

**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: \$ 300000

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: \$ 334000 (2022-2023)  
Federal: \$ 0  
County: \$ 9000  
Private/Other: \$ 195,000

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

\$ 765000  
Unrestricted Assets:  
\$ 1,114,000

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: Rachel Figueroa	Title: Executive Director
Email: rachel@vlsh.org	Phone: 808-522-0684

Federal Tax ID#:

State Tax ID#

Rachel Figueroa  
Authorized Signature

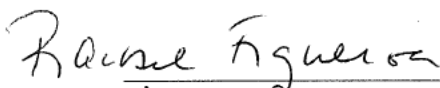
Rachel Figueroa, Executive Director  
Name and Title

January 20, 2022  
Date Signed

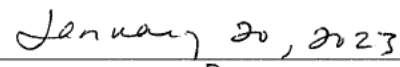
## Application Submittal Checklist

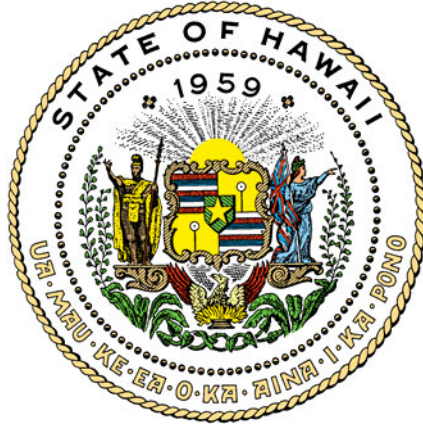
*The following items are required for submittal of the grant application. Please verify and check off that the items have been included in the application packet.*

- 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

  
AUTHORIZED SIGNATURE

RACHEL FIGUEROA,  
EXECUTIVE DIRECTOR  
PRINT NAME AND TITLE

  
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 20, 2022

Director of Commerce and Consumer Affairs

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

The undersigned authorized representative of the applicant certifies the following:

- 1) The applicant meets and will comply with all of the following standards for the award of grants pursuant to Section 42F-103, 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; and
- 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.
- 4) The use of grant-in-aid funding complies with all provisions of the Constitution of the State of Hawaii (for example, pursuant to Article X, section 1, of the Constitution, the State cannot provide "... public funds ... for the support or benefit of any sectarian or nonsectarian private educational institution...").

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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)

Rachel Figueroa  
(Signature)

January 20, 2023  
(Date)

RACHEL FIGUEROA  
(Typed Name)

EXECUTIVE DIRECTOR  
(Title)

## Application for Grants

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

### **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, 2022.

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 **\$300,000** 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 providing statewide civil legal services to Hawaii's low-and moderate income residents. 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 42nd year, Volunteer Legal has remained an important

thread in Hawaii's safety net of services for our kupuna, keiki, veterans, and for those 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 2022, Volunteer Legal conducted close to three thousand intakes and provided legal services ranging from advice and consult meetings to full representation at court. Several hundred individuals also received legal check-ups and legal education at outreach events.

Volunteer Legal is able to provide quality legal services through the generous donation of volunteer and pro bono services of attorneys across the state. Volunteer Legal has over 200 active volunteer attorneys who have generously donated over 2,288 hours in person, over the phone consults, and online. These services were valued at over \$800,000<sup>1</sup> in 2022.

2. The goals and objectives related to the request;

Volunteer Legal will continue to increase access to Hawaii's justice system, especially for the low and moderate income community of Hawaii. Going forward for 2023, Volunteer Legal's goals and objectives, include but are not limited to:

- A. Reducing the average wait time for participants to receive direct services from three (3) weeks to two (2) weeks with the additional intake staff;
- B. Re-establishing services to underserved and rural communities especially on neighbor islands through a series of Pop-Up Legal Clinics<sup>2</sup>: four (4) on Oahu, two (2) in Hawaii County, one (1) in Maui County, and one (1) in Kauai;

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<sup>1</sup> Based on an average Hawaii licensed attorneys' hourly rate of \$350 per hour.

<sup>2</sup> Due to Covid safety concerns, all in-person legal clinics were suspended since 2020. Services, however, were moved online. When safely able to do so, Volunteer Legal intends to resume in-person legal clinics and continue to bring clinics to underserved communities.

- C. Continuing the expansion of online technology including, but not limited to the 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);
- 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;

Although many regard Hawaii as a beautiful and desired place to live, in reality it is one of the most difficult places in the nation to live and survive, particularly among working-class residents. Low wages and high living costs make it difficult to “get by” in Hawaii. Many Hawaii residents work more than one job, live in a multigenerational house, and are on government assistance.

These residents face many of the same civil legal challenges as others including the need for estate planning, divorces, guardianships for disabled adults, and bankruptcies. Many of these individuals, however, lack the resources to hire attorneys to assist. Without this necessary assistance, unexpected events can balloon into personal and financial disruptions that push working-class families further behind.

In 2022, approximately 62% of those serviced by Volunteer Legal had incomes below 125% of the federal poverty guidelines and 34% of those serviced by Volunteer Legal had incomes between 126% and 250% of the federal poverty guidelines. For 2022, this meant a household of four must have had an annual gross income at or below \$79,800 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, 21% of Volunteer Legal's clients indicated he/she is a victim of domestic violence and 19% are homeless and/or not in permanent housing.

In 2022, Volunteer Legal qualified over 924 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 other agencies to address issues beyond Volunteer Legal's expertise and capacity. Volunteer Legal's clients needed assistance in family law (55%), estate planning (4%), bankruptcy (5%), district court related matters<sup>3</sup> (16%), veteran benefits (1%), and license reinstatement (16%). The remaining matters (3%) included, but not limited to, cases that involved the Intermediate Court of Appeals and Supreme Court.

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 and fills existing service gaps. In 2022, 11% of Volunteer Legal's clients were referred by Legal Aid, the only other civil legal service provider dedicated to providing legal services to the low income population. Because Volunteer Legal can accept clients who earn too much income to qualify for Legal Aid's services (but not enough to hire a private attorney), Volunteer Legal can sometimes serve the "gap group" of working class residents. In other cases, individuals may call Volunteer Legal to assist with services that Legal Aid does not provide (i.e. Estate Planning, Bankruptcy, Veteran Benefits). But for Volunteer Legal, many individuals would be left without access to the legal system.

