

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

Type of Grant Request:

Operating                       Capital

Legal Name of Requesting Organization or Individual: Db:

VOLUNTEER LEGAL SERVICES HAWAII

Amount of State Funds Requested: \$ 250,000

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

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

Amount of Other Funds Available:

State: \$ 250,000

Federal: \$ 0

County: \$ 8,000

Private/Other: \$ 417,355

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

\$ 978,359

Unrestricted Assets:

\$ 1,211,681

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

Type of Business Entity:

- 501(C)(3) Non Profit Corporation  
 Other Non Profit  
 Other

Mailing Address:

545 Queen Street, Suite 100

City: Honolulu                      State: HI                      Zip: 96813

Contact Person for Matters Involving this Application

Name:  
Angela Kuo Min

Title:  
Executive Director

Email:  
angela@vlsh.org

Phone:  
808-522-0684

Federal Tax ID#:  
[REDACTED]

State Tax ID#:  
[REDACTED]

Authorized Signature

Angela Kuo Min, Executive Director

Name and Title

1-13-2020

Date Signed

**received**

## Application Submittal Checklist

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

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



ANGELA KUO MIN, EXECUTIVE DIRECTOR

PRINT NAME AND TITLE

1-13-2020

DATE



## Department of Commerce and Consumer Affairs

### CERTIFICATE OF GOOD STANDING

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

#### VOLUNTEER LEGAL SERVICES HAWAII

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

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

Dated: December 30, 2019

Director of Commerce and Consumer Affairs



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

The undersigned authorized representative of the applicant certifies the following:

- 1) The applicant meets and will comply with all of the following standards for the award of grants pursuant to Section 42F-103, Hawaii Revised Statutes:
  - a) Is licensed or accredited, in accordance with federal, state, or county statutes, rules, or ordinances, to conduct the activities or provide the services for which a grant is awarded;
  - b) Complies with all applicable federal and state laws prohibiting discrimination against any person on the basis of race, color, national origin, religion, creed, sex, age, sexual orientation, or disability;
  - c) Agrees not to use state funds for entertainment or lobbying activities; and
  - d) Allows the state agency to which funds for the grant were appropriated for expenditure, legislative committees and their staff, and the auditor full access to their records, reports, files, and other related documents and information for purposes of monitoring, measuring the effectiveness, and ensuring the proper expenditure of the grant.
- 2) If the applicant is an organization, the applicant meets the following requirements pursuant to Section 42F-103, Hawaii Revised Statutes:
  - a) Is incorporated under the laws of the State; and
  - b) Has bylaws or policies that describe the manner in which the activities or services for which a grant is awarded shall be conducted or provided.
- 3) If the applicant is a non-profit organization, it meets the following requirements pursuant to Section 42F-103, Hawaii Revised Statutes:
  - a) Is determined and designated to be a non-profit organization by the Internal Revenue Service; and
  - b) Has a governing board whose members have no material conflict of interest and serve without compensation.

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

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

VOLUNTEER LEGAL SERVICES HAWAII

\_\_\_\_\_  
(Typed Name of Individual or Organization)

  
(Signature)  
ANGELA KUO MIN

1-13-2020  
\_\_\_\_\_  
(Date)  
EXECUTIVE DIRECTOR

\_\_\_\_\_  
(Typed Name)

\_\_\_\_\_  
(Title)

## Application for Grants

### **I. Certification – Please attach immediately after cover page**

#### **1. Certificate of Good Standing (If the Applicant is an Organization)**

If the applicant is an organization, the applicant shall submit one (1) copy of a certificate of good standing from the Director of Commerce and Consumer Affairs that is dated no earlier than December 1, 2019.

See attached.

#### **2. Declaration Statement**

The applicant shall submit a declaration statement affirming its compliance with Section 42F-103, Hawaii Revised Statutes.

See attached.

#### **3. Public Purpose**

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

Volunteer Legal hereby requests this grant of \$250,000 to be used for a public purpose pursuant to Section 42F-102, Hawaii Revised Statutes, to support among other things, civil legal services for the low and moderate income residents of Hawaii.

### **II. Background and Summary**

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

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

Volunteer Legal Services Hawaii ("Volunteer Legal") is a 501(c)(3) non-profit legal services organization located in downtown Honolulu and provides civil legal services to Hawaii's low-and moderate income residents statewide. For over the last quarter century, Volunteer Legal's mission has been and is to increase legal access to justice for those who cannot afford it through its pro bono program. Now in its 38<sup>th</sup> year, Volunteer Legal has remained an important thread in Hawaii's safety net of services for

our kupuna, keiki, veterans, and for those struggling to live day by day in our community and facing life changing legal problems.

Volunteer Legal provides services to Hawaii residents in the following areas of law: family (divorce, child custody/visitation, child support, minor guardianship, and adoption), landlord-tenant, collections, Chapter 7 bankruptcy, estate planning, adult guardianship, license reinstatement, and veteran benefits. In 2019, Volunteer Legal conducted over three thousand intakes and provided legal services ranging from advice and consult meetings to full representation at court, with another thousand individuals receiving legal check-ups and legal education at outreach events. With the generous donation of time from Hawaii attorneys, Volunteer Legal is able to provide quality legal services to the low and moderate income individuals throughout the state. Volunteer Legal has over 200 active volunteer attorneys who have generously donated over 3,200 hours in person, over the phone consults, and online, valued at over \$801,000<sup>1</sup> in helping those with legal needs in 2019 alone.

2. The goals and objectives related to the request;

Volunteer Legal strives to continue its mission to increase access to justice, especially for the low and moderate income community of Hawaii. Going forward for 2020, Volunteer Legal's goals and objectives, include but are not limited to:

- A. Reduce the average wait time for participants to receive direct services from three (3) weeks to two (2) weeks with the addition intake staff;
- B. Re-establish services to underserved and rural communities especially on neighbor islands through a series of Pop-Up Legal Clinics: four (4) on Oahu, four (4) in Hawaii County, two (2) in Maui County, and one (1) in Kauai;
- C. Continue the expansion of online technology including, but not limited to Hawaii Online Pro Bono Portal, as an added tool for pro bono based services for both volunteer attorneys and rural residents;
- D. Continue the expansion of the Re-Employment and Community Service ("RACS") to neighbor islands (currently only in Oahu);

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<sup>1</sup> Based on an average Hawaii licensed attorneys' hourly rate of \$250 per hour.

- E. Enhance and increase limited scope assistance to self-represented litigants through the addition of a full-time Program Director overseeing a more robust service delivery model; and
- F. Improve coordination of client-focused service delivery models between Volunteer Legal and Legal Aid Society of Hawaii (“Legal Aid”) for Hawaii residents who require support.

3. The public purpose and need to be served;

While Hawaii is what most of the world regard as one of the most beautiful and desired places to live, statistics show it is one of the most difficult places to live and survive. The low wages in combination with the high living costs equates to just “get by” in Hawaii. Many Hawaii residents work more than one job, live in a multigenerational house, and are on government assistance. Life gets even more difficult when an unexpected event occurs and pushes a family already living on the poverty line further behind. Volunteer Legal engages with and assists many of those who have limited financial resources resolve civil legal problems that greatly impact their lives.

In 2019, approximately 64% of those serviced by Volunteer Legal had incomes below 125% of the federal poverty guidelines and 32% of those serviced by Volunteer Legal had incomes between 126% and 250% of the federal poverty guidelines. For 2019, this meant a household of four must have had an annual gross income at or below \$74,040 gross per year in order to qualify for services. Unfortunately, this amount barely covers the cost of food and housing for a family in Hawaii. While most of those qualified for services had some form of income, Volunteer Legal found that many participants were asset poor, meaning that they have limited assets that can be liquidated to finance litigation. In addition, 16% of Volunteer Legal’s clients indicated he/she is a victim of domestic violence and 25% are homeless and/or not in permanent housing.

In 2019, Volunteer Legal qualified over 1,500 individuals for services; each receiving legal advice and consult, brief services, and/or full representation. Over an additional thousand callers were contacted and properly referred to an agency that Volunteer Legal does not assist with. Some, even receiving multiple services in different

areas of law. Volunteer Legal's clients needed assistance were family law (55%), estate planning (7%), bankruptcy (10%), district court related matters<sup>2</sup> (11%), veteran benefits (1%), and license reinstatement (16%).

4. Describe the target population to be served; and

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

Volunteer Legal provides the residents of Hawaii a much-needed resource for legal assistance which fills existing service gaps. In 2019, 22% of those services have been referred by Legal Aid, the only other civil legal service provider dedicated to providing legal services to the low income population. An individual making just over the income threshold for Legal Aid but not enough to hire a private attorney may be able to qualify for services through Volunteer Legal. Volunteer Legal qualifies individuals up to the 250% of the federal poverty line. Or an individual may call Legal Aid for services that Legal Aid does not provide (i.e. Estate Planning, Bankruptcy, Veteran Benefits) but Volunteer Legal does. But for Volunteer Legal, some individuals may meet the end of the road for their legal issues.

