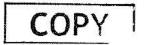
House District THE TWENTY-NI APPLICATION	Log No:			
	AII REVISED STATUTES			
	!	For Legislature's Use Only		
Type of Grant Request: X GRANT REQUEST - OPERATING	☐ GRANT REQUEST – CAPITAL			
A GRANT REQUEST - OPERATING	LJ GHANI MEGUESI - CAFEERE			
"Grant" means an award of state funds by the legislature, by an appropriat permit the community to benefit from those activities. "Recipient" means any organization or person receiving a grant.	ion to a specified recipient, to support the activi	ities of the recipient and		
STATE DEPARTMENT OR AGENCY RELATED TO THIS REQUEST (LEAVE BLANK IF STATE PROGRAM LD. NO. (LEAVE BLANK IF UNKNOWN):	UNKNOWN):	The second secon		
	The second secon			
I. APPLICANT INFORMATION; Legal Name of Requesting Organization or Individual: VOLUNTEER LEGAL SERVICES HAWAI!	2. CONTACT PERSON FOR MATTERS INVOLVING Name Michelle D. Acosta	G THIS APPLICATION:		
Dba:	Phone # (808) 522-0678			
Street Address: 545 Queen Street, Suite 100 Honolulu, Hawaii 96813	Fax # (808) 521-2147 E-mail: michelle@vlsh.org			
Mailing Address: Same as above				
3. TYPE OF BUSINESS ENTITY:	6. DESCRIPTIVE TITLE OF APPLICANT'S REQUE			
X Non Profit Corporation Incorporated in Hawaii	PROVIDE CIVIL LEGAL ASSISTANCE TO LOW-AND M RESIDENTS THROUGHOUT THE STATE THROUGH A I ATTORNEYS.			
☐ FOR PROFIT CORPORATION INCORPORATED IN HAWAII ☐ LIMITED LIABILITY COMPANY ☐ SOLE PROPRIETORSHIP/INDIVIDUAL ☐ OTHER	ATTORNEYS.			
4. FEDERAL TAX ID #: 5. STATE TAX ID #:	7. AMOUNT OF STATE FUNDS REQUESTED:	3.000.000.000.000.000.000.000.000.000.0		
	FISCAL YEAR 2018: \$600,000.00			
X EXISTING SERVICE (PRESENTLY IN OPERATION) AT THE TIME OF STAT FEDE COU	MOUNT BY SOURCES OF FUNDS AVAILABLE F THIS REQUEST: TE \$263,000 ERAL \$0.00 INTY \$40,000 AATE/OTHER \$500,000			
MICHELLE D. ACOSTA, Ex	SECUTIVE DIRECTOR JAN	UARY 19, 2017 DATE SIGNED		





DECLARATION STATEMENT OF APPLICANTS FOR GRANTS 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 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 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, 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 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 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)

Executive Director

(Typed Name)

Michelle D. Acosta

(Title)

Rev 12/2/16 10 Application for Grants

Application for Grants

I. Background and Summary

1. Applicant's background

Established in 1981, Volunteer Legal Services Hawaii (Volunteer Legal) is the state's primary pro bono legal services organization with the mission of providing quality legal services to low-and moderate-income persons in Hawaii by engaging volunteer attorneys to render pro bono services. In 2016 alone, Volunteer Legal conducted over 2,100 intakes on qualified individuals, and completed over 2,270 services. In addition, volunteer attorneys invested over \$572,000 in pro bono hours through advice and counsel clinics, guidance to self-represented litigants, full representation, and educational presentations to groups of underserved persons.

In order to meet the continued demand for civil legal assistance, Volunteer Legal actively recruits attorneys and provides training to ensure that volunteers are not only competent in legal subject areas, but are also culturally and socially adept in working with the target population. To date, Volunteer Legal has approximately 250 active volunteers that have committed to providing pro bono service at various levels. The skills and investment of time by each attorney fills the service gaps in our community, without which, we would be further from achieving access to justice in Hawaii.

Next to the Legal Aid Society of Hawaii ("Legal Aid"), Volunteer Legal is the only other non-profit provider with a mission of serving the civil legal needs of the low- and moderate-income community. Volunteer Legal maintains and develops programs strategically designed to complement the work being conducted by the Legal Aid. The continued working relationship between the Legal Aid and Volunteer Legal is imperative in closing the justice gap which was described in the 2007 Assessment of Civil Legal Needs and Barrier of Low- and Moderate-Income People in Hawai'i, finding 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.

2. The goals and objectives related to the request

The main goals for funding is to restore, strengthen and increase the availability and accessibility of civil legal services to the low- and moderate-income communities throughout the State of Hawaii through a formal pro bono program.

The main objectives in achieving the overall goals are:

- 1. Re-establish services to underserved and rural communities especially on neighbor islands through a series of Pop-Up Legal Clinics, the administration of the Hawaii Online Pro bono portal, and continued in person services.
- 2. Enhance and increase limited scope assistance to self-represented litigants through do-it-yourself workshops throughout the state.
- 3. Increase the organization's operational capacity to manage grants, and human resources.
- 4. Continued coordination of client-focused service delivery models between Volunteer Legal and the Legal Aid.

3. The public purpose and need to be served

Legal assistance is critical in helping resolve many of the financial and social issues that distress low-and moderate-income persons and families in Hawaii. When a crisis hits that requires legal intervention, like the incapacity of a loved one, loss of wages, or a divorce, families with limited income often do not have adequate resources to access professional help. Yet, legal assistance can often help remove barriers for individuals to meet their basic living needs.

Unfortunately, "just getting by" is a sobering reality for a great many of our residents. According to the U.S. Census, 72.8% of working families with children 6 to 17 have both parents in the labor force. However, the same statistics reveal that financial stability is far from an actuality for many of our families in Hawaii. According to the 2011-2015 American Community Survey, 5 Year Estimates, 11.6% of Hawaii families headed by both parents with children under the age of 18 live in poverty, while 29.7% of families headed by a single mother with children under the age of 18 live in poverty.