Another popular service is Volunteer Legal's RACS program, which assists clients in reinstating drivers licenses through community service in lieu of payment of

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<sup>3</sup> District Court related matters include but are not limited to: landlord-tenant, collections, torts, and contract/warranties matters.



finer. This program has been so successful and well-known simply from the word of mouth of previous clients. Some notable cases include:

- Client appeared in-person at his RACS hearing and was accompanied by a VLSH volunteer attorney via Zoom to address 22 traffic cases. With \$2,170 owed to the court in traffic fines, he had an estimated fine conversion of 155 hours in Community Service and \$1,111 in possible court fees going into the hearing. With the help of the volunteer attorney, all tickets were successfully converted into approximately 155 hours of Community Service and all court fees were waived.
- Client appeared via Zoom at her RACS hearing and was accompanied by a VLSH volunteer attorney to address 17 traffic cases. With \$3,863 owed to the court in traffic fines, she had an estimated fine conversion of 265 hours in Community Service and \$1,120 in possible court fees going into the hearing. With the help of the volunteer attorney, all tickets were successfully converted into approximately 265 hours of Community Service and all court fees were waived.
- Client appeared via Zoom at his RACS hearing and was accompanied by a VLSH volunteer attorney to address 18 traffic cases. With \$2,115 owed to the court in traffic fines, he had an estimated fine conversion of 153 hours in Community Service and \$1,522 in possible court fees going into the hearing. With the help of the volunteer attorney, all his tickets were successfully converted into 153 hours of Community Service and all court fees were waived.
- Client appeared via Zoom at her RACS Hearing and was accompanied by a VLSH volunteer attorney to address 19 traffic cases. With \$2,660 owed to the court in traffic fines, she had an estimated fine conversion of 187 hours in Community Service and \$1,159 in possible court fees going into the hearing. With the help of the volunteer attorney, client's tickets were

successfully converted into approximately 187 hours of Community Service and all court fees were waived.

- Client appeared via Zoom at his RACS hearing and was accompanied by a VLSH volunteer attorney to address 7 traffic cases. With \$920 owed to the court in traffic fines, he had an estimated fine conversion of 68 hours in Community Service and \$731 in possible court fees going into the hearing. With the help of the volunteer attorney, client's tickets were successfully converted into approximately 68 hours of Community Service and all court fees were waived.

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 Pop-Up Clinics throughout the neighbor islands in the next year. Volunteer Legal held its first Pop-Up clinic, since the pandemic, in October 2022 at the FilCom Center in Waipahu.

### **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 are 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 the most popular topics Volunteer Legal educates the community on, are 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 2022, Volunteer Legal qualified approximately 924 individuals for services based on legal matter and income eligibility; 339 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. Although Covid safety concerns have created barriers to in-person services, Volunteer Legal has continued to provide clinic services on the phone or virtually. Volunteer attorneys are carefully matched with clients who are experiencing a legal issue within their area of practice, and are 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 their 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 2022, Volunteer Legal held over 220 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 via phone “virtual clinics” for Oahu and 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 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, and guardianship. In 2022, Volunteer Legal completed 20 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 or undergoing an uncontested procedural path.

**v. Pop-Up Legal Clinics**

Pop-Up Legal Clinics serve 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, childcare, and/or work scheduling limitations are unable to meet with volunteer attorneys face-to-face in the downtown Honolulu. Due to the impact of Covid, in-person Pop-Up Legal Clinics were suspended since 2020. However, Volunteer Legal held its first in-person Pop-Up Legal Clinic in October 2022. In 2023-2024, Volunteer Legal intends to continue to resume its series of in-person Pop-Up Legal Clinics. Although in-person Pop-Up Legal Clinics were mostly suspended from early 2020 to September

2022, Volunteer Legal continued to serve rural and targeted communities, such as Waianae, Hilo, Kailua-Kona, Wahiawa, Waipahu and Kalihi through the Neighborhood Legal Clinics on the phone or virtually.

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>4</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. Presently, there are over 114 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. These 114 registered attorneys answered a combined total of 2668 questions since the program’s creation.

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.

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<sup>4</sup> Hawaii Online Pro Bono website: <https://hawaii.freelegalanswers.org>



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
<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
<b>Pro Se Workshops</b>												
- Oahu	x		x		x		x		x		x	
- Maui County					x			x			x	
- Hawaii County	x			x			x			x		
<b>Pop-Up Clinics</b>												
- Oahu			x			x			x			X
- Maui										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>300</b>
Number of Self-Help Workshops (i.e. Uncontested Divorce Workshops, Guardianship)	<b>30</b>
Number of Cases Placed with Pro Bono Attorneys for Brief Services or Full Representation	<b>200</b>
Number of Pro Bono Volunteer Hours	<b>3000</b>
Number of Persons Served on Hawaii Online Pro Bono	<b>400</b>
Outreach Events in the Community	<b>15</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 (Link)(Attachment A)
  - b. Personnel salaries and wages (Link)(Attachment B)
  - c. Equipment and motor vehicles (Link)
  - d. Capital project details (Link)
  - e. Government contracts, grants, and grants in aid (Link)(Attachment D)
  
2. The applicant shall provide its anticipated quarterly funding requests for the fiscal year 2024.

Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total Grant
\$75,000	\$75,000	\$75,000	\$75,000	\$300,000

3. The applicant shall provide a listing of all other sources of funding that they are seeking for fiscal year 2024.
  - 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
  - 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.

See attachment “C”

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 2024 for program funding.

See attachment “D”

6. The applicant shall provide the balance of its unrestricted current assets as of December 31, 2022.

See attachment “E”

## **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 four (4) staff members licensed to practice within the State of Hawaii, one staff member licensed in the State of Oregon, and one who is also 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, and immigration. These attorneys are well connected with other practitioners, and can promote pro bono service and recruit colleagues.

Volunteer Legal's staff also includes one paralegal, three full-time and one part-time intake specialist. Volunteer Legal also has staff members who speak Spanish 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 on their own time.

Without Volunteer Legal's coordination of said services, private attorneys would not have volunteered and donated the 2288 hours that they did in 2022 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 may 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 almost 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:

- 2019-20 & 2022-23 The Judiciary, State of Hawaii Purchase of Services  
Contract to Serve Indigent individuals and households throughout the State of Hawaii with civil legal services.
- 2019-2020 City and County of Honolulu, Community Development Block Grant – to provide a series of legal clinics within underserved districts on Oahu.
- 2016-2022 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”). 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 many cases that have been matched through the program were prevailed for the client. It is hard enough for individuals to navigate the already difficult legal system, and much more difficult 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 specific Thursday evenings and Saturdays of each month. During Covid, the in-person Intakes, Clinics, and workshops were temporarily suspended, however our staff and/or volunteer attorneys have continued these services via phone or virtually. In-person services intakes will return in January 2023.