Recently, our license reinstatement RACS program has become one of our most popular with several calls daily. This program has been so successful and well-know simply from the word of mouth of previous clients. Some notable cases include:

- Client was accompanied by volunteer attorney at RACS hearing to address 10 traffic cases. He had an estimated fine conversion of 325 hours of Community Service and \$1,385 in possible court fees going into court. With the help of the volunteer attorney, 5 of his cases were partially dismissed, 3 of his cases were dismissed in its entirety and the remaining community service hours he was ordered was 61 hours. Client was also able to get most of his court fees waived and in the end was ordered to pay \$77 in court fees.
- Client was accompanied by volunteer attorney at RACS hearing to address with 9 traffic cases. He had an estimated fine conversion of 193

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<sup>2</sup> District Court related matters include but are not limited to: landlord-tenant, collections, torts, and contract/warranties matters.



hours of Community Service and \$572 in possible court fees going into court. With the help of the volunteer attorney, 2 of his cases were partially dismissed, 4 of his cases were dismissed in its entirety and the remaining community service hours he was ordered was 70 hours. Client was also able to get most of his court fees waived and in the end was ordered to pay \$21 in court fees.

- Client was accompanied by volunteer attorney at RACS hearing to address with 9 traffic cases. She had an estimated fine conversion of 286 hours of Community Service and \$595 in possible court fees going into court. With the help of the volunteer attorney, 1 of her cases were partially dismissed, 3 of her cases were dismissed in its entirety and the remaining community service hours she was ordered was 124 hours. Client was also able to get most of her court fees waived and in the end was ordered to pay \$21 in court fees.

Without Volunteer Legal, these individuals and many more would not be able to get their license back and drive to work and carry out family duties that requires operating a vehicle.

5. Describe the geographic coverage.

Volunteer Legal currently provides civil legal services to residents of Hawaii - statewide. While Volunteer Legal's office is located in Honolulu, Volunteer Legal provides legal assistance to neighbor island residents by way of "virtual" clinics via the telephone and live "Pop-Up Clinics". Volunteer Legal intends to bring additional Pop-Up Clinics throughout the neighbor islands in the next year.

**III. Service Summary and Outcomes**

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

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

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

**A. Outreach and Legal Check-Ups**

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

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

**B. Intake and Screening**

In 2019, Volunteer Legal qualified approximately 1,546 individuals for services based on legal matter and income eligibility; 892 of these clients received further brief and full representation services past the advice and counsel clinic stage. Volunteer Legal also delivered services, pro se assistance and referrals to pro bono attorneys for full representation, with over another hundred individuals receiving information through legal education. Those who do not qualify for Volunteer Legal services are provided referrals to other appropriate agencies or the Hawaii State Bar Lawyer Referral Service. During intake, staff collect information and identify the legal issue the applicant is experiencing including asking pertinent case questions and for related documents to his/her case. A full intake can take up to an hour, depending on the complexity of the case.

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

At present, we have three full time and one part time staff member answering and returning calls. Volunteer Legal receives an average of thirty (30) calls a day, with many requiring the full intake process to be completed. The average time for a call to be returned on the intake line is between two to three business days. Funding will allow for an additional intake staff to be hired and trained to increase response time for those

seeking services, including picking up live calls and a twenty-four (24) hour turnaround time.

### **C. Referrals to Pro Bono Attorneys**

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

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

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

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

In 2019, Volunteer Legal held 320 legal clinics for individuals in the areas of family law, collections, tenant law, bankruptcy, estate planning, wills and trusts, veterans benefits, and bench warrant recalls in person and via the phone “virtual clinics” for neighbor island clients. Volunteer Legal and its volunteer attorneys regularly receive “*very satisfied*” remarks and comments such as the following:

- *“Thank you for a friendly clinic. Everyone was so helpful.”*
- *“Thank you for helping me understand.”*
- *“We were happy that the attorney helped us with all of our questions.”*
- *“The Attorney provided me with additional information that will help me with my case. I am very grateful.”*
- *“Thank you for excellent services.”*
- *“The Attorney helped me today a lot ... all my worries all gone because she helped me. My attorney she is very good attorney. She discussed with me the paperwork for Guardianship, and now I understand what this is all about.”*
- *“Very satisfied with the help I received.”*

At present, the wait time to see an attorney is an average of two (2) weeks. Additional staff would increase capacity to process applicants in a timely manner, thereby shortening the wait time.

**ii. Brief Services/Limited Scope**

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

**iii. Full Representation**

Some clients will need more than advice at at Clinic and limited scope services. As such, qualified program participants are referred by volunteer attorneys after a Neighborhood Legal Clinic meeting for full representation. The Pro Bono Coordinator along with the Program Manager recruit and attempt to place these clients with an appropriate volunteer attorney willing, able, and qualified to represent the client for the entirety of the case. The Pro Bono Coordinator monitors the cases from placement to closing.

Placement of cases with pro bono attorneys is at the heart of Volunteer Legal's core services and is the highest level of service offered. However, the referral process for pro bono full representation demands a great deal of time and effort from staff. On average, it could take up to three attempts to place a highly contested case with a volunteer attorney. Cases that are successfully matched with a volunteer attorney, are monitored by staff throughout the life of the case to ensure the placement is effective.

**iv. Pro Se Assistance through Workshops**

Volunteer Legal has been delivering "Do-It-Yourself" assistance to pro se litigants for many years in the form of workshops. These workshops are aimed to assist those who have less complicated legal issues that can be resolved through step-by-step guidance and assistance these include: uncontested divorce, guardianship, or a Chapter 7 Bankruptcy filing. In 2019, Volunteer Legal completed 46 Pro Se Workshops.

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

**v. Pop-Up Legal Clinics**

In 2019, Volunteer Legal continued its series of Pop-Up Legal Clinics as an extension to its Neighborhood Legal Clinics and in response

to the needs of those living in rural and targeted communities and face barriers to accessing legal services in our downtown main office. The goal of the Pop-Up Legal Clinics is to mobilize volunteer attorneys to provide pro bono service to rural residents who due to transportation, child care, and/or work scheduling limitations are unable to meet with volunteer attorneys face-to-face in the downtown Honolulu.

In 2019, we brought our neighborhood clinic outside of the downtown office to Leilehua High School (Wahiawa), Lanakila Senior Center (Kalihi Valley) and FILCOM Center (Waipahu) collectively servicing 125 individuals, some with more than one legal issue. Volunteer Legal also brought two (2) Pop-Up Clinics to the Big Island, holding one in Kona Public Library and another one at Hilo Public Library. Funding would support Pop-Up Legal Clinics to be delivered throughout Oahu as well as the neighboring islands, especially in rural neighbor county districts where there is limited access to attorneys and a long bus ride to the nearest courthouse.

**vi. Hawaii Online Pro Bono (“HOP”)**

Hawaii is unique as it is an island state - it can be quite difficult to get to a downtown or if your case was filed in a different circuit – it would require you to fly to another island to have a hearing. In an effort to expand services to rural areas and to overcome geographic barriers, the ABA Online Pro Bono website, known as Hawaii Online Pro Bono<sup>3</sup> was launched in late 2016. This portal allows Hawaii residents to post their legal question from the comfort of their home. At the same time, volunteer attorneys can also answer the questions from the comfort of their home, after hours, even in their pajamas if they please. Presently, there are over 80 registered attorneys ready to answer questions in the following areas of law: family, landlord-tenant, collections, Chapter 7 bankruptcy, estate planning, adult guardianship, veteran benefits, and immigration. Over 26 of our registered attorneys are “regulars” who have answered more than 10 questions this year.

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

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

<i>Activity/Month</i>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>
<b>Outreach (Statewide)</b>	x	x	x	x	x	x	x	x	x	x	x	x
<b>Intake (Statewide)</b>	x	x	x	x	x	x	x	x	x	x	x	x

<sup>3</sup> Hawaii Online Pro Bono website: <https://hawaii.freelegalanswers.org>

<b>Pro Bono Referrals (Statewide)</b>	x	x	x	x	x	x	x	x	x	x	x	x
<b>Neighborhood Legal Clinics</b>												
- Oahu	x	x	x	x	x	x	x	x	x	x	x	x
- Hawaii County			x			x			x			x
<b>Pro Se Workshops</b>												
- Oahu	x		x		x		x		x		x	
- Maui County		x			x			x			x	
- Hawaii County	x			x			x			x		
<b>Pop-Up Clinics</b>												
- Oahu			x			x			x			X
- Maui				x						x		
- Kauai							x					
<b>Volunteer Recruitment</b>	x	x	x	x	x	x	x	x	x	x	x	x
<b>Administration and Assessment</b>			x			x			x			x

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

VLSH has in place the following quality assurance and evaluation procedures:

A. **Intake Procedures:** review of all intakes by staff attorney and proper recording in client database, Legalserver.

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

C. **Brief Services and Full Representation:** Clients sign a Brief Service or Full Representation agreement with Volunteer Legal, including what the scope of the service will be and what is expected of them as a client. Referral and placement procedures are in place to monitor the placements from placement attempts, to case opening and closing. Client

satisfaction surveys are provided to clients at the close of the case. Volunteer Attorneys are also provided with a case closure evaluation.