Approximately 55% of those served at Volunteer Legal have incomes at or below 125% of the federal poverty guidelines. This equates to an annual household gross income of \$34,938 or \$2,912 per month. The remaining 45% of those served have annual households between 126% and 250% of the federal poverty guidelines. This translates to less than \$69,000 in household income for a family of four. Of those served in 2016, 52% rented, and another 32% were either homeless or in unstable housing (staying with friends or relatives on short-term basis).

The high cost of living in Hawaii preserves the state of financial distress for approximately 150,000 people currently living in poverty. The fair market rental for a 2 bedroom apartment in Hawaii is \$1,780ⁱⁱ, and the monthly cost for food is \$1,161.40ⁱⁱⁱ for a family with two adults and two children under the USDA's Thrifty Plan where all meals and snacks are prepared at home. Factoring in costs for child care, medical, transportation and utilities, a family of four would need an annual income of \$79,527 before taxes.^{iv} The average renter wage in Hawaii is \$14.53 which would mean that in order to afford a 2 bedroom apartment at \$1,780 per month, a renter will need to work 94 hours per week.

For a typical Volunteer Legal client with a household income of 125% of the poverty level, the entirety of the monthly income would be spent just on housing and food costs. For these clients, disposable income is non-existent and the ability to hire an attorney to resolve a legal issue is even more unattainable.

4. Describe the target population to be served

Volunteer Legal dedicates its resources to those who are low- and moderate income in Hawaii and who have limited resources to finance their legal matter. This includes the homeless, near homeless, working poor, persons with Limited English Proficiency, the elderly, veterans, and the rural poor. These subsets of low- and moderate-income persons have unique legal needs but all share the same financial barriers to accessing legal assistance.

In 2016, 32% of those serviced by Volunteer Legal were either homeless or living in unstable housing. Outreach and service delivery methods to this subgroup requires close working relationships with other service providers like the Institute for Human Services and Catholic Charities. This need for a more holistic approach to service delivery has prompted a working relationship to such social service providers.

In the same year, 20% of those serviced were aged 60 and older. There is a growing need for the older population to access legal assistance especially in the areas of estate planning, guardianship and conservatorship for themselves, and for grandparents caring for their grandchildren, guardianship of minors.

Approximately 45% of those served by Volunteer Legal have been referred by the Legal Aid. For these people, Volunteer Legal is the last resort for accessing legal assistance in areas of family law, residential tenant issues, consumer debt relief including Chapter 7 bankruptcy, Veterans Benefits, and estate planning and probate.

5. Describe the geographic coverage

Volunteer Legal currently provides civil legal services to Hawaii residents throughout the state. Funding will help restore levels of services to all islands with an emphasis in delivering services to rural communities.

II. Service Summary and Outcomes

1. Scope of work, tasks and responsibilities

Funds will support continued delivery of civil legal services for Hawaii residents whose household incomes are equal to or less than 250% of the federal poverty guidelines for the State of Hawaii and have liquid cash resources of less than \$4,000 for an individual and \$8,000 for a family of four. The provision of these services will be provided through a combined staff-volunteer model to ensure the quality and effectiveness of legal services. Full funding will support the following scope of work:

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 Volunteer Legal 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 Volunteer Legal to expand outreach efforts within the Counties of Maui, Kauai, and Hawaii with targeted activities tailored to the unique needs of each district and county.

B. Intake and Screening

In order to qualify individuals for services, applicants are screened for financial eligibility and subject matter before they are scheduled for an initial consultation with a volunteer attorney. Applicants may be asked for basic financial information and documentation. If the applicant is financially eligible and has a legal issue falling within one of the categories in which Volunteer Legal may assist with, the Intake information is reviewed by a Volunteer Legal staff attorney.

The staff attorney will assess the application for readiness and level of service needed. Once approved for service, the applicant will either be scheduled for a Neighborhood Legal Clinic appointment or referred to a "do-it-yourself" pro se workshop. Those who do not qualify for Volunteer Legal's services are provided referrals to other appropriate agencies or the Hawaii State Bar Lawyer Referral and Information Service.

C. Referrals to Pro Bono Attorneys

To effectively 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 Intake teams and Clinic Coordinator.

Before a client is referred to a volunteer attorney, as much legwork as possible is done by the Volunteer Legal staff. For example, a veteran seeking to appeal a Veterans Administration (VA) disability claim will be first assisted by staff to collected medical records and military documentation, and obtain the claimant's full file from the VA. In these types of cases, the file is largely developed by staff before it is referred to a volunteer attorney. In other cases, Volunteer Legal will guide the client to gather information and pertinent documents related to his case. The information is then presented in an organized way to the volunteer for the provision of case analysis and service. Volunteer Legal staff place much care in the matching of client with volunteer attorney, with the goal of delivering quality and meangingful legal assistance to the client.

(i) Neighborhood Legal Clinics

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. The advance gathering of information at intake 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.

(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, Volunteer Legal staff attorneys are able to provide brief services when the need of the client is urgent. In 2016, Volunteer Legal opened 330 matters for brief services.

(iii) Full Representation Referrals

Qualified program participants are referred by volunteer attorneys after consultation to the Pro Bono Referral Program if the participant is deemed to lack the capacity and resources to manage their complex case without legal representation. The Pro Bono Coordinator recruits and attempts to place the case with an appropriate volunteer attorney willing and able 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 Volunteer Legal. On average, it takes up to five (5) attempts to place a highly contested family law case with a pro bono attorney. For cases that are matched with a volunteer attorney, Volunteer Legal staff monitor the progression of the case throughout the life of the case to track outcome as well as to ensure the placement moves forward.

In 2016, the Pro Bono Coordinator successfully placed 114 full representation cases and 279 limited scope representations.

D. Pro Se Assistance through Workshops

Volunteer Legal continues to facilitate "self-help" assistance to pro se litigants fin the form of "do-it-yourself" workshops. These workshops are aimed to assist those who have less complicated legal issues that can best be resolved through step-by-step guidance and assistance to maneuver through the procedural aspects of a civil legal matter such as an uncontested divorce, guardianship, adoption or a Chapter 7 Bankruptcy filing.

