program Manager as needed.

Position Description: Paralegal

General Responsibilities

The Paralegal is responsible for coordinating the non-family law related direct services to include the veterans, estate planning, and bench warrant removal services. He/she will also provide paraprofessional support to Staff Attorneys and volunteer attorneys. In addition he/she will enter and compile service data and information as well as evaluation and reporting; and provide other administrative support for the Program.

A. Duties

This position will be interviewing and assisting participants receiving services and serve as the primary contact for program participants. He/she will conduct legal research as requested by the Staff Attorney or volunteer attorneys assisting participants of the program. Collect and enter all Program-related data in Volunteer Legal's computerized information system for the purpose of analyzing, assessing, evaluating and reporting regarding services offered through the Program. Generate periodic and other required reporting regarding the Program's activities and services for the review and approval of the Staff Attorney, Director of Legal Services and Executive Director. Attend Volunteer Legal staff meetings and comply with internal personnel policies and procedures including requirements relating to timely and accurate timesheets, work schedules and attendance. He/she will also be expected to undertake any other Program related duties as requested by the Director of Legal Services.

B. Required Qualifications:

The paralegal must be a graduate of an ABA-approved two year paralegal program or have a minimum of two years of experience working in a law firm or with a program providing legal services to low income individuals and families in Hawaii. He/she must also possess strong oral and written communication skills, ability to think logically and organize data, be detail oriented, and have the ability to work accurately with minimum supervision and to meet deadlines;

C. Desired Qualifications:

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

D. Salary

Salary to commensurate with experience.

Position Description: Family Law Paralegal

General Responsibilities

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

A. Duties

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

He/she will attend Volunteer Legal staff meetings and comply with internal personnel policies and procedures including requirements relating to timely and accurate timesheets, work schedules and attendance. He/she is expected to take on any other Project related duties as requested by the Director of Legal Services.

B. Required Qualifications

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

C. Desired Qualifications

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

D. Salary

Salary to commensurate with experience.

Position Description: Intake Specialist

General Responsibilities

The Intake Specialist conducts telephone and in-person interviews with potential project participants to determine if the individual is qualified for assistance. He/she screens the applicants' income and asset levels and their legal issue to determine the merit of their case and eligibility for services. This position also schedules the participant once qualified for various levels of service. He/she will communicate with Project staff to coordinate legal services and assist in facilitating legal services.

A. Duties

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

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

B. Required Qualifications

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

C. Desired Qualifications

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

D. Salary

Salary to commensurate with experience.

Position Description: Bookkeeper

General Responsibilities

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

A. Duties

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

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

B. Required Qualifications

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

C. Desired Qualifications

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

D. Salary

Salary to commensurate with experience.

JOB DESCRIPTION
ADMINISTRATIVE/DEVELOPMENT ASSISTANT

General Responsibilities:

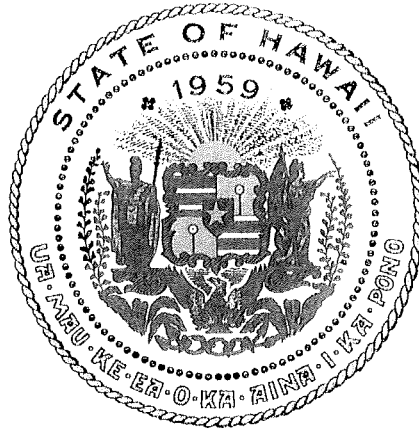
Under the direction of the Executive Director, the Administrative Assistance performs administrative and office support activities to facilitate the efficient operation of the organization.

Duties:

- Assist in maintaining private donor database.
- Prepare and modify documents including correspondence with current and potential donors.
- General clerical duties including photocopying, fax and mailing in support of donor relations.
- Work closely with the Executive Director in developing fundraising materials.
- Work closely with the Executive Director on fund raising campaigns including event coordination.
- Generate reports as needed.

ATTACHMENT “E”

CERTIFICATE OF GOOD STANDING



Department of Commerce and Consumer Affairs

CERTIFICATE OF GOOD STANDING

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

VOLUNTEER LEGAL SERVICES HAWAII

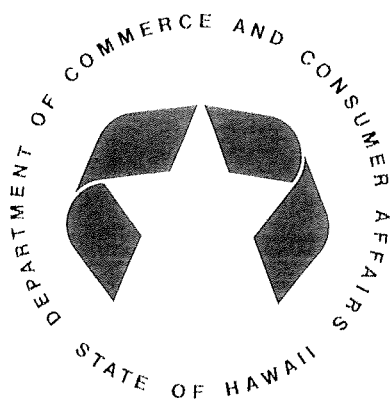
was incorporated under the laws of Hawaii on 06/23/1981 ; that it is an existing nonprofit corporation; and that, as far as the records of this Department reveal, has complied with all of the provisions of the Hawaii Nonprofit Corporations Act, regulating domestic nonprofit corporations.

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

Dated: January 20, 2016



Director of Commerce and Consumer Affairs



**DECLARATION STATEMENT OF
APPLICANTS FOR GRANTS PURSUANT TO
CHAPTER 42F, HAWAII REVISIED STATUTES**

The undersigned authorized representative of the applicant certifies the following:

- 1) The applicant meets and will comply with all of the following standards for the award of grants pursuant to Section 42F-103, Hawaii Revised Statutes:
 - a) Is licensed or accredited, in accordance with federal, state, or county statutes, rules, or ordinances, to conduct the activities or provide the services for which a grant is awarded;
 - b) Complies with all applicable federal and state laws prohibiting discrimination against any person on the basis of race, color, national origin, religion, creed, sex, age, sexual orientation, or disability;
 - c) Agrees not to use state funds for entertainment or lobbying activities; and
 - d) Allows the state agency to which funds for the grant were appropriated for expenditure, legislative committees and their staff, and the auditor full access to their records, reports, files, and other related documents and information for purposes of monitoring, measuring the effectiveness, and ensuring the proper expenditure of the grant.

- 2) If the applicant is an organization, the applicant meets the following requirements pursuant to Section 42F-103, Hawaii Revised Statutes:
 - a) Is incorporated under the laws of the State; and
 - b) Has bylaws or policies that describe the manner in which the activities or services for which a grant is awarded shall be conducted or provided.

- 3) If the applicant is a non-profit organization, it meets the following requirements pursuant to Section 42F-103, Hawaii Revised Statutes:
 - a) Is determined and designated to be a non-profit organization by the Internal Revenue Service; and
 - b) Has a governing board whose members have no material conflict of interest and serve without compensation.

Pursuant to Section 42F-103, Hawaii Revised Statutes, for grants used for the acquisition of land, when the organization discontinues the activities or services on the land acquired for which the grant was awarded and disposes of the land in fee simple or by lease, the organization shall negotiate with the expending agency for a lump sum or installment repayment to the State of the amount of the grant used for the acquisition of the land.

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

VOLUNTEER LEGAL SERVICES HAWAII
(Typed Name of Individual or Organization)



(Date)

Michelle D. Acosta
(Typed Name)

Executive Director
(Title)