**D. Client Grievance Procedures:** Policies and information on how to file a consumer grievance with the organization are provided to clients and outlined in services agreements.

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

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

**G. Financial Evaluations:** Volunteer Legal undergoes an annual audit or financial review by the accounting firm Akamine Oyadomari & Kosaki, Inc. The Volunteer Legal board and management review the audit and/or report and act upon any recommendations made by such audits/report.

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

4. List the measure(s) of effectiveness that will be reported to the State agency through which grant funds are appropriated (the expending agency). The measure(s) will provide a standard and objective way for the State to assess the program's achievement or accomplishment. Please note that if the level of appropriation differs from the amount included in this application that the measure(s) of effectiveness will need to be updated and transmitted to the expending agency.

<b>PERFORMANCE MEASURE</b>	<b>GOAL</b>
Number of Intakes Completed (eligible applicants)	<b>3,000</b>
Number of Services provided	<b>3,000</b>
Number of Legal Advice and Counsel Clinics (including "virtual" clinics via telephone)	<b>450</b>
Number of Self-Help Workshops (i.e. Uncontested Divorce Workshops)	<b>40</b>
Number of Cases Placed with Pro Bono Attorneys for Brief Services or Full Representation	<b>100</b>
Number of Pro Bono Volunteer Hours	<b>3000</b>

Number of Persons Served on Hawaii Online Pro Bono	<b>500</b>
Outreach Events in the Community	<b>20</b>
Client Satisfaction Survey Results ( 1-low to 5-highest)	<b>4.75</b>

#### **IV. Financial**

##### **Budget**

1. The applicant shall submit a budget utilizing the enclosed budget forms as applicable, to detail the cost of the request.
  - a. Budget request by source of funds - Please see Attachment "A".
  - b. Personnel salaries and wages - Please see Attachment "B".
  - c. Equipment and motor vehicles – Not applicable.
  - d. Capital project details – Not Applicable.
  - e. Government contracts, grants, and grants in aid- Please see Attachment "C".
2. The applicant shall provide its anticipated quarterly funding requests for the fiscal year 2021.

<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>	<b>Total Grant</b>
\$62,500	\$62,500	\$62,500	\$62,500	\$250,000

3. The applicant shall provide a listing of all other sources of funding that they are seeking for fiscal year 2021.
  - Volunteer Legal seeks alternative vehicles for funding through the State Legislature through the inclusion of funding for civil legal assistance for low and moderate income Hawaii residents with the State's Budgetary process or a purchase of service procurement process;
  - City and County of Honolulu;
  - Hawaii County Non-Profit Grants;
  - Hawaii Justice Foundation;
  - Hawaii State Bar Foundation;
  - Hawaii Community Foundation; and/or
  - Private Foundation Grants.



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

Not applicable.

5. The applicant shall provide a listing of all federal, state, and county government contracts, grants, and grants in aid it has been granted within the prior three years and will be receiving for fiscal year 2021 for program funding.

See attachment "C"

6. The applicant shall provide the balance of its unrestricted current assets as of December 31, 2019.

See attachment "D"

## **V. Experience and Capability**

### **1. Necessary Skills and Experience**

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

Volunteer Legal has and continues to provide civil legal services to Hawaii's indigent population for over the last quarter century. Volunteer Legal staff have extensive experience working with this target population during and prior to joining Volunteer Legal. Currently, Volunteer Legal has three (3) staff members licensed to practice within the State of Hawaii, California, as well as licensed in the country of Thailand. Collectively, these licensed staff members have extensive experience in the areas of family law, estate planning, landlord-tenant, collections, bankruptcy, veteran benefits, and immigration. These attorneys are well connected with other practitioners and are members of various Hawaii State Bar sections, thereby allowing them to keep up to date with current practices and can promote pro bono service and recruit colleagues.

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

Staff members are also active in their respective communities and 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 can effectively serve the indigent population through outreach, intake, screening, and referrals to pro bono attorneys.

Volunteer Legal is unique and different from Legal Aid and/or any other legal service providers in Hawaii – we mobilize private attorneys to engage in pro bono work which multiplies the capacity of the state to provide critical legal aid services to those least able to afford it. Hawaii licensed attorneys are not mandated by the Hawaii Bar Association to do pro bono. As such, all of Volunteer Legal's attorneys volunteer with us through the goodness of their heart on their own time.

Without Volunteer Legal's coordination of said services, private attorneys would not volunteer and donate the 3,200 hours they did in 2019 alone. Volunteer Legal's pool of pro bono attorneys range from large law firm partners, associates, solo practitioners, public or private agency attorneys who are leaders in their areas of practice. These pro bono attorneys do not only provide direct services but also mentor newly licensed pro bono attorneys, are presenters at volunteer trainings and events, and develop substantive materials for various agency programs. Overall, Volunteer Legal has 200 volunteer attorneys who participate and support various programs and services.

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

2017-present      The Judiciary, State of Hawaii Purchase of Services Contract to Serve Indigent individuals and households throughout the State of Hawaii with civil legal services.

- |              |   |
|--------------|---|
| 2019-present | City and County of Honolulu, Community Development Block Grant – to provide a series of legal clinics within underserved districts on Oahu. |
| 2016-present | County of Hawaii Non-profit Grant – awarded to supplement funding for legal services to Hawaii Island residents.                            |

Volunteer Legal launched the Appellate Pro Bono Project as a pilot project in 2015 in partnership with the Hawaii State Bar Association and the Hawaii State Judiciary (“Appellate Program”), and much due to its success in a short amount of time, the Appellate Program was made permanent by the Supreme Court in 2017. Since then, the Appellate Program continues to recruit pro bono attorneys on the appeals level and every case that has been matched through the program was prevailed for the client. If you could imagine how hard it is to navigate the already difficult legal system, and how much more difficult it would be at the appeals and Supreme Court level. Again, without Volunteer Legal’s coordination, these individuals and many more would be navigating their appellate and supreme court cases alone.

Additionally, Volunteer Legal continues its role as site administration for Hawaii Online Pro Bono and working with American Bar Association, Free Legal Answers Project, helping answer legal questions over the internet at one’s fingertips.

## **2. Facilities**

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the request. If facilities are not presently available, describe plans to secure facilities.

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

Intake, Clinics, and workshops are conducted at the Oahu location. The office space, conference room, equipment and supplies are utilized by volunteer attorneys

and staff to service clients. Each office is utilized by staff and by volunteer attorneys during legal Clinics which are held every Thursday evening and every other Saturday of each month.

The facility is American with Disabilities Act (ADA) compliant. The main entrance is equipped with double door access and workspace and conference room areas provide ample width of entry. The agency makes reasonable accommodations for persons with disabilities, including providing sign language interpreters for Deaf clients and interpreters for whom English is not their first language. In addition, VLSH seeks out venues for sponsored community events that is convenient to the public and adheres to the American with Disabilities Act.

Volunteer Legal recently renewed its lease with HCDA and will continue operating in this location for at least another five years until 2024.

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

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

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

Funding from this grant will support the following staff who ensure that the essential legal services are delivered to the thousands of indigent individuals and families in Hawaii, who seek assistance through Volunteer Legal:

#### Administrative

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

#### Direct Services

- Program Director; Full-time (*vacant*)
- Supervising Staff Attorney; Full-time (*currently part-time*)
- Pro Bono Coordinator; Full-time
- Clinic Coordinator; Full-time (*currently part-time*)

- Paralegal – Family Law; Full-time
- Paralegal – RACS; Full-time
- Intake Supervisor; Full-time
- Intake Specialist; Full-time
- Intake Specialist; Full-time
- Law Clerk, Part-time
- Law Clerk, Part-time

## 2. Staff Qualifications and Experience.

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

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

**Administrative Assistant (vacant):** The administrative assistant is responsible for providing support to the management team to ensure efficient operation of the office. This includes, but is not limited to, assisting the preparation of regularly scheduled reports, grant oversight and management, as well as ensuring the smooth operations of the overall pro bono program and service delivery.

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

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

**Supervising Staff Attorney (Aphirak Bamrungruan):** Mr. Bamrungruan studied and practiced law in his native Thailand before obtaining a law degree from University of Hawaii, William S. Richardson School of Law. Mr. Bamrungruan previously held a position with the Domestic Violence Action Center as a staff attorney, where he represented over 1,000 victims of domestic violence in restraining orders, divorces and paternity cases in family court. Mr. Bamrungruan oversees and supervises the Intake, Clinic and Workshop staff, ensuring that proper procedures are developed and followed for effective delivery of services.