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E. Pop-Up Legal Clinics

In 2014, Volunteer Legal launched 2 pilot Pop-Up Legal Clinics as an extension of its Neighborhood Legal Clinics and in response to the needs of those living in rural districts. The goal of the Pop-Up Legal Clinics is to mobilize volunteer attorneys to provide probono 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. Since 2014, Volunteer Legal has successfully coordinated 14 Pop-Up Clinics on Oahu, Hawaii Island and Maui. On Oahu, each Pop-Up clinic averaged 42 individuals served in a span of 3 hours with volunteer attorneys and law students providing legal advice and limited scope assistance, such as document preparation. Approximately 60% of those who participated continued to receive services through Volunteer Legal to resolve their legal issues.

Funding would support the continued provision of these community based legal clinics on Oahu, and increased frequency on the Islands of Hawaii, Maui, Molokai, and Kauai.

F. Hawaii Online Pro bono Service

On October 24, 2016, Volunteer Legal officially launched the Hawaii Online Pro bono ("HOP") service which extends the American Bar Association's Free Legal Answers project to the State of Hawaii. HOP allows income qualified individuals to subscribe to the portal with an email address, post a civil legal issue that they are personally facing, and await a response from a volunteer attorney. The HOP Staff Attorney reviews the posted questions and helps to properly categorize them for ease of review by the volunteers. The HOP Staff Attorney also ensures that the questions do not lie dormant in the que by actively recruiting volunteers to answer questions, and providing monthly updates to volunteers to encourage them to check the portal for unanswered questions.

HOP is designed to service rural residents who may not have easy access to legal aid providers that are situated in urban or metropolitan areas, this includes Volunteer Legal.

HOP is still in its infancy and will need continued support to ensure that it is an effective access to justice tool. Funding will allow for this continued effort and the implementation of HOP on all islands.

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		Х		Х		х		X		X
Intake (Statewide)	X		• • • •								•	X
Pro Bono Referrals (Statewide)	X	••••									• •	X
Neighborhood Legal Clinics	X.										• •	X
Pop-Up Clinics (Statewide)	X		X		X		X		X		Χ	
Pro Se Workshops	X							• • • •				
Brief Services (Statewide)	X	• • • •									• •	X
Volunteer Recruitment (Statewide)	x			••••		••••					• •	х
Pro Bono Online Services	X											X
Administration and Assessment	Х							• • • •	• • • •		• •	Х

3. Quality assurance and evaluation plans for the request.

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

- A. <u>Intake Procedures</u>: 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. <u>Advice and Counsel Clinics Procedures</u>: 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.

Applicant: Volunteer Legal Services Hawaii FY 2017-2018

C. <u>Brief Services and Full Representation</u>: 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 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.

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4. Measures of Effectiveness

Performance Measure	Goal
Number of Intakes Completed (eligible applicants)	3,500
Number of Services provided (excluding intake)	5,000
Number of self-help workshops held	30
Number of cases placed with pro bono attorneys (excluding advice and counsel)	300
Number of Persons Served on Hawaii Online Pro bono (HOP)	400
Number of attorney and paralegal volunteer hours	3,500
Outreach events conducted	24
Client satisfaction survey results (average rating, scale 1 to 5, with 5 being the highest)	4.0

HI. 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 Attachment "A".

2. The applicant shall provide its anticipated quarterly funding requests for the fiscal year 2018.

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

- 3. Other sources of funding sought for fiscal year 2018.
 - Volunteer Legal services will seek alternate funding through the Hawaii State Judiciary should funding continue to be available through a purchase of service procurement process.
 - City and County of Honolulu, Community Development Block Grant
 - Hawaii Justice Foundation
 - Hawaii State Bar Foundation

- Hawaii Community Foundation

- Hawaii County Non-Profit Grants

4. State and Federal Tax Credits

NONE.

5. The applicant shall provide a listing of all federal, state, and county government contracts and grants it has been and will be receiving for program funding.

Please see Attachment "B"

6. The applicant shall provide the balance of its unrestricted current assets as of December 31, 2016.

\$950,000

IV. Experience and Capability

A. Necessary Skills and Experience

Volunteer Legal has and continues to facilitate direct civil legal services to Hawai'i's indigent population since 1981. Volunteer Legal staff have extensive experience working with the target population. By February 1, 2017, Volunteer Legal will have 5 staff members licensed to practice law within the State of Hawaii, Oregon, California, Washington, and within the federal courts. Collectively, these licensed attorneys 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. In addition, Volunteer Legal have two paralegals on staff.

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, Cantonese 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 250 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.
2015-2017	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.

Volunteer Legal also launched the Appellate Pro Bono Project in 2015 in partnership with the Hawaii State Bar Association, and the Hawaii State Judiciary. In 2016, Volunteer Legal launched the Hawaii Online Pro bono ("HOP") portal which is part of the American Bar Association, Free Legal Answers Project, and supported by the Hawaii Access to Justice Commission and partially funded by the Hawaii State Bar Foundation.

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

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.

Administrative Assistant. (*Vacant*). The administrative assistant 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, grant oversight and management, as well as ensuring the smooth operations of the overall program and service delivery.

Pro Bono Coordinator. This position is currently held by **Ms. Angela Kuo** on a full-time basis. Ms. Kuo is licensed to practice law in Hawaii and California, and is an accredited attorney with the Veterans Administration. Ms. Kuo's experience as a civil litigator makes her an invaluable resource for volunteers as well as ensuring the quality of legal services being rendered through the pro bono program. Ms. Kuo is also fluent in conversational Cantonese. As Pro Bono Coordinator, Ms. Kuo is responsible for the recruitment, training and supervision of all volunteers in the pro bono program.

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 also provides paralegal support to volunteer attorneys in the area of family law. 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.

Clinic 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*) There are two (2) positions proposed to be filled by funding via the Grant-in-Aid. 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.

Outreach Coordinator. (*Vacant*) The Outreach Coordinator works closely with the Pro Bono Coordinator in planning, coordinating and implementing community outreach by assisting with the workshops, information sessions to the public, and scheduling and overseeing event and outreach logistics.

Please see Attachment "C" for position descriptions.