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 renewed its lease with HCDA and will continue operating in this location for at least another two 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 (*vacant*)
- Paralegal – Family Law; Full-time (*vacant*)
- Paralegal – RACS; Full-time
- Intake Supervisor; Full-time
- Intake Specialist; Full-time
- Intake Specialist; Full-time
- Intake Specialist; Full-time
- Intake Specialist; Full-time (*currently part-time*)
- Law Clerk, Part-time (*vacant*)

**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 (Rachel Figueroa):** Ms. Figueroa is licensed to practice law in the state of Hawaii. Ms. Figueroa is a graduate of University of Hawaii, William S. Richardson School of Law. Prior to joining Volunteer Legal, Ms. Figueroa practiced family law at Domestic Violence Action Center, and has worked and/or volunteered in other Non-Profits collectively for 20 years. Ms. Figueroa joined Volunteer Legal as the



Executive Director in January 2022. Ms. Figueroa manages and oversees the operations, programs, and financial management of the organization.

**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: Enhancing 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. Mr. Teichman also assists in the administration of the Hawaii Online Pro Bono Portal (HOP).

**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 (Serena Pascual):** Ms. Pascual conducts intake and interviews with new clients and oversees Clinic operations for Volunteer Legal. Ms. Pascual recruits volunteer attorneys, ensuring there is an ample pool of attorneys to meet the needs of Volunteer Legal's clients. Due to the shortage of staff, among other duties, Ms. Pascual also is the Program Coordinator, Intake Supervisor, and staff attorney for RACS and Restricted License Program. Ms. Pascual first joined Volunteer Legal as a summer intern in the summer of 2017, and returned as a part-time intake specialist/law clerk during law school. Ms. Pascual joined the staff full time after graduating from the University of Hawaii, William S. Richardson School of Law, and passed the Hawaii State Bar.

**Paralegal – Family Law (vacant):** The Family Law Paralegal assists with intake and provides project coordination and paralegal services for the Uncontested Divorce and Guardianship of Minors Self-Help Workshops.

**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 (vacant):** Intake Supervisor, among other duties, oversees intake staff and intake services. The Supervisor closely monitors intakes and properly approves each one with the type and level of service and compiling reports of the same. (Ms. Pascual, among other duties, has temporarily taken on the Intake Supervisor duties until the position can be staffed.)

**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 joined Volunteer Legal in December of 2019 after working with Parents and Children Together (PACT) for six years as their Program Assistant.

**Intake Specialist (Margo Mun):** Ms. Mun assists with, among other duties, intake, processing client documents, scheduling clients to clinic and scheduling clients to Clinics. Ms. Mun joined Volunteer Legal in October 2022. Ms. Mun has decades of customer service experience, in high paced and stressful environments, and recently completed a paralegal degree at Kapiolani Community College.

**Intake Specialist (Grety Moreira):** Ms. Moreira assists with, among other duties, intake, processing client documents, and scheduling clients to Clinics. Ms. Moreira joined Volunteer Legal in January 2022 after fifteen years as a legal assistant in the areas of, including but not limited to, immigration and bankruptcy law. Ms. Moreira has an Associates of

Science degree as a Legal Assistant, and is currently pursuing her Bachelors of Science through National University.

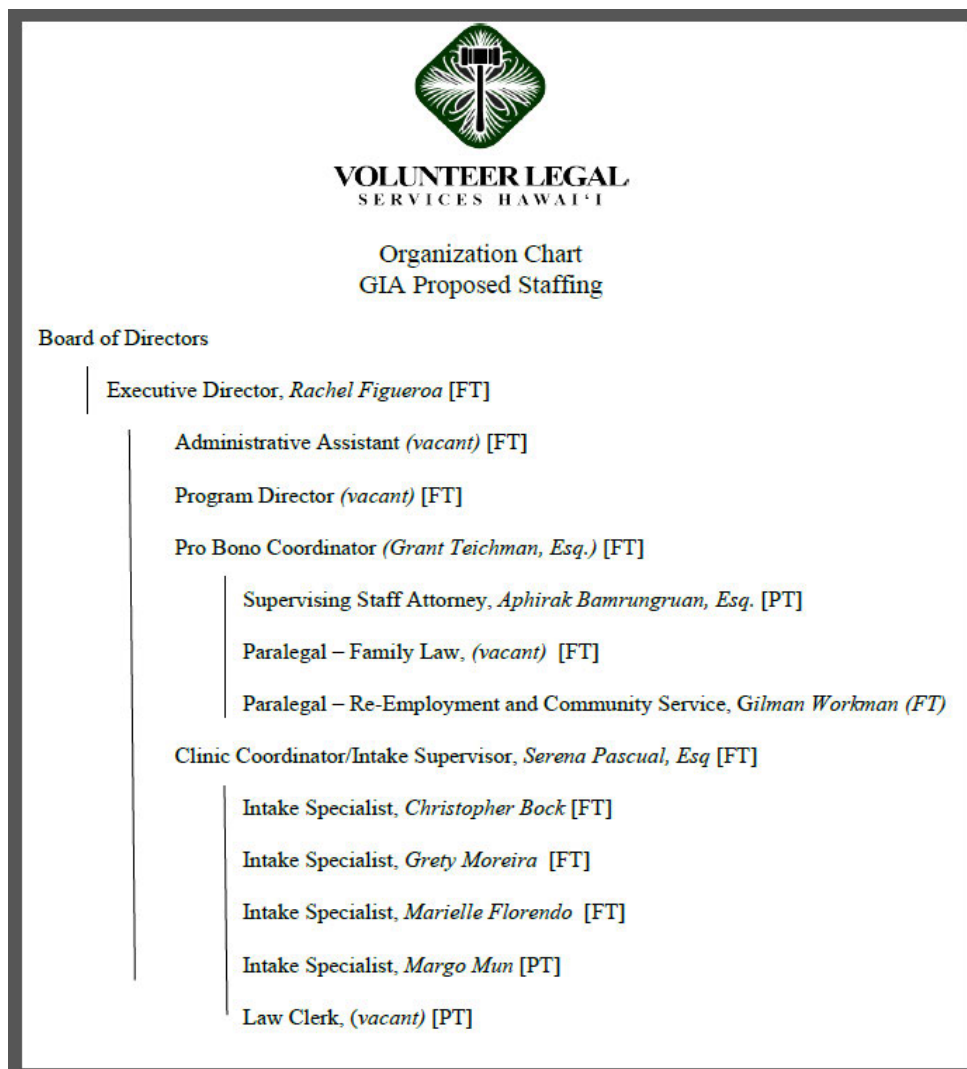
**Intake Specialist (Marielle Florendo):** Ms. Florendo assists with, among other duties, intake, processing client documents, and scheduling clients to Clinic. Ms. Florendo is a graduate Golden Gate University of Law, San Francisco, California and joined Volunteer Legal in January 2022. Ms. Florendo worked as a bankruptcy attorney and was an Appellate Court Judge for the Confederated Tribes of Warm Springs.