**Clinic Coordinator (Beverlyn Siminia):** Ms. Siminia has over a decade of experience with Volunteer Legal, conducting intake and interviews with new clients, and overseeing Clinic operations for Volunteer Legal. As Clinic Coordinator, Ms. Siminia recruits volunteer attorneys, ensuring there is ample pool of attorneys to meet the needs of Volunteer Legal's clients. Ms. Siminia was first employed by Volunteer Legal in December of 2007 through August of 2017 and then left to enroll in law school at University of Hawaii, William S. Richardson School of Law. After her 2L year, she has returned to work part time continuing her work as Clinic Coordinator. She is planning on graduating with her Juris Doctorate degree in May of 2020.

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

**Paralegal – Re-Employment and Community Service (RACS) (Gilman Workman):** Mr. Workman assists with intake and provides project coordination and paralegal services for the Re-Employment and Community Service Program. Mr. Workman's previous experience include

working as a teacher's aide for elementary school students in Waianae and on the mainland. Mr. Workman is currently completing his Bachelor's degree.

**Intake Supervisor (Serena Pascual):** Ms. Pascual assists with, among other duties, overseeing intake staff and intake services. She closely monitors intakes and properly approves each one with the type and level of service and compiling reports of the same. Ms. Pascual first joined Volunteer Legal as a summer intern in the summer of 2017, returned as part-time intake specialist/law clerk during law school, and recently joined staff full time after graduating from the University of Hawaii, William S. Richardson School of Law.

**Intake Specialist (Christopher Bock):** Mr. Bock assists with, among other duties, intake, processing client documents, scheduling clients to clinic and running the Clinics. Mr. Bock recently joined Volunteer Legal in December of 2019 after working with Parents and Children Together (PACT) for the last six years as their Program Assistant.

**Intake Specialist (Rachel Kaluawa-Hauptu):** Ms. Kaluawa-Hauptu assists with, among other duties, intake, processing client documents, scheduling clients to clinic and running the Clinics. Ms. Kaluawa-Hauptu recently joined Volunteer Legal after working as an intake advocate at the Hawaii Disability Rights Center.

**Law Clerk (Jacob Tokunaga):** Mr. Tokunaga assists with, among other duties, intake, researching cases for Volunteer Legal's RACs program. Mr. Tokunaga first joined Volunteer Legal as a summer intern in the summer of 2018 and returned as part-time staff during law school. He is currently finishing his last year at University of Hawaii, William S. Richardson School of Law.

**Law Clerk (William Tew):** Mr. Tew assists with, among other duties, intake, processing client documents, scheduling clients to clinic, and researching cases for Volunteer Legal's RACs program. Mr. Tew first joined Volunteer Legal as a summer intern in the summer of 2019, and returned as part-time law clerk during the school year. He is currently in his 2L year at the University of Hawaii, Richardson School of Law.

Please see Attachment "E" for Position Descriptions and Attachment "F" for Current Staff Resumes.

## 2. Organization Chart

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



### **VOLUNTEER LEGAL SERVICES HAWAII**

#### **Organization Chart *GIA Proposed Staffing***

##### **Board of Directors**

Executive Director, *Angela Kuo Min, Esq.*

Administrative Assistant (*vacant*)

Program Director (*vacant*)

Pro Bono Coordinator, *Grant Teichman, Esq.*

Supervising Staff Attorney, *Aphirak Bamrungruan, Esq.*

Clinic Coordinator, *Beverlyn Siminia*

Paralegal – Family Law, *Asia May Madayag*

Paralegal – Re-Employment and Community Service, *Gilman Workman*

Intake Supervisor, *Serena Pascual*

Intake Specialist, *Christopher Bock*

Intake Specialist, *Rachel Kalauawa-Haupt*

Law Clerk (Part-Time), *William Tew*

Law Clerk (Part-Time), *Jacob Tokunaga*



### 3. Compensation

The applicant shall provide an annual salary range paid by the applicant to the three highest paid officers, directors, or employees of the organization by position title, not employee name.

Position	Annual Salary
Executive Director	\$73,500
Pro Bono Coordinator	\$51,500
Intake Supervisor	\$41,000

## VII. Other

### 1. Litigation

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

Volunteer Legal is not presently a party to any litigation.

### 2. Licensure or Accreditation

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

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

### 3. Private Educational Institutions

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

Not applicable.

#### **4. Future Sustainability Plan**

The applicant shall provide a plan for sustaining after fiscal year 2020-21 the activity funded by the grant if the grant of this application is:

- (a) Received by the applicant for fiscal year 2020-21, but

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

- (b) Not received by the applicant thereafter.

Volunteer Legal will maintain its pro bono program for as long as funding will allow. Volunteer Legal did not receive any monies from the State for the fiscal year 2017-2018 but was thankful to be recipient of the Purchase of Service Contract through the Judiciary in 2018 and 2019. However, due to lower available funds made available to Volunteer Legal, Volunteer Legal has had already reached out to numerous resources as well as dipped into reserves and reduced staff over the last year due to the lack of funding.

Volunteer Legal is a standalone legal service provider as it does not receive any federal funds from the Legal Services Corporation nor from the Hawaii State Bar Association as other pro bono programs do in other jurisdictions. As such, Volunteer Legal will continue pursuing private donations from foundations, firms, and/or individuals from the state of Hawaii as it has done in 2019. Volunteer Legal will, although minimal amounts, continue with its ongoing fundraising campaigns throughout the year such as giving on Amazon. Volunteer Legal will also raise funds at its annual fundraiser – this year being its 6<sup>th</sup> annual.

Volunteer Legal also continues to work with other service providers who do receive federal and/or other funding that Volunteer Legal is thereafter able to contract

with. Volunteer Legal will continue to rely on its portion of the Indigent Legal Assistance Fund and the Interest on Lawyer Trust Accounts each year. While we are gracious for those funds, those amounts cannot keep Volunteer Legal's pro bono program running and does not provide Volunteer Legal the ability to expand its pro bono program to rural areas and neighbor islands.

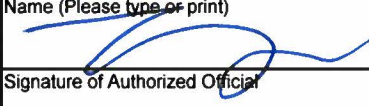
Volunteer Legal understands that the State alone cannot fund the entire program, but Volunteer Legal cannot continue to exist and operate without the stable funding from the state to support the high demand by Hawaii residents. As such, Volunteer Legal submits this grant request to continue its work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

**ATTACHMENT "A"**  
**Budget Request by Source of Funds**

## BUDGET REQUEST BY SOURCE OF FUNDS

Period: July 1, 2020 to June 30, 2021

Applicant: VOLUNTEER LEGAL SERVICES HAWAII

BUDGET CATEGORIES	Total State Funds Requested (a)	Total Federal Funds Requested (b)	Total County Funds Requested (c)	Total Private/Other Funds Requested (d)
<b>A. PERSONNEL COST</b>				
1. Salaries	156,975			
2. Payroll Taxes & Assessments	12,295			
3. Fringe Benefits	22,735			
<b>TOTAL PERSONNEL COST</b>	<b>192,005</b>			
<b>B. OTHER CURRENT EXPENSES</b>				
1. Airfare, Inter-Island	2,000			
2. Insurance	7,000			
3. Lease/Rental of Equipment	8,000			
4. Lease/Rental of Space	22,000			
5. Staff Training	500			
6. Supplies	6,000			
7. Telecommunication	7,000			
8. Utilities	5,495			
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<b>TOTAL OTHER CURRENT EXPENSES</b>	<b>57,995</b>			
<b>C. EQUIPMENT PURCHASES</b>	<b>0</b>			
<b>D. MOTOR VEHICLE PURCHASES</b>	<b>0</b>			
<b>E. CAPITAL</b>	<b>0</b>			
<b>TOTAL (A+B+C+D+E)</b>	<b>250,000</b>			
<b>SOURCES OF FUNDING</b>		Budget Prepared By:		
(a) Total State Funds Requested	250,000	ANGELA KUO MIN	808-522-0684	
(b) Total Federal Funds Requested	0	Name (Please type or print)	Phone	
(c) Total County Funds Requested	0		1-13-2020	
(d) Total Private/Other Funds Requested	0	Signature of Authorized Official	Date	
<b>TOTAL BUDGET</b>	<b>250,000</b>	ANGELA KUO MIN, EXECUTIVE DIRECTOR Name and Title (Please type or print)		