2. Volunteers

The institutional capacity to provide legal services in the State of Hawaii is strengthened by the pro bono work of attorneys. Pro bono service significantly extends the capacity of Volunteer Legal to reach more clients with a broader range of legal services. Currently, Volunteer Legal has a pool of 250 active volunteers who are committed to the delivery of pro bono services to include: legal advice in person and virtually, limited scope assistance to self-represented litigants, full representation, education, mentoring and training of other volunteers and staff. Volunteer attorneys are required to be licensed with the State of Hawaii and in good standing.

Law school and paralegal student volunteers are also recruited to help support the delivery of services.

3. Qualifications

Please see current staff resumes attached hereto as Attachment "D".

4. 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 Pro Bono Coordinator reports directly to the Executive Director is

responsible for supervising volunteer attorneys, law students, and paralegals as well as the

Outreach Coordinator.

The Staff Attorneys supervise the work of non-attorney staff members including the

Intake Staff, Clinic Coordinator, and Paralegals. 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. Staff 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.

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B. Organization Chart

Please see Attachment "E" to this Application.

C. Compensation

Please see Attachment "A" to this Application.

VI. Other

A. Litigation

Volunteer Legal is not presently a party to any litigation.

B. Licensure or Accreditation

Staff attorney positions with responsibilities of supervising volunteer attorneys, law students, and paralegals are licensed and in good standing with the State of Hawaii and members of the Hawaii State Bar Association. Staff attorneys with responsibilities of providing direct services to veterans in Veterans Administration matters are accredited with the Veterans Administration.

C. Private Educational Institutions

Not Applicable.

D. Future Sustainability Plan

Volunteer Legal intends to sustain its overall pro bono program through continued diversification of funding. This includes pursuing public and private financial support. The services facilitated by Volunteer Legal is a vital component to Hawaii's administration of justice for those residents with limited resources both financially and socially.

Volunteer Legal is a standalone legal service provider meaning that it receives neither federal funds from the Legal Services Corporation (LSC) nor from the Hawaii State Bar Association (HSBA) as other pro bono programs in other jurisdictions. As such, VLSH actively seeks and competes for Hawaii and national foundations for continued support of its core pro bono program for Hawaii's low-income community. In addition, VLSH also applies for county funds to leverage State and foundation funds. Other sources of funding will come from an increased effort to engage the corporate sector to fund core pro bono services.

VLSH plans to sustain its core pro bono program through diverse revenue sources to include State, County, Federal, private foundations, and donations. In addition to actively seeking government and foundation grants, VLSH is prioritizing fundraising through a more robust annual campaign. Due to limited staffing in recent years, VLSH has had limited capacity to aggressively pursue this source of revenue. Fortunately, a Hawaii Community Foundation Grant awarded in November 2014 for capacity building has provided VLSH the capability to focus on fundraising.

VLSH is also presently working with the Legal Aid Society of Hawaii to encourage the Hawaii State Legislature to pass a Resolution to create a Task Force aimed at examining which agency or organization should administer general funding for civil legal services. VLSH recognizes that the state government cannot fund the entirety of the pro bono program for the state, however, VLSH cannot continue to exist without stable funding from the state to support civil legal services that are needed by a vast majority of the state's population.

Other sources of revenue include the Indigent Legal Assistance Fund (ILAF) and the Interest on Lawyer Trust Accounts (IOLTA). These two sources provide VLSH its only source of stable funding but only amount to approximately \$60,000.00 in annual revenue. In 2011, the ILAF ceiling was raised to increase the availability of funds for eligible legal service providers. While this increased the total amount of funds overall, VLSH continued to receive less than 4% of available funds. The IOLTA funds are tied directly to the Federal interest rates which continue to remain low.

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

Please see Attachment "F" to this Application.

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 National Low Income Housing Coalition, Out of Reach 2016: Hawaii, http://nlihc.org/oor/hawaii.

iii US Department of Agriculture, USDA Food Plans, U.S. Average, November 2016.

^{iv} Living Wage Calculator, Dr. Amy K. Glasmeier and the Massachusetts Institute of Technology, http://livingwage.mit.edu/states/15.

Applicant: Volunteer Legal Services Hawaii FY 2017-2018

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, 2017 to June 30, 2018

Applicant: Volunteer Legal Services Hawaii

	PERSONNEL COST 1. Salaries 2. Payroll Taxes & Assessments 3. Fringe Benefits TOTAL PERSONNEL COST OTHER CURRENT EXPENSES 1. Airfare, Inter-Island	(a) 369,650 36,965 22,695 429,310	(b)	(c)	(d)
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	3. Lease/Rental of Equipment	15,100			
(2) (2)	Lease/Rental of Space	23,000			
	5. Staff Training	7,350			
52	6. Supplies	15,000			
	7. Telecommunication	13,500			
	8. Utilities	10,000			
	9 Accounting	18,240			
	10 Case Management System	15,000			
	11 Printing	10,000			
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-	(a) Total State Funds Requested		Michelle D. Acosta	****	808-522-0678
1	b) Total Federal Funds Requested	d	m and the sea sea sind he b		Phone
(c) Total County Funds Requested					1/19/2017
(d) Total Private/Other Funds Requested				Date
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BUDGET JUSTIFICATION - PERSONNEL SALARIES AND WAGES

Period: July 1, 2017 to June 30, 2018

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 × B)
Executive Director	1	\$73,000.00	50.00%	\$ 36,500.00
Administrative Assistant	1	\$40,000.00	25.00%	\$ 10,000.00
Pro Bono Coordinator	1	\$52,000.00	100.00%	\$ 52,000.00
Staff Attorney - Clinic	0.5	\$26,000.00	50.00%	\$ 13,000.00
Staff Attorney - Intake	1	\$48,000.00	100.00%	\$ 48,000.00
Staff Attorney - Direct Services	1	\$48,000.00	100.00%	\$ 48,000.00
Staff Attorney - Pro Se Services	1	\$48,000.00	50.00%	\$ 24,000.00
Paralegal Family	1	\$41,600.00	75.00%	\$ 31,200.00
Paralegal Civil	1	\$35,000.00	75.00%	\$ 26,250.00
Clinic Coordinator	1	\$41,600.00	75.00%	
Intake Specialist	1	\$32,000.00	50.00%	\$ 16,000.00
Intake Specialist	1	\$32,000.00	50.00%	\$ 16,000.00
Outreach Coordinator	1	\$35,000.00	50.00%	\$ 17,500.00
				\$ -
TOTAL:				369,650.00