**Law Clerk (vacant):** Assists with, among other duties, intake, processing client documents, scheduling clients to clinic, and researching cases for Volunteer Legal's RACs program.

Please see Attachment "F" for Position Descriptions and Attachment "G" 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.



## 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	\$90,000
Pro Bono Coordinator	\$57,750
Intake Supervisor	\$47,500

## **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.

### **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 2023-24 the activity funded by the grant if the grant of this application is:

- (a) Received by the applicant for fiscal year 2023-24, but

Funding to Volunteer Legal will continue to assist 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 to navigate the legal system on their own. With state funding, Volunteer Legal would be able to restore itself to its pre-Covid position, and all monies from the State will go

directly to assisting the residents of Hawaii and the pro bono program, current and future, as described in this grant request and reach its goals for 2023 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 years 2020 and 2021 but was thankful to be recipient of the Purchase of Service Contract through the Judiciary for the fiscal year 2022 to 2023. Due to lower available funds made available to Volunteer Legal during the pandemic, Volunteer Legal reached out to numerous resources as well as dipped into reserves.

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 2022. Volunteer Legal will continue with its ongoing fundraising campaigns throughout the year and during its annual fundraiser.

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 grateful 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, 2023 to June 30, 2024

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)
A. PERSONNEL COST				
1. Salaries	178,302			
2. Payroll Taxes & Assessments	28,528			
3. Fringe Benefits	2,772			
<b>TOTAL PERSONNEL COST</b>	<b>209,602</b>			
B. OTHER CURRENT EXPENSES				
1. Airfare, Inter-Island	2,000			
2. Insurance	12,600			
3. Lease/Rental of Equipment	7,700			
4. Lease/Rental of Space	40,000			
5. Staff Training	500			
6. Supplies	2,000			
7. Telecommunication	2,500			
8. Utilities	6,300			
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				
<b>TOTAL OTHER CURRENT EXPENSES</b>	<b>73,600</b>			
C. EQUIPMENT PURCHASES				
D. MOTOR VEHICLE PURCHASES				
E. CAPITAL				
<b>TOTAL (A+B+C+D+E)</b>	<b>283,202</b>			
<b>SOURCES OF FUNDING</b>		Budget Prepared By:		
(a) Total State Funds Requested	300,000	RACHEL FIGUEROA	808 522 0684	
(b) Total Federal Funds Requested		Name (Please type or print) Phone		
(c) Total County Funds Requested		<i>Rachel Figueroa</i> 1/20/2023		
(d) Total Private/Other Funds Requested		Signature of Authorized Official Date		
<b>TOTAL BUDGET</b>	<b>300,000</b>	RACHEL FIGUEROA, EXECUTIVE DIRECTOR Name and Title (Please type or print)		

**ATTACHMENT “B”**  
**Personnel Salaries and Wages**

**BUDGET JUSTIFICATION - PERSONNEL SALARIES AND WAGES**

Period: July 1, 2023 to June 30, 2024

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	\$90,000.00	20.00%	\$ 18,000.00
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	\$57,750.00	75.00%	\$ 43,312.50
Supervising Staff Attorney - Clinic	0.5	\$22,500.00	75.00%	\$ 16,875.00
Program Coordinator/Intake Supervisor	1	\$47,500.00	30.00%	\$ 14,250.00
Paralegal - Family Law	1	\$38,000.00	25.00%	\$ 9,500.00
Paralegal - Re-Employment and Community Service (RACS)	1	\$38,000.00	25.00%	\$ 9,500.00
Clinic Coordinator	1	\$38,000.00	25.00%	\$ 9,500.00
Intake Specialist	1	\$34,240.00	25.00%	\$ 8,560.00
Intake Specialist	1	\$34,240.00	25.00%	\$ 8,560.00
Intake Specialist	1	\$34,240.00	25.00%	\$ 8,560.00
Intake Specialist	0.5	\$34,240.00	25.00%	\$ 8,560.00
Law Clerk (Part-Time)	0.33	\$7,500.00	25.00%	\$ 1,875.00
<b>TOTAL:</b>				<b>178,302.50</b>

**JUSTIFICATION/COMMENTS:**

# ATTACHMENT “C”

## Tax Credits

**TAX CREDIT**

Applicant: VOLUNTEER LEGAL SERVICES HAWAII

100,093

	<b>FEDERAL TAX CREDIT</b>	<b>Date</b>	<b>AGENCY</b>	<b>VALUE</b>
1	IRS Employee Retention Credit	Jan-22	IRS	100,093
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**ATTACHMENT “D”**  
**Government Contracts and/or Grants**

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

App: VOLUNTEER LEGAL SERVICES HAWAII

Contracts Total: 644,048

	<b>CONTRACT DESCRIPTION</b>	<b>EFFECTIVE DATES</b>	<b>AGENCY</b>	<b>GOVERNMENT ENTITY (U.S./State/Hawaii/ Honolulu/ Kauai/ Maui County)</b>	<b>CONTRACT VALUE</b>
1	Judiciary POS	7/1/19-6/30/20	The Judiciary	State	250,000
2	Judiciary POS	11/6/22-6/30/23	The Judiciary	State	300,000
3					
4	Hawaii County	7/1/21-6/30/22	Hawaii County	Hawaii County	8,000
5	Hawaii County	7/1/20-6/30/21	Hawaii County	Hawaii County	9,375
6	Hawaii County	7/1/19-6/30/20	Hawaii County	Hawaii County	8,375
7					
8					
9	City & County CDBG	11/1/19-3/31/20	Honolulu County	Honolulu County	68,298
10					
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**ATTACHMENT “E”**  
**Balance of Current Assets**  
**as of December 31, 2022**