**ATTACHMENT "B"**  
**Personnel Salaries and Wages**

## BUDGET JUSTIFICATION - PERSONNEL SALARIES AND WAGES

Period: July 1, 2020 to June 30, 2021

Applicant: VOLUNTEER LEGAL SERVICES HAWAII

POSITION TITLE	FULL TIME EQUIVALENT	ANNUAL SALARY A	% OF TIME ALLOCATED TO GRANT REQUEST B	TOTAL STATE FUNDS REQUESTED (A x B)
Executive Director	1	\$75,000.00	20.00%	\$ 15,000.00
Administrative Assistant	1	\$30,000.00	25.00%	\$ 7,500.00
Program Director	1	\$55,000.00	25.00%	\$ 13,750.00
Pro Bono Coordinator/Hawaii Online Pro Bono Administrator	1	\$53,000.00	75.00%	\$ 39,750.00
Supervising Staff Attorney - Clinic	0.5	\$32,500.00	75.00%	\$ 24,375.00
Program Coordinator/Intake Supervisor	1	\$45,000.00	25.00%	\$ 11,250.00
Clinic Coordinator	1	\$38,000.00	25.00%	\$ 9,500.00
Paralegal - Family Law	1	\$33,000.00	25.00%	\$ 8,250.00
Paralegal - Re-Employment and Community Service (RACS)	1	\$33,000.00	25.00%	\$ 8,250.00
Intake Specialist	1	\$31,200.00	25.00%	\$ 7,800.00
Intake Specialist	1	\$31,200.00	25.00%	\$ 7,800.00
Law Clerk (Part-Time)	0.33	\$7,500.00	25.00%	\$ 1,875.00
Law Clerk (Part-Time)	0.33	\$7,500.00	25.00%	\$ 1,875.00
				\$ -
<b>TOTAL:</b>				<b>156,975.00</b>
<b>JUSTIFICATION/COMMENTS:</b>				

**ATTACHMENT "C"**  
**Government Contracts and/or Grants**



**GOVERNMENT CONTRACTS, GRANTS, AND / OR GRANTS IN AID**

Applicant: VOLUNTEER LEGAL SERVICES HAWAII

Contracts Total: 828,707

	<b>CONTRACT DESCRIPTION</b>	<b>EFFECTIVE DATES</b>	<b>AGENCY</b>	<b>GOVERNMENT ENTITY (U.S. / State / Haw / Hon / Kau / Mau)</b>	<b>CONTRACT VALUE</b>
1	Judiciary POS	7/1/19-6/30/20	The Judiciary	State	250,000
2	Judiciary POS	9/1/18-6/30/19	The Judiciary	State	165,000
3	Judiciary POS	9/1/16-6/30/17	The Judiciary	State	263,359
4	Hawaii County (projected)	7/1/20-6/30/21	Hawaii County	Hawaii County	8,000
5	Hawaii County	7/1/19-6/30/20	Hawaii County	Hawaii County	8,375
6	Hawaii County	7/1/18-6/30/19	Hawaii County	Hawaii County	6,425
7	Hawaii County	7/1/17-6/30/18	Hawaii County	Hawaii County	9,250
8	City & County CDBG	11/1/19-3/31/20	Honolulu County	Honolulu County	68,298
9	State GIA	7/1/18-6/30/19	Department of the Attorney General; Crime Prevention and Justice Assistance Division	State	50,000
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**ATTACHMENT "D"**  
**Balance of Current Assets**  
**as of December 31, 2019**

# Volunteer Legal Services Hawaii

## Statement of Financial Position

As of December 31, 2019

	As of Dec 31, 2019	Total As of Dec 31, 2018 (PY)	Change
<b>ASSETS</b>			
<b>Current Assets</b>			
<b>Bank Accounts</b>			
1003 Central Pacific Bank - IOLTA	\$ 3,658.25	\$ 4,233.25	\$ (575.00)
1006 Central Pacific Bank - Saving	203,979.32	703,927.02	(499,947.70)
1011 Central Pacific Bank - Checking	243,948.77	383,315.97	(139,367.20)
1012 CPB CD 0069	251,115.75		251,115.75
1013 CPB CD 0070	250,000.00		250,000.00
1014 CPB CD 0994	250,000.00		250,000.00
1020 First Hawaiian Bank (Weinberg)	200,000.00	200,000.00	-
<b>Total Bank Accounts</b>	<b>1,402,702.09</b>	<b>1,291,476.24</b>	<b>111,225.85</b>
<b>Accounts Receivable</b>			
1200 Grant Receivable	95,054.71	182,687.50	(87,632.79)
1210 Other Receivables	-	3,804.80	(3,804.80)
<b>Total Accounts Receivable</b>	<b>95,054.71</b>	<b>186,492.30</b>	<b>(91,437.59)</b>
<b>Other Current Assets</b>			
1500 Pre-Paid	5,135.34	4,891.55	243.79
<b>Total Other Current Assets</b>	<b>5,135.34</b>	<b>4,891.55</b>	<b>243.79</b>
<b>Total Current Assets</b>	<b>1,502,892.14</b>	<b>1,482,860.09</b>	<b>20,032.05</b>
<b>Fixed Assets</b>			
1605 Lease Improvement	120,712.84	120,712.84	-
1700 Equipment	77,620.73	77,620.73	-
1701 Furniture	21,997.28	21,997.28	-
1705 Bldg Accumulated Depreciation	(116,492.84)	(114,382.72)	(2,110.12)
1715 Accumulated Depreciation	(99,366.38)	(95,764.21)	(3,602.17)
<b>Total Fixed Assets</b>	<b>4,471.63</b>	<b>10,183.92</b>	<b>(5,712.29)</b>
<b>Other Assets</b>			
1800 Security Deposit	3,918.00	3,831.00	87.00
<b>Total Other Assets</b>	<b>3,918.00</b>	<b>3,831.00</b>	<b>87.00</b>
<b>TOTAL ASSETS</b>	<b>\$ 1,511,281.77</b>	<b>\$ 1,496,875.01</b>	<b>\$ 14,406.76</b>
<b>LIABILITIES AND EQUITY</b>			
<b>Liabilities</b>			
<b>Current Liabilities</b>			
<b>Accounts Payable</b>			
2000 Accounts Payable	\$ 4,245.19	\$ 2,708.99	\$ 1,536.20
<b>Total Accounts Payable</b>	<b>4,245.19</b>	<b>2,708.99</b>	<b>1,536.20</b>
<b>Other Current Liabilities</b>			
2110 Accrued Vacation	6,767.86	6,767.86	-
2111 Accrued Payroll	17,756.17	11,249.70	6,506.47
2200 Client Trust	820.00	650.00	170.00
2400 Deferred Income	70,011.62	182,176.21	(112,164.59)
<b>Total Other Current Liabilities</b>	<b>95,355.65</b>	<b>200,843.77</b>	<b>(105,488.12)</b>
<b>Total Current Liabilities</b>	<b>99,600.84</b>	<b>203,552.76</b>	<b>(103,951.92)</b>
<b>Total Liabilities</b>	<b>99,600.84</b>	<b>203,552.76</b>	<b>(103,951.92)</b>
<b>Equity</b>			
3000 Net Asset Closing	804,916.48	804,916.48	-
3030 Retained Earnings	488,405.77	323,684.90	164,720.87
Net Revenue	118,358.68	164,720.87	(46,362.19)
<b>Total Equity</b>	<b>1,411,680.93</b>	<b>1,293,322.25</b>	<b>118,358.68</b>
<b>TOTAL LIABILITIES AND EQUITY</b>	<b>\$ 1,511,281.77</b>	<b>\$ 1,496,875.01</b>	<b>\$ 14,406.76</b>

**ATTACHMENT "E"**  
**Position Descriptions**

## **POSITION DESCRIPTION: EXECUTIVE DIRECTOR**

### **General Responsibilities**

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

### **Duties**

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

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

### **Required Qualifications**

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

## **POSITION DESCRIPTION: ADMINISTRATIVE ASSISTANT**

### **General Responsibilities**

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

### **Duties**

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

## **POSITION DESCRIPTION: PROGRAM DIRECTOR**

### **General Responsibilities**

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

### **Duties**

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

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



## **POSITION DESCRIPTION: PRO BONO COORDINATOR**

### **General Responsibilities**

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

### **Duties**

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

## **POSITION DESCRIPTION: SUPERVISING STAFF ATTORNEY**

### **General Responsibilities**

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

### **Duties**

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

## **POSITION DESCRIPTION: CLINIC COORDINATOR**

### **General Responsibilities**

Reporting to the Pro Bono Program Manager, the Intake Coordinator is responsible for developing, implementing and coordinating a statewide system for efficient screening of potential clients for legal services; conducting intake for potential clients; and supporting the staff attorneys in implementing and coordinating intake, direct services, special projects and outreach.

### **Duties**

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

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

## **POSITION DESCRIPTION: FAMILY LAW PARALEGAL**

### **General Responsibilities**

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

### **Duties**

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

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

### **Required Qualifications**

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

**POSITION DESCRIPTION: RE-EMPLOYMENT AND COMMUNITY SERVICE  
("RACS") PARALEGAL**

**General Responsibilities**

The RACS Paralegal is responsible for coordinating the RACS Program, conduct RACS information sessions and supervise RACS volunteers. He/she will also provide paraprofessional support to Staff Attorney/Project Coordinator and volunteer attorneys representing RACS participants; helping enter and compile RACS Program data and information for service as well as evaluation and reporting purposes; and providing other administrative support for the Program.