JUSTIFICATION/COMMENTS:

Applicant: Volunteer Legal Services Hawaii FY 2017-2018

Attachment "B"

• Government Contracts and/or Grants

GOVERNMENT CONTRACTS AND / OR GRANTS

Applicant: Volunteer Legal Services Hawaii Contracts Total: 807,598

	CONTRACT DESCRIPTION	EFFECTIVE DATES	AGENCY	GOVERNMENT ENTITY (U.S. / State / Haw / Hon / Kau / Mau)	CONTRACT VALUE
1	Civil Legal Service for Indigent Persons	FY2016-2017	The Judiciary	State	263,000
2	Civil Legal Service for Indigent Persons	FY2015-2016	The Judiciary	State	200,000
3	Civil Legal Service for Indigent Persons	FY2014-2015	The Judiciary	State	200,000
4	City & County of Honolulu, CDBG	FY2016-2017	Dept of Community Services	Honolulu	89,000
5	City & County of Honolulu, Grant in Aid	July 2015-Dec 2015	Dept of Community Services	Honolulu	38,098
6	Hawaii County Non-Profit Grant	FY 2016-2017		Hawaii	7,500
7	Hawaii County Non-Profit Grant	FY2015-2016		Hawaii	10,000
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Applicant: Volunteer Legal Services Hawaii FY 2017-2018

Attachment "C"

• Position Descriptions

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 will be responsible for supervising 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.

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 Staff Attorney 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.

C. <u>Desired Qualifications</u>

The Staff Attorney is expected but not required to have one year of practice experience in family law as a private, government or pro bono attorney in Hawaii or completion of law clerkship with family court judge in Hawaii. Experience working with low-income and other disadvantaged individuals and communities in Hawaii and a demonstrated commitment to pro bono service, including participation in pro bono related activities as law student and/or attorney.

D. <u>Salary</u>

To commensurate with experience

POSITION DESCRIPTION: CLINIC COORDINATOR

General Responsibilities:

Reporting to the Clinic Staff Attorney, 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 Pro Bono Coordinator 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 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 Pro Bono Coordinator 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.

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

Position Description - OUTREACH COORDINATOR

General Responsibilities:

Reporting to the Staff Attorney, the Outreach Coordinator is responsible for planning, coordinating and implementing projects; assisting with workshops and information sessions to the public; scheduling and overseeing event and outreach logistics; conducting intake for potential clients; and supporting the management team in implementing and coordinating intake, direct services, special projects and outreach.

Duties:

- 1. Work cooperatively and closely with the Staff Attorney and Pro Bono Coordinator to develop program goals and ensure that all program goals are met.
- 2. Point person for the coordination, scheduling and staffing of rural services events.
- 3. Work cooperatively and closely with Intake/Clinic Coordinator and Intake Staff to ensure that quality legal services are provided to VLSH participants.
- 4. Maintain and update the projects/outreach schedule, assist in filling vacancies in the calendar and ensure project goals are met on time and in full.
- 5. Point person for the coordination, scheduling and staffing of Ask-a-Lawyer events.
- 6. Assist the Pro Bono Coordinator in maintaining an accurate database of volunteers to include attorneys, paralegals, law students, community volunteers and other advocates.
- 7. Conduct outreach as is relevant to the services offered by VLSH, developing and maintaining good relationships with clients, volunteers, community organizations and service providers who partner with VLSH and assisting the Executive Director as needed.
- 8. Review, amend and maintain current procedures manuals for each assigned project to ensure consistent performance.
- 9. Gather all necessary data and information for assigned projects to assist Executive Director in reporting requirements.
- 10. Assist with conducting Intake as necessary.
- 12. Other tasks and assignments as necessary.

Position Description - PRO BONO COORDINATOR

General Responsibilities

Reporting to the Executive Director, the Pro Bono Coordinator 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, and 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 Staff Attorneys.
- 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: 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 probono 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.

C. <u>Desired Qualifications</u>

The Executive Director is expected but not required to have a MBA or J.D. or other equivalent advanced degree in a related field and a minimum of seven years of increasingly responsible administrative experience. Experience working with low-income and other disadvantaged individuals and communities in Hawaii and a demonstrated commitment to pro bono service, including participation in pro bono related activities.

D. <u>Salary</u> Salary to commensurate with experience.

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 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 Executive Director.

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. <u>Desired Qualifications</u>:

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. <u>Salary</u>

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 or Pro Bono Coordinator.

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. <u>Salary</u>

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 Attorney s 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 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 Executive Director.

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. <u>Salary</u>

Salary to commensurate with experience.

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Applicant: Volunteer Legal Services Hawaii FY 2017-2018

Attachment "D"

• Resumes

MICHELLE D. ACOSTA

545 Queen Street, Suite 100 - Honolulu, Hawaii 96813 Phone: (808) 522-0678; E-mail: michelle@vlsh.org

EXPERIENCE

Volunteer Legal Services Hawaii

Honolulu, HI 2014 - Present

Executive Director / Senior Staff Attorney (2013-2014)

- Oversee overall day-to-day operations, programs and financial activities
- Ensure organizational goals are met
- Manage grants and funding requirements
- Supervise Legal Services Division
- Coordinate and oversee pro bono legal services for low to moderate income individuals in the areas of family law, domestic violence, estate planning and other civil legal matters
- Provide case management including: screening, intake, assessment, service plan development, monitoring, follow up, tracking, etc.
- Recruit pro bono attorneys to provide advice, counsel and representation for qualified individuals
- Coordinate and administrate special programs/services to promote pro bono service within the legal community
- Develop and implement promotional strategies to inform the community about services and programs, including community presentations, print material and community events
- Develop and provide innovative ways of delivering state-wide free legal services and advocacy through volunteer lawyers to children, the homeless, the elderly, low-income people and non-profit organizations that serve similar populations.