Volunteer Legal Services Hawaii  
Statement of Financial Position  
As of December 31, 2022

	As of Dec 31, 2022	Total As of Dec 31, 2021 (PY)	Change
<b>ASSETS</b>			
Current Assets			
Bank Accounts			
1003 Central Pacific Bank - IOLTA	\$ 1,423.25	\$ 1,243.25	\$ 180.00
1006 Central Pacific Bank - Saving	4,009.90	4,009.10	0.80
1011 Central Pacific Bank - Checking	262,856.72	335,443.50	(72,586.78)
1015 Morgan Stanley	851,853.60	957,422.85	(105,569.25)
Total Bank Accounts	<u>1,120,143.47</u>	<u>1,298,118.70</u>	<u>(177,975.23)</u>
Accounts Receivable			
1200 Grant Receivable	208,625.25	25,471.00	183,154.25
Total Accounts Receivable	<u>208,625.25</u>	<u>25,471.00</u>	<u>183,154.25</u>
Other Current Assets			
1500 Pre-Paid	7,916.15	8,048.68	(132.53)
Total Other Current Assets	<u>7,916.15</u>	<u>8,048.68</u>	<u>(132.53)</u>
Total Current Assets	<u>1,336,684.87</u>	<u>1,331,638.38</u>	<u>5,046.49</u>
Fixed Assets			
1605 Lease Improvement	120,712.84	120,712.84	-
1700 Equipment	26,151.82	26,151.82	-
1705 Bldg Accumulated Depreciation	(119,657.84)	(118,602.84)	(1,055.00)
1715 Accumulated Depreciation	(18,401.29)	(13,922.76)	(4,478.53)
Total Fixed Assets	<u>8,805.53</u>	<u>14,339.06</u>	<u>(5,533.53)</u>
Other Assets			
1800 Security Deposit	3,918.00	3,918.00	-
Total Other Assets	<u>3,918.00</u>	<u>3,918.00</u>	<u>-</u>
<b>TOTAL ASSETS</b>	<u>\$ 1,349,408.40</u>	<u>\$ 1,349,895.44</u>	<u>\$ (487.04)</u>
<b>LIABILITIES AND EQUITY</b>			
Liabilities			
Current Liabilities			
Accounts Payable			
2000 Accounts Payable	\$ 7,940.61	\$ 3,329.84	\$ 4,610.77
Total Accounts Payable	<u>7,940.61</u>	<u>3,329.84</u>	<u>4,610.77</u>
Other Current Liabilities			
2110 Accrued Vacation	6,676.84	6,676.84	-
2111 Accrued Payroll	20,240.12	15,142.94	5,097.18
2200 Client Trust	390.00	365.00	25.00
2400 Deferred Income	200,000.00	-	200,000.00
Total Other Current Liabilities	<u>227,306.96</u>	<u>22,184.78</u>	<u>205,122.18</u>
Total Current Liabilities	<u>235,247.57</u>	<u>25,514.62</u>	<u>209,732.95</u>
Total Liabilities	<u>235,247.57</u>	<u>25,514.62</u>	<u>209,732.95</u>
Equity			
3000 Net Asset Closing	804,916.48	804,916.48	-
3030 Retained Earnings	519,464.34	630,183.91	(110,719.57)
Net Revenue	(210,219.99)	(110,719.57)	(99,500.42)
Total Equity	<u>1,114,160.83</u>	<u>1,324,380.82</u>	<u>(210,219.99)</u>
<b>TOTAL LIABILITIES AND EQUITY</b>	<u>\$ 1,349,408.40</u>	<u>\$ 1,349,895.44</u>	<u>\$ (487.04)</u>

# ATTACHMENT “F”

## 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.

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 Clinic Coordinator is responsible for developing, implementing and coordinating a statewide system for efficient screening of potential clients for legal services; conducting intake for potential clients; and 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 UDA and 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**

### **General Responsibilities**

Reporting to the Program Manager, the Intake Supervisor 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, and direct services.

### **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. Maintain and update the clinic schedule and assist in filling vacancies in the calendar.
6. Ensure volunteer attorneys timely receive client lists for conflict checks at least one week prior to schedule clinic.
7. Primary staff member responsible for receipt of administrative fees and scheduling for clinics.
8. Assist the Program Manager in maintaining an accurate database of volunteers to include attorneys, paralegals, law students, community volunteers and other advocates.
9. Review, amend and maintain current Intake Procedures manuals to ensure consistent performance.
10. Conduct a minimum of eight (8) intake shifts a week.
11. Gather all necessary intake data to assist Program Manager in reporting requirements.
12. 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.

## **Position Description: Law Clerk**

### General Responsibilities

The Law Clerk will provide assistance to Project paralegals and attorneys through assisting in the screening cases, collection and completion of client documents and performing any necessary duties for the facilitation of legal services.

#### A. Duties

This position will include assisting in drafting simple pleadings and other legal documents and correspondence at the request of the Staff Attorney I/Project Coordinator or volunteer attorneys for their review, approval and signature and, as needed, filing with the Court or governmental agency; providing any research or analysis; client interview; and collecting and recording necessary information.

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

#### B. Required Qualifications

The Law Clerk should be attending an ABA approved law school, and have an in-depth knowledge of legal procedures and an ability to understand legal documents. He/she should possess strong oral and written communication skills, ability to think logically, organize data, detail oriented, good time management skills and the ability to work accurately with minimum supervision and ability to meet deadlines.

# ATTACHMENT “G”

## Current Staff Resumes



# RACHEL FIGUEROA

545 Queen Street, Suite 100, Honolulu, Hawai'i, 96813

## EXPERIENCE

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### **VOLUNTEER LEGAL SERVICES HAWAII**

Honolulu, HI

*Executive Director*

1/2022 to present

Responsible for leadership of the organization and staff in short term operation and long term goals. Responsible for financial management of the organization, including writing grants and seeking financial support. Maintain community presence of the organization and promote relationships with legal and non-legal partners. Provide advice and assistance to the Board of Directors on the development and implementation of policies and procedures.

### **FIRST HAWAIIAN BANK**

Honolulu, HI

*Compliance Officer*

12/2019 to 12/2021

Responsible for performing various residential mortgage compliance activities, which includes interpreting compliance regulations; creating compliance policies and procedures/job aids for implementation; maintenance of current compliance-related policies and procedures; developing and initiating training for divisions within the business unit; and performing compliance related functions, such as detailed quality assurance testing, ad reviews, and fulfilling audit requests.