**Duties**

This position will be interviewing and assisting participants receiving services and serve as the primary contact person for RACS participants. He/she will conduct legal research as requested by the Staff Attorney/Project Coordinator 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 I/Project Coordinator, Senior 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 Staff Attorney/Project Coordinator or Senior Staff Attorney.

**Required Qualifications:**

The RACS paralegal must be a graduate of an ABA-approved two year paralegal program. 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;

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

**General Responsibilities**

Reporting to the Program Manager, the Intake Coordinator is responsible for developing, implementing and coordinating a statewide system for efficient screening of potential clients for legal services; conducting intake for potential clients; and supporting the staff attorneys in implementing and coordinating intake, direct services, special projects and outreach.

**Duties**

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

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



## **POSITION DESCRIPTION: INTAKE SPECIALIST**

### **General Responsibilities**

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

### **Duties**

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

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

### **Required Qualifications**

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

**ATTACHMENT "F"**  
**Current Staff Resumes**

## ANGELA KUO MIN

545 Queen Street, Suite 100 ▪ Honolulu, HI 96813

### BAR ADMISSION

State Bar of California (inactive), Admitted 2011

State Bar of Hawai'i, Admitted 2012

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

### ACCREDITATION & LICENSURE

United States Department of Veterans Affairs, Accredited Attorney

Notary Public, State of Hawai'i

### WORK EXPERIENCE

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

##### *Executive Director (12/17-Present)*

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

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

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

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

##### *Associate Attorney*

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

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

*Contract Attorney*

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

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

*Professor/Adjunct Faculty*

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

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

*Adjunct Faculty*

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

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

*Professor/Adjunct Faculty*

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

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

*Law Clerk*

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

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

*Legal Extern*

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

**EDUCATION**

**University of La Verne College of Law**

Juris Doctorate - 2010

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

**University of California at Santa Barbara**

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

**COMMUNITY WORK:**

Hawai'i Legal Services Provider Consortium  
Access to Justice Commission - Pro Bono Initiatives Task Force (2017-Present)

**LANGUAGES:**

Fluent in English and conversant in Chinese (Mandarin)

**COMPUTER SKILLS:**

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

# Grant Tuck Sun Teichman

## PROFESSIONAL EXPERIENCE

**Pro Bono Coordinator, Volunteer Legal Service Hawaii (VLSH); Honolulu, HI – 2018-Present**  
Responsible for the day-to-day administrative operation and processing of potential new matters within the Pro Bono Referral Program. Oversees pro bono case placement and works with volunteer attorneys and staff to identify the scope of work for new pro bono matters.

### **Key Contributions:**

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

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

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

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

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

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

## APPOINTED POSITIONS

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

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

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

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

## EDUCATION

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

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

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

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

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

## AWARDS & NOMINATIONS

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

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

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**PROFESSIONAL EXPERIENCE**

Volunteer Legal Services Hawaii, Honolulu, HI

Supervising Staff Attorney

January 2014 – Present

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

Volunteer Legal Services Hawaii, Honolulu, HI

Staff Attorney

January 2013 – January 2014

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

Hawaii Civil Rights Commission, Honolulu, Hawaii

Investigator

August 2012 – January 2013

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

Law Office of Aphirak Bamrungruan, Honolulu, Hawaii

Solo Practitioner

July 2011 – August 2012

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

Domestic Violence Action Center, Honolulu, Hawaii

Staff Attorney

May 2008 – February 2011

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

Smith and Sturdivant, LLLC, Honolulu, Hawaii

Associate Attorney

September 2007 – April 2008

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

### EDUCATION

UNIVERSITY OF HAWAII, Honolulu, Hawaii

August 2005 – May 2007

Juris Doctor and Pacific Asian Legal Study Certification.

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

UNIVERSITY OF HAWAII, Honolulu, Hawaii

August 2004 – May 2005

Master of Laws (LL.M.)

INSTITUTE OF LEGAL EDUCATION, Bangkok, Thailand

June 1999 – December 2000

Barrister-at-Law

THAMMASAT UNIVERSITY, Bangkok, Thailand

June 1995 – February 1999

Bachelor of Laws (LL.B.)

### CERTIFICATIONS, MEMBERSHIPS, AND AFFILIATIONS

Hawaii State Bar Association

U.S. District Court, District of Hawaii

Hawaii Family Law Section

American Bar Association

Thai Bar Association

## **BEVERLYN SIMINA**

545 QUEEN ST. STE 100, HONOLULU, HAWAII 96813  
PHONE: (808) 528-7046 | EMAIL: BEVERLYN@VLSH.ORG

### **EDUCATION**

**University of Hawai'i at Mānoa | William S. Richardson School of Law, Honolulu, Hawai'i**  
J.D. Candidate, Expected May 2020

**University of Hawai'i at Hilo, Department of Administration of Justice, Hilo, Hawai'i**  
B.A., *Administration of Justice and Philosophy*, (Dec. 2006)

### **WORK EXPERIENCE**

**Volunteer Legal Services Hawai'i, Honolulu, Hawai'i (Jun. 2019– Present)**  
*Clinic Coordinator*

- Interview prospect clients and obtain necessary information about matters they need help with
- Recruit attorneys to provide legal advice to clients qualified for pro bono service
- Recruit attorneys to volunteer for legal clinics

**Hawai'i Army National Guard, Wahiawa, Hawai'i (Apr. 2015 – Present)**  
*Logistic Specialist (E-4)*

- Dispatching vehicles to soldiers
- Creating and closing Job Work Orders forms
- Printing and filing of Preventive Maintenance Check Services forms
- Review forms for accuracy before filing
- Provide administrative support to Non-Commission Officers & Officers

**Dynamic Language Services Washington, Seattle, Washington (Jun. 2008 – Present)**  
*Translator-Independent Contractor*

- Translating documents from English to Chuukese for clients in Washington State.

**Hawaii Immigrant Justice Center-Legal Aid Society, Hawai'i, (Jun. 2018 – Aug. 2018)**  
*Law Clerk*

- Interviewed clients to obtain essential information for applications
- Drafted Declaration and Affidavits for clients who were domestic violence victims
- Prepared immigration forms for clients such as Naturalization forms, Employment Authorization application, Petitions for Adjustment of Status, etc
- Provided interpretation assistance and translating letters for Chuukese clients who seek help from Hawaii Immigrant Justice Center
- Conducting legal research on topics assigned by supervisor

**Volunteer Legal Services Hawai'i, Honolulu, Hawai'i (Jun. 2012 – Aug. 2017)**  
*Paralegal / Clinic Supervisor*

- Recruited attorneys to meet/speak with clients-in person or via telephone
- Maintained and update clinic schedule and assist in filling vacancies in clinic calendar



- Coordinated and staffed of legal clinics
- Coordinated various Pro Se workshops including Uncontested Divorce Workshop and Guardianship Workshops
- Prepared and reviewed divorce documents for clients
- Responsible for making sure clients' divorce packets file at the Family Court
- Scheduling and coordinating interpreters for LEP (Limited English Person) clients
- Provided Interpretation assistances for Chuukese clients who seek help from VLSH
- Translated Advance Health Care Directive forms and Power of Attorney from English to Chuukese
- Prepared various legal forms for clients including Petitions for Guardianship, Paternity packets, Divorce Packets and Adoption Petitions

*Intake Specialist/Clinic Coordinator (Dec. 2007 – May 2012)*

- Reviewed, amended and maintained current Intake Procedure manuals
- Conducted intake with clients via telephone and/or in person
- Scheduled and coordinated meetings between clients and attorneys
- Send conflict checks and cases information to attorneys
- Recruited attorneys to provide free service to clients
- Gathered intake data to assist Director of Legal Services in reporting requirements

**COMMUNITY SERVICE**

**Mediation Center of the Pacific, Honolulu, Hawai'i**

*Volunteer/Mediator (Mar. 2019 – Present)*

**Hawai'i Family Engagement Center, Honolulu, Hawai'i**

*Advisory Committee Member (May 2019 - Present)*

**Legal Aid Society of Hawaii, Honolulu, Hawai'i (Dec. 2017; Jul. 2019)**

*Volunteer / Interpreter at Employment Authorization Document Workshop*

*Volunteer / Prepared applications for Employment Authorization Document Workshop attendees*

**Volunteer Legal Services Hawaii, Honolulu, Hawai'i**

*Volunteer Intake Specialist (Dec. 2018)*

*Volunteer / Clinic Coordinator at Waianae Legal Pop-Up Clinic (Oct. 2017)*

*Volunteer Tax Preparer at VITA Program (Jan. 2008 – Apr. 2008; Jan. 2009 – Apr. 2009)*