Law Office of Michelle D. Acosta

Honolulu, HI 2011 - Present

Attorney at Law

- Provide direct legal representation in the areas of divorce and paternity
- Draft settlement offers and engage in settlement negotiations
- Conduct motions practice for discovery, show cause hearings, emergency hearings
- Counsel clients and prepare estate planning documents

Domestic Violence Action Center

Honolulu, HI 2009 - 2011

Staff Attorney

- Provide direct legal representation to victims of domestic violence
- Educate clients regarding the dynamics of domestic violence and legal rights
- Conduct risk assessment and safety planning with clients
- Coordinate with other social service providers
- Worked closely with in-house advocates in determining appropriate services and support for clients

Michelle D. Acosta

Badger Arakaki, LLLC

Litigation Associate

Honolulu, HI 2007 – 2009

- Investigated and researched factual basis of cases
- Conducted extensive legal research and writing
- Appeared and present cases at hearings and trials in family, district and circuit courts
- Negotiated plea and settlement agreements with opposing counsels
- Prepared pleadings and legal memoranda on various litigation issues

Multnomah County District Attorney's Office, Certified Law Student Misdemeanor Trial Unit

Portland, OR 2003 – 2004

- Conducted witness interviews including law enforcement and crime victims
- Prepared case file for pre-trial hearings and trial
- Engaged in plea negotiations with opposing counsel
- Argued pre-trial motions such as Motions for Summary Judgment; Motions in Limine
- Represented State of Oregon in misdemeanor criminal cases and civil commitment hearings

Office of Congressman Neil Abercrombie, First Congressional District of Hawaii Congressional Liaison/Grant Coordinator

Honolulu, HI 1998 - 2001

- Consulted with various community leaders on legislative issues pertaining to health, education and immigration
- Served as liaison between the Congressional office and the Filipino community of Hawaii
- Appeared and spoke on behalf of the Congressman at various community events
- Coordinated grants training for local agencies

EDUCATION

Northwestern School of Law of Lewis and Clark College J.D.

Portland, OR

University of Hawaii at Manoa

May 2004

BA, Asian Studies, Political Science Minor

Honolulu, HI May 1997

ADMISSIONS TO COURT

Oregon State Bar, 2006

Hawaii State Bar, 2007

U.S. District Court, District of Hawaii, 2007

AFFILIATIONS

Member - Family Law Section, Hawaii State Bar Association

Member - Probate and Estate Planning Section, Hawaii State Bar Association

Member - Hawaii Filipino Lawyer Association

Member - Committee on Delivery of Legal Services to the Public, Hawaii State Bar Association

Commission – Access to Justice Commission

APHIRAK BAMRUNGRUAN

545 Queen Street, Suite 100 Honolulu, Hawaii

PROFESSIONAL EXPERIENCE

Volunteer Legal Services Hawaii, Honolulu, HI Supervising Staff Attorney

January 2014 - Present

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

The Hawaii Department of Human Services, Honolulu, HI Limited English Proficient (LEP) Project Coordinator

May 2013 - Present

Review and evaluate the status and effectiveness of DHS efforts to provide language access. Identify deficiencies and corresponding solutions. Develop, implement or initiate improvements to DHS systems, programs, policies and procedures designed to address language needs of LEP applicants/clients. Researches and recommends adoption of language translation proficiency standards that meet federal and state requirements for different interactions or transactions. Develops and implements systems, tools and processes to implement, evaluate and maintain adopted proficiency standards. Develops Request for Proposals (REP) for contracted translation services, evaluates proposals, and negotiates and executes contracts for services. Develops and implements protocols, tools and systems to evaluate contractor performance; monitors and develops corrective actions; serves as liaison between the contractor(s) and staff to resolve issues regarding contract performance and quality of service. Develops a detailed translation project implementation plan identifying goals, schedules, deliverables, risks, assignments, communications, etc. Regularly monitors progress, evaluates variations from planned outcomes and schedules and makes the necessary adjustments. Coordinate with division staff to carry out and oversee translation project. Utilizes appropriate division staff as well as outside resources to seek the proper knowledge, skills and abilities required to carry out the objectives/activities of the project. Participate in community-based committees and planning groups; solicit community input, coordinate discussions and conduct field research related to language access.

Volunteer Legal Services Hawaii, Honolulu, HI <u>Staff Attorney</u>

January 2013 – January 2014

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

Hawaii Civil Rights Commission, Honolulu, Hawaii

Investigator

August 2012 - January 2013

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

Law Office of Aphirak Bamrungruan, Honolulu, Hawaii Solo Practitioner

July 2011 - August 2012

• Self-employed attorney responsible for all the business decisions and activities of the firm. Representing clients principally in business and family immigration law, including student visas, H-1B visas, fiancé(e) visas, spousal and family visas, investor visas, human trafficking visas, asylum, adjustment of status, naturalization, and other related matters. Representing clients in administrative interviews before US Citizenship & Immigration Services, and in deportation proceedings before the Honolulu Immigration Court and the Board of Immigration Appeals. Representing clients in matters involving divorces, paternity, adoption and restraining order.

Hawaii Immigrant Justice Center, Honolulu, Hawaii Pro Bono Attorney

November 2008 - Present

• Screen and interview potential human trafficking victims, assist clients and family members in filing T-Visa and Application for Adjustment of Status with the Department of Homeland Security. Attend clients' meetings. Coordinate with service providers and community-based social services in providing assistances to clients and family members. Provide language assistance in both interpretation and translation to clients and family members.

Domestic Violence Action Center, Honolulu, Hawaii Staff Attorney

May 2008 - February 2011

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

Smith and Sturdivant, LLLC, Honolulu, Hawaii Associate

September 2007 - April 2008

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

Civil Court of Southern Bangkok, Bangkok, Thailand Legal Officer

June 1999 – September 2001

Performed extensive research in the areas of contract and other civil litigation; researched for
codes, statute, regulation, and cases law; drafted legal documents and court's orders; verified
motions and legal documents before submitting to judges; presented opinions about court's order
along with motions; proofread judgments before publishing.

EDUCATION

UNIVERSITY OF HAWAII, Honolulu, Hawaii

August 2005 - May 2007

Juris Doctor and Pacific Asian Legal Study Certification.

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

UNIVERSITY OF HAWAII, Honolulu, Hawaii

August 2004 - May 2005

Master of Laws (LL.M.)