### **DOMESTIC VIOLENCE ACTION CENTER**

Honolulu, HI

*Staff Attorney*

5/2018 to 11/2019

Represented survivors of Intimate Partner Violence in Family Court; handled caseload of 25-30 active cases representing clients in divorce, and paternity matters; provided representation for clients requesting Temporary Restraining Orders. Interviewed and assessed clients in crisis to determine eligibility for services. Drafted pleadings; conducted legal research; managed and directed paralegal staff assigned to clients. Collaborated with advocates and agency staff to ensure timely and appropriate legal representation of clients. Answered calls for information, referrals, advocacy, and crisis counseling on the DVAC Helpline.

*Paralegal*

11/2017 to 4/2018

Responsibilities included: intake with clients experiencing intimate partner violence; managed 20-30 active case files; oral and written correspondence with clients, opposing parties and other providers. Drafted motions, divorce decrees, and other pleadings as required. Provided crisis intervention, and legal information on the DVAC Helpline.

### **HONORABLE JUDGE JEFFREY P. CRABTREE**

Honolulu, HI

*Judicial Assistant*

9/2017 to 10/2017

Provided Chambers with administrative support, including personnel support and guidance, and other support as required by the Judge; processed court orders, motions and other pleadings.

*Law Clerk/Bailiff*

6/2017 to 8/2017

Legal research as requested; drafted jury instructions and supervised jurors in jury trial.

### **HONORABLE JUDGE RHONDA A. NISHIMURA**

Honolulu, HI

*Law Clerk/Bailiff*

1/2017 to 6/2017

Legal research; drafted agency appeal and motions research memoranda for a variety of issues including complex civil litigation

### **UNIVERSITY OF HAWAII, MANOA**

Honolulu, HI

#### **WILLIAM S. RICHARDSON SCHOOL OF LAW**

9/2016 to 12/2016

*Legal Research Assistant*

Research and indexing for Ka Huli Ao (Center for Excellence in Native Hawaiian Law) Archive. Assisted with other research and support as requested.

# **RACHEL FIGUEROA, ESQ.**

545 Queen Street, Suite 100, Honolulu, Hawaii, 96813

## **OFFICE OF HAWAIIAN AFFAIRS**

*Student Worker for Compliance Enforcement Program*

Legal research identifying regulatory gaps; wrote memorandum regarding research; other research as requested.

Honolulu, HI

3/2015 to 5/2015; 8/2015 to 4/2016

## **NATIVE HAWAIIAN LEGAL CORPORATION**

*Law Intern*

Legal research; wrote memorandum regarding discovery, and federal vs. state jurisdiction.

Honolulu, HI

Summer 2015

## **NATIVE HAWAIIAN LEGAL DEFENSE & EDUCATION FUND**

*Fellow*

Crafted a suggested framework for the judiciary branch of a Native Hawaiian government for possible utilization at the February 2016 Native Hawaiian governance convention or 'Aha; wrote a memorandum concerning the jurisdictional boundaries between the United States and Native governments.

Honolulu, HI

Summer 2014

## **EARTHJUSTICE**

*Litigation Assistant*

Responsible for supporting five attorneys, complex case management regarding environmental and cultural issues, calendaring and ensuring compliance with court and agency filing rules.

Honolulu, HI

2008 to 2013

## **H.U.G.S. (Help, Understanding and Group Support)**

*Family Services Specialist*

Supported families with seriously ill children with hospital visits, grant writing, agency referrals, peer group facilitation, articles for peer support newsletter, funeral and airline programs, and other funeral arrangements.

Honolulu, HI

2002 to 2008

## **H.U.G.S. Volunteer**

Provided office support and assisted with peer support newsletter.

Honolulu, HI

2000 to 2002

## **GOODSILL ANDERSON QUINN AND STIFEL**

*Labor Legal Assistant*

Analyzed and prepared legal documents for filing, trial and depositions. Provided investigative research and summarized transcribed documents.

Honolulu, HI

1994 to 1995

## **Norrell Temporary Services**

*Office Administrator*

Processed applications and payroll. Ensured compliance with Hawai'i insurance laws.

Honolulu, HI

1993 to 1994

## **LAW OFFICE OF LEROY KUWASAKI**

*Workers' Compensation Legal Assistant*

Summarized medical records, drafted pleadings and maintained oral and written contact with clients and insurance providers.

Honolulu, HI

1992 to 1993

## **FARELLA BRAUN AND MARTEL**

*Litigation Legal Assistant*

Analyzed and prepared legal documents for filing, trial and depositions. Cite checked briefs, provided investigative research and summarized depositions.

San Francisco, CA

1988 to 1992

# **RACHEL FIGUEROA, ESQ.**

545 Queen Street, Suite 100, Honolulu, Hawaii, 96813

## **EDUCATION**

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### **Juris Doctor**

UNIVERSITY OF HAWAI'I, MANOA  
WILLIAM S. RICHARDSON SCHOOL OF LAW

May 2016  
Honolulu, HI

Activities: 2016 Hispanic Moot Court Competition; Constitutional Law Tutor for Ulu Lehua Scholars

Certificates: Environmental Law  
Native Hawaiian Law

### **Bachelor of Arts, Economics**

UNIVERSITY OF CALIFORNIA, DAVIS

December 1986  
Davis, CA

## **BAR ADMISSION**

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State of Hawai'i, November 2017

United States District Court, District of Hawai'i, November 2017

## **MEMBERSHIPS**

American Bar Association

Hawai'i State Bar Association ("HSBA")

# Grant T. S. Teichman

## PROFESSIONAL EXPERIENCE

### **Pro Bono Coordinator, Volunteer Legal Service Hawaii; Honolulu, HI — 2018-Present**

Promoted to Program Director who is responsible for managing the Pro Bono Referral Program and the day-to-day administrative operations and processing throughout the life of cases. Oversees pro bono case placement working with volunteer attorneys to identify the scope of work for new pro bono matters.

- **Collaborated with key legal community stakeholders** on managing events to expand pro bono relationships with the Judiciary, local firms, legal service providers, law students, and the community at-large.
- **Enhanced the relationships between clients and volunteers** by streamlining pro bono case placements, increasing Hawaii Online Pro bono portal bandwidth and utilization during the COVID-19 emergency.
- **Built new business processes in order to assist with grant applications** which included assisting the Executive Director with multiple Access-to-Justice initiatives aimed at assisting low-income Hawaii residents.