**Access to Justice Conference, Honolulu, Hawai'i**

*Panelist on the Access to Justice Conference – Language Barrier (Jun. 2015)*

**SKILLS/CERTIFICATIONS**

- Bi-lingual (English/Chuukese)
- Notary Public (2008 - Present)
- Certified Tax Preparer (2009 – 2011)
- Certified Domestic Violence Advocate (Jun. 2018)
- Certified Mediator (Mar. 2019)

# Asia May I. Madayag

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

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## Work Experience

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

**Intake Specialist/UDA Paralegal** December 11, 2017 - Present

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

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

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

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

**Honolulu Police Department**

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

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

## Education

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

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

# GILMAN WORKMAN

545 Queen Street Suite 100  
Honolulu HI 96813

## CORE COMPETENCIES

Proficient in Microsoft and Outlook  
Interpersonal Communication Skills  
Ability to Work Independently  
Accountable

Culturally Sensitive and Respectful  
Ability to Handle Large Tasks  
Highly Dependable  
Time Management Abilities

Accountable and Inquisitive  
Team Player  
Adaptability  
Problem-Solving Skills

## EMPLOYMENT EXPERIENCE

PARALEGAL-RACS PROGRAM | VOLUNTEER LEGAL SERVICES HAWAII, HONOLULU  
SEPTEMBER 2019-PRESENT

- Conduct telephone and in-person interviews with potential participants to determine qualification.
- Screen applicants' income and asset levels and their legal issue to determine eligibility for services.
- Communicates with project staff to coordinate legal services and assist in facilitating legal services.
- Organize and conducts clinics with volunteer attorneys to provide legal services to clients.

WAREHOUSE DRIVER/VEHICLE MAINTENANCE | OHANA CONTROL SYSTEMS INC., HONOLULU  
OCTOBER 2018-SEPTEMBER 2019

- Drive a variety of vehicles to make drop offs and pick up throughout the island.
- Catalogue and restock inventory, receipts, and other office equipment.
- Manage maintenance of all company vehicles.
- Transport heavy equipment and tools.

TEACHER'S ASSISTANT/ PE TEACHER | ADVENTIST MALAMA ELEMENTARY SCHOOL, HONOLULU  
NOVEMBER 2016-OCTOBER 2018

- Teacher's assistant to grades K-3.
- Planned various activities for outdoor school.
- Graded papers and prepared instructional materials for lead teacher.
- Assisted in supervising snack, lunch, and recess.
- Participated and lead out in pre and post school activities.
- Tutored math and reading for grades K-8 summer school.

TEACHER'S ASSISTANT/ PE TEACHER/ FRONT DESK ADMIN | EL PASO ADVENTIST JUNIOR ACADEMY, EL PASO  
JULY 2010-JUNE 2016

- Reinforced lessons presented by teachers by reviewing materials with students.
- Enforced school and class rules to help teach students proper behavior.
- Welcomed visitors by greeting them, in person or on the phone as well as answered or referred inquiries.
- Provided support to staff members when needed.

## EDUCATION

Currently enrolled at Kapiolani Community College

2019-Present

- Obtaining AA

Southwestern Adventist University

2008-2010

- Communications and Education
- Treasurer for Psychology and Education Department

# Serena Makaiwi Pascual

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

## Education

**JURIS DOCTOR | MAY 12, 2019 | WILLIAM S. RICHARDSON SCHOOL OF LAW, UNIVERSITY OF HAWAII AT MANOA**

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

Major: English

## Employment

**PROGRAMS COORDINATOR/INTAKE SUPERVISOR | VOLUNTEER LEGAL SERVICES HAWAII | AUGUST 12, 2019-PRESENT**

- Review intake applications conducted by intake staff to ensure all necessary information has been gathered. Follow up with clients if more information is needed.
- Create clinics on Legal Server and schedule clients to clinic appointments.
- Conduct telephone and in-person interviews with potential clients and determine the merit of their case and eligibility for services.
- Manage the Re-Employment and Community Service Work (RACS) Program: Review traffic ticket research prepared by RACS staff, meet with potential RACS clients to review traffic ticket research and to sign Motions, prepare Motions, file Motions, schedule Volunteer Attorneys to RACS Hearings, attend RACS Hearings with clients and volunteer attorney, generate reports reflecting monthly or quarterly activities in the RACS program and assist in recruiting volunteer attorneys for RACS program.
- Assist in Community Outreach.
- Attend staff meetings and aid staff and volunteer attorneys at in-office and pop up clinics.

**LAW CLERK/INTAKE SPECIALIST | VOLUNTEER LEGAL SERVICES HAWAII | JANUARY 8, 2018-MAY 24, 2019**

- Conducted telephone and in-person interviews with potential clients and determined the merit of their case and eligibility for services.
- Answered incoming telephone calls and walk-ins from potential clients.
- Initiated the collection of documents and forms from potential and current clients; ensured that every potential client had the proper documents and information within the computer database and that their status was properly updated.
- Managed and tracked referrals and intake outcomes.
- Attended staff meetings and aided staff and volunteer attorneys at in-office and pop up clinics.

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

- Secretarial duties included but were not limited to: opening files, data entry, assisting clients with filling out paperwork, ordering office supplies, answering telephone calls and speaking to potential clients, taking telephone messages, transmitting legal documents by regular mail, certified mail, email or fax, mailing out client invoices, closing files and sending files to storage as well as retrieving files from storage, scheduling events/meetings on the office calendar, calling clients to replenish delinquent trust accounts, etc.
- Paralegal duties included but were not limited to: recording the Attorney's Dictations, assisting the Attorney with drafting and preparing legal documents, preparing exhibits for hearings and trials, meeting with clients, speaking with clients and opposing counsel over the telephone, communicating with certain agencies such as the Child Support Enforcement Agency and the Kapolei Courthouse, communicating with our sheriff/process servers in regards to service

of legal documents, communicating with our process servers in regards to documents we are filing with the court, occasionally traveling to Family Court to file documents, etc.

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

- Organizing, preparing and teaching a wide variety of aquatic programs.
- Organizing the pool schedule for public use.
- Organizing the pool use for the Summer Fun Program.
- Managing the pool attendants and creating their work schedules.
- Managing the budget allotted to the pool attendants for the summer.
- Ensuring that the pool remain a clean, safe, and harmonious environment.

**VOLUNTEER/PRO BONO WORK**

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

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

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

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

**CERTIFICATES/SKILLS/AWARDS**

- ACCELERATED DIVORCE MEDIATION TRAINING (MEDIATION CENTER OF THE PACIFIC)
- MEDIATION APPRENTICE OF THE YEAR 2018 (MEDIATION CENTER OF THE PACIFIC)
- MANAFORM, FAMILY LAW LEGAL DOCUMENTS, LEGAL SERVER

# Christopher Bock

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545 Queen Street,  
Suite 100  
Honolulu, HI 96813

- Kaimuki High School. 2705 Kaimuki Avenue, Honolulu, Hawaii 96816. Phone: 733-4900. Attended from 2010 to 2011. Graduated in 2011
- Kalaheo High School. 730 Iliaina, Kailua, Hawaii 96734. Phone: 254-7900. Attended from 2007 to 2010
- Attended Kapiolani Community College. 4303 Diamond Head Road, Honolulu, Hawaii 734-9000
- Technology for Untapped Talent. 720 Iwilei Road, #101B

## Extracurricular Activities

- Kaimuki High School Performing Arts Center (12<sup>th</sup> grade) - operated sound booth for drama productions.
- Various volunteer work at Calvary By the Sea Lutheran Church
- Winners Camp (Both as a camper and as a staff)

## Work Experience

Calvary By the Sea Lutheran Church. 5339 Kalaniano'le Hwy, Honolulu, HI 96821. Phone: 377-5477. Title: Child care provider Job duties: Take care of young children while parents attend church services. From 2007 to 2011

Zippy's Kahala. 134 Wai'ala'e Avenue, Honolulu, HI 96816. Phone: 733-3730. Title: Counter employee Job duties: Packing orders, phone answering, taking orders, cashiering, operating bakery, and various customer interactions. From 2011 to 2014

Parents and Children together. 1485 Linapuni Street, Suite 109, Honolulu, Hawaii 96819 Phone: 842-7093. Title: Program Assistant, Job duties: Various woodworking, designing, minor case management, paperwork, assisting client needs and teaching responsibilities. From 2013-2019

Volunteer Legal Services. 545 Queen Street, Suite 100, Honolulu, HI 96813, Phone: 528-7046 Title: Intake specialist. Job duties: Performing intakes, Assisting client needs, Case notes, Phone calls, and Assessing qualifications

## Skills

Friendly, good with people, able to work well in groups, good with computers. Proficient at PowerPoint and Microsoft Word. Able to utilize varying power tools safely. Experienced at using computer design programs, CNC machines and laser cutters. Experienced at doing finish work on projects. Experienced with assisting teaching, teaching and monitoring classes. Experienced at writing and editing curriculum. Experienced at utilizing case management sites (Ehana). Experienced with PACT intake procedures. Experienced at minor case management procedures including contacting clients, monitoring client's status and following up with clients.