INSTITUTE OF LEGAL EDUCATION, Bangkok, Thailand

June 1999 - December 2000

Barrister-at-Law

THAMMASAT UNIVERSITY, Bangkok, Thailand

June 1995 – February 1999

Bachelor of Laws (LL.B.)

CERTIFICATIONS, MEMBERSHIPS, AND AFFILIATIONS

Hawaii State Bar Association
U.S. District Court, District of Hawaii
Hawaii Family Law Section
American Bar Association
Thai Bar Association

EXTRACURRICULAR ACTIVITIES

Volunteer: Citizenship Fairs, Naturalization workshop, T visa projects.

Fluent in Thai and English.

Emily J. Briski

545 Queen St. Suite 100 Honolulu, HI 96813

BAR ADMISSIONS

State of Hawaii, Admitted 2014

ADDITIONAL ACCREDITATIONS & LICENSURE

- United States Department of Veterans Affairs, Accredited Attorney
- Notary Public, State of Hawaii

EXPERIENCE

Volunteer Legal Services Hawaii, Honolulu, Hawaii

Staff Attorney - Intake, March 2016-Present

- Review and update legal intakes/case summaries generated by Intake Staff to appropriately match clients to the appropriate level of service and volunteers.
- Provide direct legal services to clients as needed including drafting simple estate planning documents and family court forms.
- Supervise and review work of legal clinic volunteers to ensure VLSH policies are followed.
- Developed and launched statewide Hawaii Online Pro Bono Project.
- State administrator for Hawaii Online Pro Bono Project: maintain website and manage volunteer and client
 experience. Teach CLE courses and recruit volunteer attorneys. Conduct community outreach to educate
 community stakeholders, service providers and residents about the project.
- Develop and assist with legal education classes for transitional shelter residents.
- Manage LegalServer case management software, including providing training to staff and volunteers.
- Create and prepare reports regarding delivery of legal services.
- Collaborate with other legal service providers to expand and improve the delivery of legal services.

Volunteer Legal Services Hawaii, Honolulu, Hawaii

Legal Clinic Coordinator, October 2015 - March 2016

- Conducted daily telephone and walk-in intakes and referrals with clients.
- Coordinated and scheduled clients and volunteer attorneys for legal clinics.
- Worked cooperatively with Staff Attorneys to ensure that quality legal services are provided to VLSH participants.
- Conducted outreach, developing and maintaining good relationships with clients, volunteers, community
 organizations and service providers who partner with VLSH.
- Filed documents with court as necessary.

Virginia Commonwealth University Office of General Counsel, Richmond, Virginia

Legal Extern, August 2013 – December 2013

- Researched and wrote memoranda on topics including conflicts of interest, Title IX, Americans with Disabilities Act, and employment law.
- Reviewed contracts and policy for compliance with state and federal law.
- Assisted with fact finding investigations, including interviewing clients and associated personnel.
- Examined emerging issues related to social media use by government agencies.

University of Richmond, Richmond, Virginia

Research Assistant to Professor John Paul Jones, May 2012 - September 2012

- Conducted a nationwide survey on state application of Supreme Court jurisprudence.
- Worked independently to create a research strategy & summary of results.

Emily J. Briski

545 Queen St. Suite 100 Honolulu, HI 96813

EDUCATION

University of Richmond School of Law, Richmond, Virginia

Juris Doctor, May 2014

Activities: University of Richmond Law review, Articles Editor

Law Student Advisor

Veterans and Military Law Association

University of Wisconsin, Madison, Wisconsin

Bachelor of Science in History & Political Science, December 2010 Honors: William K. Fitch Scholarship; *UW Madison History Department*

CONTINUING LEGAL EDUCATION (2016)

- Hawaii Access to Justice Commission (Presenter)
- Hawaii Online Pro Bono Orientation & Training (Teaching)
- Military Family Law: Financial & Retirement Issues in Divorce
- Child Welfare Services Involvement During Divorce or Paternity Cases
- DARC Manual Training (Disaster Relief Training)
- Nuts and Bolts of Consumer Debt Law
- HSBA Bar Convention Family Law Pt 1 & Pt 2
- Advocating for Veterans: The Basics on VA Benefits, Discharge Upgrades and Veteran Cultural Competency

COMPUTER SKILLS

 Microsoft Office (Word, Excel, PowerPoint, Outlook), LegalServer, Mana Forms, LexisNexis, WestLaw, WestLawNext

ANGELA S. KUO

545 Queen Street, Suite 100 Honolulu, Hawaii 96813

BAR ADMISSION

State Bar of California (inactive), Admitted 2011 State Bar of Hawai'i, Admitted 2012 U.S. District Court, District of Hawai'i, Admitted 2013

ACCREDITATION

United States Department of Veterans Affairs, Accredited Attorney

WORK EXPERIENCE

Volunteer Legal Services Hawaii, Honolulu, HI, 08/16 - Present

Pro Bono Coordinator

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

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

Associate Attorney

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

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

Contract Attorney

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

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

Adjunct Faculty

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

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

Professor/Adjunct Faculty

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

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

Law Clerk

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

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

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

Diefer Law Group, P.C., Riverside, CA, 04/06 - 12/08

Legal Assistant

- · Researched and drafted motions, declarations, complaints, and discovery
- Worked in areas of Family Law and Employment/Labor law

EDUCATION

University of La Verne College of Law

Juris Doctorate - 2010

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

University of California at Santa Barbara

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

CONTINUING LEGAL EDUCATION

- Veteran Benefits
- Hawaii Online Pro Bono (HOP) Training and Ethics

LANGUAGES: Fluent in English and conversant in Chinese (Mandarin)

COMPUTER SKILLS: Microsoft Office (Word, Excel, Powerpoint, Outlook), Westlaw,

LexisNexis, Legal Server, CaseMap, Mana, Legal Solutions, QuickBooks, Lacerte Tax

Michelle Poepoe

545 Queen Street Suite 100 Honolulu, Hawaii 96813

Experience

Paralegal, Volunteer Legal Services Hawaii- Honolulu, HI

9/2015-Present

- Conduct intake for potential clients
- Conduct client interviews
- Research/Motions preparation/Filing Motions
- Assist in coordinating outreach
- Provide Community Outreach
- Provide administrative support for Volunteer Attorneys