### **Senior Medicaid Business Analyst, HMSA; Honolulu, HI — 2015-2017**

Promoted to a senior analyst position in order to ensure contractual, regulatory, governmental, and accreditation requirements of HMSA's QUEST Integration (QI) Medicaid Program during build-out of the Affordable Care Act. Responsible for development, implementation, planning, and oversight of activities related to State and Federal Medicaid program requirements.

- **Assumed additional company-wide Medicaid/QUEST reporting responsibilities and led efforts to build new business processes** that limited the risk generated by contractual reporting requirements. Authored narratives that successfully brought thirty-six (36) reports into contractual compliance by capitalizing on productive working relationships with government stakeholders and internal departments.
- **Designed the first draft processes for HMSA's QI home modifications project** by collaborating across multiple departments, stakeholders and vendors in order to create a streamlined, novel business workflow that limited legal real property risks to HMSA while simultaneously keeping members out of costly institutions.
- **Utilized legal expertise in order to engage key stakeholders in implementing time-sensitive ACA, CMS, legislative and contractual mandates** by analyzing and engaging impacted business areas on mental health parity statutes, federal anti-discrimination regulations, recently passed state legislation, DHS supplemental contracts, waivers & memorandums.
- **Facilitated consensus between government agencies and internal stakeholders on key projects** in order to ensure compliance with program requirements. Represented Medicaid Programs at the following meetings: the Hawaii Screening, Brief Intervention and Referral to Treatment (SBIRT) project, the Department of Health Alcohol and Drug Abuse Division program, and the University of Hawaii Hawaii Keiki partnership.
- **Successfully developed the first EPSDT Autism Spectrum Disorder benefit** for HMSA by engaging government officials, ASD professionals and community stakeholders in order to make substantive changes to guidance documents clarifying payment criteria. Provided critical scope of licensure and essential health benefit (mental health vs. habilitative) legal analysis which resulted recall & redesign of member documentation.

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

Prosecuted over one-hundred criminal trials, conducted legal research, screened and evaluated potential charging decisions from police, prepared pleadings for pre-trial and trial. Developed proficiency in jury trials, bench trials, and plea negotiations in the adversarial courtroom environment. Interviewed and directly engaged witnesses and the public in order to identify legal issues and bring cases to conclusion.

- **Trained new deputies** on interpreting ordinances, administrative rules and state statutes for potential trial.
- **Prosecuted Hawaii's first criminal conviction utilizing military-grade radar technology—** Developed trial tactics for utilizing new technologies in the courtroom setting without expert testimony.
- **Led prosecution efforts of multiple high-profile cases** that required both legal ability and media acumen in order to effectively represent the State's interests across multiple mediums.
  - <http://www.hawaiinewsnow.com/story/27787384/former-kalaheo-hs-teacher-guilty-of-harassment>
  - <http://khon2.com/2015/02/09/honolulu-dui-cases-prone-to-catch-and-release-2/>
  - <http://khon2.com/2015/01/23/kaneohe-fisherman-found-guilty-of-lay-net-fishing-violations/>

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

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

Representative of the Week, U.S. West Region October 21, 2008. Responsible for all on and off-campus marketing activities related to engaging students and the public on Apple's educational line of products.

**President-Elect, University of Hawaii Campus Center Board Student Union ; Honolulu, HI — 2008**

Elected chair of the University of Hawaii at Manoa Campus Center Board (CCB) overseeing budgeting, operations, and legislative initiatives. Spearheaded student advocacy legislative efforts to secure revenue bonds which financed facility renovations and the construction of a state-of-the-art 64,000 sq.ft. student fitness complex. <http://archives.starbulletin.com/2008/09/15/news/story02.html>

**President, Associated Students University of Hawaii (ASUH) ; Honolulu, HI — 2005-2007**

Twice elected student body president. President of the student senate overseeing academic affairs, budgeting, operations, investments, and legislative initiatives.

• **Successfully collaborated with students, administrators, legislators, and other stakeholders**

on passing legislation authorizing \$165 million in CIP projects including critical renovations and construction of the new Frear Hall dormitory. Additional successful funding initiatives included: tripling arts & science advisor positions in order improve graduation timelines, funding a 24-hour library, and authoring SCR97 which authorized a management audit of student housing services after allegations of fraud, waste, and abuse.

[https://en.wikipedia.org/wiki/Associated\\_Students\\_of\\_the\\_University\\_of\\_Hawaii](https://en.wikipedia.org/wiki/Associated_Students_of_the_University_of_Hawaii)

• **Oversight over budgeting and investments including a \$400,000+ operational budget and a \$6 million dollar endowment.**

## APPOINTED POSITIONS

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

Appointed by the Governor of Hawaii and confirmed by the Hawaii State Senate. Chaired the Board's committee on Student Affairs and served on the Budget, Finance, Long Range Planning & Academic Affairs committees. Appointed to the Undergraduate Task Force for Non-Resident Students.

**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 Scholarship; Richardson School of Law Best Oral Argument Award;
- Cades Schutte Foundation Scholar;
- CALI Award for Highest Grade: Constitutional Law; Healthcare Regulation & Finance; Law, Aging & Medicine; Family Law (Runner-up: Advanced Tort & Insurance Law, Non-Profit Organizations).

**University of Hawaii at Manoa; Honolulu, HI — BA w/ Distinction (Hist & PolS), 2008**

**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;
- Phi Alpha Theta History Honors Society;
- Phi Sigma Alpha Political Science Honors Society;
- University of Hawaii Service and Leadership Distinction Award;
- University of Hawaii Rhodes Scholar Nominee for 2007.

**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

# Serena Makaiwi Pascual

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

## Education/Licenses

**ADMITTED TO HAWAII STATE BAR ASSOCIATION | JUNE 26, 2020 | JD # 11240**

**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, HAWAII**

Major: English

## Employment

**CLINIC COORDINATOR/STAFF ATTORNEY | VOLUNTEER LEGAL SERVICES HAWAII | JUNE 26, 2020-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.
- Recruit volunteer attorneys for neighborhood advice and counsel clinics
- Attend staff meetings and aid staff and volunteer attorneys at neighborhood advice and counsel clinics
- 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, review traffic ticket research with RACS clients, prepare Motions, file Motions, schedule volunteer attorneys to RACS Hearings, attend RACS Hearings with clients and volunteer attorney, make special appearances at RACS Hearings for clients, generate reports reflecting monthly or quarterly activities in the RACS program and assist in recruiting volunteer attorneys for RACS program.
- Manage the Restricted License Program: Review documents submitted by clients, meet with clients to review documents, prepare Motions, file Motions, make special appearances for clients at Restricted License Hearings.
- Assist in Community Outreach.