# RACHEL KALAUAWA- HAUPU

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To remain confident and calm in all situations. To help where help is needed and complete all tasks at hand in a timely matter with a positive attitude.

## EXPERIENCE

Intake Specialist ▪ December 2019- Present

Volunteer Legal Services Hawaii ▪ 545 Queen St.

Daily responsibilities include Handling incoming calls, Collecting Data for each case as needed, calling clients for follow-ups and providing friendly service.

Ross Stores▪ 500 N Nimitz Hwy.

Daily responsibilities include customer greetings, cash handling, returns and exchanges. I also do markdowns on certain days of the week with a rate of 98% efficiency.

Intake Advocate ▪ September 2018- June 2019

Hawaii Disability Rights Center ▪ 1132 Bishop Street # 2102

Daily responsibilities include Handling incoming calls, Collecting Data, holding meetings twice a week, creating files for clients with personal information, calling clients for follow-ups,

Customer Service Agent ▪ October 2017- December 2017

WestJet Aviation▪ 300 Rodgers Blvd.

Daily responsibilities include Guest Check-in, the Issuance of Boarding passes, adding remarks in our guest's reservation such as wheelchair/special needs, double checking passports as the flights are to and from Canada and we like to ensure no Customs error, tagging Baggage and making missing item claims.

Teacher aide/Cook ▪ March 2016 – April 2017

Kamaaina Kids ▪ 45 N. Judd St.

The responsibilities include daily participation in creative work, directing children back to the focus of schedule and times, patience, a nurturing attitude with a dose of firmness. When not in the class I prepared the catered breakfast and lunches.

Outreach Ambassador ▪ August 2014 – August 2016

Honolulu Community College ▪ 874 Dillingham Blvd.

The responsibilities include tours of Honolulu community college and the various services they have to offer, one on one guidance counseling in degree choices and options, application walk throughs and step by step process.

## EDUCATION

FALL 2019

ASSOCIATES IN HUMAN SERVICES , HONOLULU COMMUNITY COLLEGE

# William C. Tew

545 QUEEN STREET, SUITE 100 – HONOLULU, HI - 96813

## EDUCATION

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**University of Hawai'i at Mānoa | William S. Richardson School of Law** August 2018 - May 2021  
2515 Dole Street, Honolulu, HI 96822

- Juris Doctor
- 3.31 GPA
- Student Animal Legal Defense Fund – Vice President
- Advocates for Public Interest Law
- Phi Delta Phi – International Legal Honor Society

**Northern Arizona University** August 2016 - May 2018

South San Francisco Street, Flagstaff, AZ 86001

- Bachelor of Science, Political Science
- 3.84 Cumulative GPA, *cum laude*
- Dean's List Four Consecutive Semesters
- Study Abroad: Université Saint-Louis, Brussels, Belgium

**University of Arizona** May 2012 – July 2013

1200 East University Boulevard, Tucson, AZ 85721

- Political Science
- Regents High Honors Endorsement Scholarship, Full Tuition Waiver

## LEGAL EXPERIENCE

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**Volunteer Legal Services Hawai'i | Law Clerk/Intake Specialist** May 2019 – Current

545 Queen Street, Suite 100, Honolulu, HI | 808-528-7046

- Conducted research into client's traffic violations and summarized research by drafting exhibits in Excel.
- Drafted motions requesting traffic violation fines be converted to community service.
- Communicated with clients and collected information regarding potential legal claims.
- Assisted in community outreach events to advertise legal services to low/moderate income individuals.

**Elardo, Bragg and Rossi Attorneys at Law | File Clerk** November 2013 – April 2014

3001 East Camelback Road, Suite 130, Phoenix, AZ | 602-889-0272

- Organized and saved court documents, physically and electronically, for eight attorneys in a timely fashion.
- Performed numerous tasks to assist attorneys and streamline cases such as collecting documents and organizing them in folders and binders.
- Utilized a variety of office equipment and programs e.g. faxing, scanning, printing, copying, Microsoft Office, Microsoft Excel and Time Matters.

## OTHER WORK EXPERIENCE

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**Arizona Snowbowl | Ski Rental Technician** October 2016 – April 2017

9300 North Snow Bowl Road, Flagstaff, AZ | 928-779-1951

- Collected guest information to ensure they were appropriately and safely fitted for mountain activities.
- Applied ski and snowboard knowledge to assist guests in purchasing equipment that fit their skill level and physical attributes.
- Performed safety checks to clear hazardous conditions around the premises for guests.



**Jacob T. Tokunaga**

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**EDUCATION**

**William S. Richardson School of Law, University of Hawai'i at Manoa**

**Shidler College of Business, University of Hawai'i at Manoa**

**Juris Doctorate (J.D.)**

**Master of Human Resource Management (MHRM)**

- Graduation: December 2019 (application for degree submitted)
- National Labor & Employment Law Moot Court Team, 2019
- Cumulative G.P.A. 3.48 (as of Summer 2019)

**B.A., Sociology / B.A., Philosophy University of Hawai'i at Manoa May 2013**

- Cumulative G.P.A. 3.7
- *Dean's List*, Fall 2009, Fall 2010 – Fall 2012

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**PROFESSIONAL EXPERIENCE**

**Human Resources Specialist (Classification)**

**Human Resources Office (HRO), Hawaii National Guard**

November 2015 – Present

- Serve as the primary technical expert within the State to plan, develop, and direct the Human Resource Position Management and Pay Classification program for the National Guard Human Resource Office.
- Work closely with National Guard Bureau, Office of Technician Personnel to publish improved or updated position descriptions and evaluation statements for positions within the State.
- Analyze and evaluate the accuracy of all position descriptions within the Hawai'i National Guard Technician Program.
- Implement position classification principles to ensure mission requirements are met while still achieving optimum balance between economy, efficiency, skills utilization, and employee development.
- Respond to employee questions concerning proper pay classification, organizational structure, supervisory responsibility, merit based principles, and grievance or appeal procedures.
- Process a wide-range of personnel actions affecting position data, unit data, and personnel pay.
- Review and administer statewide policies and procedures relating to position classification, position management, merit based principles of competitive hiring, and required conditions of employment.
- Proficient in Microsoft Office applications: Word, Excel, Access, Outlook.

### **Law Clerk (Intermittent/Part-Time)**

#### **Volunteer Legal Services Hawaii**

May 2019 – Present, February 2018 – October 2018 (Pro Bono)

- Assist Re-employment and Community Service (RACS) program in processing clients' applications to improve employability by clearing traffic records of delinquent obligations and reinstating license to drive.
- Research traffic records for driving infractions, criminal violations, license stoppers, and bench warrants to determine eligibility for participation in program.
- Draft legal correspondence and motions in support of clients' request that courts waive and/or convert aggregate fines and fees into community service hours.
- Attend client meeting as needed to advise clients on program participation requirements and court processes.

### **Human Resources Assistant**

#### **Human Resources Office (HRO), Hawaii National Guard**

September 2014 – November 2015

- Process wide range of human resources transactions and provide technical assistance in executing actions related to employee relations, classification, recruitment and placement, and compensation program.
- Verify position data and requests for job vacancy announcements to ensure correctness and completeness.
- Draft job vacancy announcements ensuring full compliance with federal and state requirements.
- Review job applications and assess applicants' level of qualifications and completeness of application.
- Implement and review internal procedures and policies, providing recommendations for improvements.
- Draft, edit, and finalize a variety of correspondence addressed to employees within and outside of the organization.

### **Human Resources Specialist (42A MOS)**

#### **Hawaii Army National Guard**

September 2008 – Present

- Review and correct manpower reports during inactive duty training, annual training periods; reported Commander's Update Briefings (CUB) during staff exercises.
- Attend Military Decision Making Processes (MDMP) training, staff training exercises, and mission analysis briefings.
- Implement and manage personnel reporting processes and products during domestic operations and disaster response missions.
- Work with Readiness NCOs to ensure personnel reporting was conducted accurately, timely, and in line unit practices and policies; brief changes in personnel readiness to upper-level supervisors, to include staff officers and commanders.
- Prepare, update, and review performance evaluations and award recommendations.
- Draft and revise military and non-military correspondence IAW Army Regulation 25-50.
- Overall Armed Services Vocational Aptitude Battery score: 98 / 99.
- HHD, Joint Force Headquarters, Hawaii Army National Guard.

**Eligibility Worker**

**Helping Hands Hawaii. Honolulu, HI**

October 2013 – September 2014

- Conduct face-to-face intake interviews with applicants for financial assistance and rental assistance benefits.
- Determine applicant eligibility for grant funding based on applicable program guidelines and requirements.
- Process and maintain applications for short-term financial assistance payments.
- Respond to questions, concerns, and feedback received from Emergency Assistance Program (EAP) participants, vendors (i.e. landlords and utility companies), and other community partners in a timely, courteous, and professional manner.