Eyewear Consultant, Lens Crafters- Aiea, HI

7/2014-10/2015

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

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

3/2011 to 10/2013

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

Administrative Assistant, Domestic Violence Action Center- Honolulu, HI

9/2009 to 10/2010

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

Administrative Assistant, Easter Seals Hawaii-Waipahu, HI

10/2007 to 8/2008

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

Customer Service/Returns, Ikea- Carson, CA

1/2005 to 3/2007

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

Education

University of Phoenix-Kapolei, HI

June 2014

Degree in Bachelor of Science in Health Administration/Health Management

South Hills High School-West Covina, CA

June 1998

High School Diploma

Skills

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

BEVERLYN SIMINA 545 QUEEN STREET SUITE 100 HONOLULU, HI 96813

PHONE: (808) 528-7050

Education

University of Hawaii, Hilo, Hawaii

2002-2006

Bachelor of Arts in Philosophy and Administration of Justice

Work Experience

Volunteer Legal Services Hawaii, Honolulu, Hawaii Intake Coordinator

2007-Present

Responsibilities include: conducting intake via telephone and in person; schedule appointment for client(s) to meet with attorney(s); communicating with attorney(s) via telephone, in person and email; sending conflict check and case(s) information to attorney(s); coordinating one-on-one meeting between clients and attorneys; recruiting attorney to meet/speak with client(s) in person or via telephone. Assist attorneys during clinic meeting with general administrative tasks and with the preparation of court documents. Acting lead staff member for the Uncontested Divorce Workshops. This involves preparing divorce documents for client(s), reviewing divorce documents for completion and accuracy, filing divorce documents at Family Court, supervising interns and paralegals and assisting attorneys with client meetings. Responsible for obtaining interpreters for Limited English Person (LEP) client(s), and is the acting Chuukese interpreter for Chuukese client(s) who seek help from Volunteer Legal Services Hawaii.

Hawaii Army National Guard Logistic Supply Clerk

4/2015-Present

Dispatching vehicles for solders, creating Maintenance Inspection Worksheets, updating soldiers' information (driver licenses), creating work order, filing Maintenance Inspection Worksheets,

Safeway Store, Hilo, Hawaii Cashier Clerk

5/2007-7/2007

Received payment, issued receipts, refunds, credits or changes due to customers, accurately and efficiently maintained all cash at the registered, maintained clean and orderly checkout areas. stocked shelves and marked prices on shelves and items, answered customer's questions and provided information on procedures and policies.

University of Hawaii, Hilo, Hawaii Financial Aid Office, Student Assistant

1/2006-12/2006

Assisted students with financial aid applications, provided administrative supports to supervisors. answered telephones, filing and other clerical duties.

McDonald's Restaurant, Hilo, Hawaii

10/2003-12/2006

Manager

Oversaw overall operations and ensured top store performance. Supervised crews, took customer's order, monitored restaurant appearances, ensured restaurant was clean and sanitary, stocked supplies and recorded inventory.

Skills/Certifications

- Translator: Chuukese/English
- Notary Public: 10/2008-10/2012; 10/2012-10/2016; 10/2016 10/2020
- Certified Tax Preparer: 2009, 2010, 2011, 2012
- MS Office: Word, Excel, PowerPoint, Outlook, 10 key by touch, Filemaker Pro, ManaForm Software Program, and Legal Server.
- 2014 Continuing Legal Education courses: 3 Part Divorce Seminar, Civil and Criminal Traffic Cases, and Child Support Hearings Office, Adoption, Guardianship for Minor
- 2015 Hawaii State Bar Basic Legal Training Certification Program
- 2016 Continuing Legal Education courses: Consumer Debt Law The Fair Debt Collection Practices Act, Basic Estate Planning

Applicant: Volunteer Legal Services Hawaii FY 2017-2018

Attachment "E"

• Organization Chart

Volunteer Legal Services Organization Chart * GIA Proposed Staffing

Board of Directors	
*Executive Director	
	*Administrative Assistant
entendade attendada nort attendada nort analogo de antida	*Pro Bono Manager *Outreach Coordinator Volunteer Coordinator
	*Intake Staff Attorney/Hawaii Online Pro bono Administrator *Intake Specialist *Intake Specialist
alib Mirmal kalan da maka maka masan da m	*Clinic Staff Attorney *Oahu Clinic Coordinator Hawaii Island Clinic Coordinator Maui/Kauai Clinic Coordinator *Paralegal Family Law
no di successi di	*Direct Services Staff Attorney (Veterans and RACS) * Paralegal Civil

Applicant: Volunteer Legal Services Hawaii FY 2017-2018

Attachment "F"

• Certificate of Good Standing



STATE OF HAWAII STATE PROCUREMENT OFFICE

CERTIFICATE OF VENDOR COMPLIANCE

This document presents the compliance status of the vendor identified below on the issue date with respect to certificates required from the Hawaii Department of Taxation (DOTAX), the Internal Revenue Service, the Hawaii Department of Labor and Industrial Relations (DLIR), and the Hawaii Department of Commerce and Consumer Affairs

Vendor Name: VOLUNTEER LEGAL SERVICES HAWAII

DBA/Trade Name: VOLUNTEER LEGAL SERVICES HAWAII

Issue Date: 01/11/2017

Status: Compliant

Hawaii Tax#: W20336354-01

New Hawaii Tax#:

FEIN/SSN#: XX-XXX7024
UI#: No record
DCCA FILE#: 47795

Status of Compliance for this Vendor on Issue date:

Form	Department(s)	Status
A-6	Hawaii Department of Taxation	Compliant
	Internal Revenue Service	Compliant
COGS	Hawaii Department of Commerce & Consumer Affairs	Exempt
LIR27	Hawaii Department of Labor & Industrial Relations	Compliant

Status Legend:

Status	Description	1
Exempt	The entity is exempt from this requirement	
Compliant	The entity is compliant with this requirement or the entity is in agreement with agency and actively working towards	
Pending	The entity is compliant with DLIR requirement	
Submitted	The entity has applied for the certificate but it is awaiting approval	
Not Compliant	The entity is not in compliance with the requirement and should contact the issuing agency for more information	