**PROGRAMS COORDINATOR | VOLUNTEER LEGAL SERVICES HAWAII | AUGUST 12, 2019-JUNE 25, 2020**

- Reviewed intake applications conducted by intake staff to ensure all necessary information has been gathered. Followed up with clients if more information was needed.
- Created clinics on Legal Server and scheduled clients to clinic appointments.
- Conducted telephone and in-person interviews with potential clients and determined the merit of their case and eligibility for services.
- Managed the Re-Employment and Community Service Work (RACS) Program: Reviewed traffic ticket research prepared by RACS staff, met with potential RACS clients to review traffic ticket research and to sign Motions, prepared Motions, filed Motions, scheduled volunteer attorneys to RACS Hearings, attended RACS Hearings with clients and volunteer attorney, generated reports reflecting monthly or quarterly activities in the RACS program and assisted in recruiting volunteer attorneys for RACS program.
- Assisted in Community Outreach.
- Attended staff meetings and aid staff and volunteer attorneys at in-office and pop-up clinics.



### **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.

## **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)**

- Answer incoming calls and walk-in appointments. Conduct telephone and in-person interviews with potential clients and determine the merit of their case and eligibility for services. Collect documents and forms from potential and current clients, update database with documents.
- 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. Close out clients' accounts after clinics, send out close-out letters.
- 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
- 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/AWARDS**

- ACCELERATED DIVORCE MEDIATION TRAINING (MEDIATION CENTER OF THE PACIFIC)
- MEDIATION APPRENTICE OF THE YEAR 2018 (MEDIATION CENTER OF THE PACIFIC)

# GILMAN WORKMAN

**PHONE**  
808 763 1323

**ADDRESS**  
87-1057 Ohe'Ohe Street  
Waianae HI 96792

**EMAIL**  
gilmancw@gmail.com

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## PROFESSIONAL SUMMARY

Seeking a position that will utilize my skills and experience to make valuable contributions to the organization while providing opportunities for professional growth.

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## CORE COMPETENCIES

Highly Dependable  
Interpersonal Communication Skills  
Ability to Work Independently  
Accountable

Culturally Sensitive and Respectful  
Ability to Handle Large Tasks  
Proficient in square POS system  
Time Management Abilities

Accountable and Inquisitive  
Team Player  
Adaptability  
Problem-Solving Skills

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## EMPLOYMENT EXPERIENCE

INTAKE SPECIALIST | VOLUNTEER LEGAL SERVICES HAWAII, HONOLULU  
SEPTEMBER 2019-PRESENT

- Conduct telephone and in-person interviews with potential participants to determine qualification.
- Screens applicants' income and asset levels and their legal issue to determine eligibility for services.
- Schedules client once qualified for various levels of service.
- Communicates with project staff to coordinate legal services and assist in facilitating legal services.

AXE SAFETY COACH | BLADE AND TIMBER, HONOLULU  
AUGUST 2019-2020

- Work one on one or in big groups to ensure proper technique on how to throw axe.
- Perform general maintenance and cleaning of facility and equipment
- Handle all cash and credit transactions through square POS system.
- Answer any questions regarding the experience and store information.

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.

# GILMAN WORKMAN

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808 763 1323

**ADDRESS**  
87-1057 Ohe'Ohe Street  
Waianae HI 96792

**EMAIL**  
gilmancw@gmail.com

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## EMPLOYMENT EXPERIENCE

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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.

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## EDUCATION

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Southwestern Adventist University

2008-2010

- Communications and Education
- Treasurer for Psychology and Education Department

# 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 Kalanianohe 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 Waiialae 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: 808.842.7093. 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: 808-528-7046 Title: Intake specialist. Job duties: Conducting in person or telephone intakes to determine qualifications, screening applicants income and asset levels to determine eligibility for services, scheduling clients for services, communication with staff to coordinate and facilitate legal services
- Skills
- Friendly, good with people, able to work well in groups, good with computers. Proficient at PowerPoint, Microsoft Word, and Excel. 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. Experienced with intake procedures. Experienced at case management procedures including contacting clients, determining eligibility, monitoring client's status, scheduling and following up with clients.

# MARGO M. MUN

1710 Punahou Street #1102 Honolulu, HI 96822 808.256.6711 [margotmun@gmail.com](mailto:margotmun@gmail.com)

## **PROFESSIONAL EXPERIENCE**

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### **HEARTLAND PAYMENT SYSTEMS**

*Territory & Relationship Manager, February 2010 – March 2019*

- ◆ Cold called, built rapport and maintained relationships with decision makers in State of Hawaii.
- ◆ Identified and addressed client challenges proposing solutions to help meet their initiatives.
- ◆ Analyzed detailed statements, created and presented proposals.
- ◆ Coordinated detailed post-sale documents with high interaction among support teams.
- ◆ Serviced clients by troubleshooting and solving technical issues.
- ◆ Rookie of the Year 2011, Heartland Relationship Manager for Hawaii & Northern California.

### **BLOOD BANK OF HAWAII**

*Assistant Director of Donor Services, September 2005 – October 2006*

- ◆ Managed angels in Donor Services for nonprofit with demanding deadlines for a great cause.

### **XEROX HAWAII**

*Executive Production Printing Specialist, July 2000 – August 2005*

- ◆ Met annual quotas in challenging market with large production printing systems to various industries.
- ◆ President's Club, received recognitions annually and won local regional contests.

### **BANK OF HAWAII**

*Trust Sales Officer, Personal Banking Administrator, and Product Manager, April 1993 – June 2000*

- ◆ Launched banking new Bank of Hawaii products and services as Product Manager.
- ◆ Managed and administered all Personal Bankers bank-wide; cultivated marketplace.
- ◆ Established trust clients as Trust Officer for Hawaiian Trust investment management services.

### **IBM CORPORATION**

*Marketing Sales Representative, 1982 – 1993*

- ◆ My work ethics stem from IBM: Strive for Excellence and Provide Great Customer Service.
- ◆ Rookie of the Year for Pacific Region in 1983 with 325% of Sales Goal, 100% Clubs.

## **CORE COMPETENCIES**

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- |                           |                           |
|---------------------------|---------------------------|
| ◆ Reliable and consistent | ◆ Energetic and outgoing  |
| ◆ Detailed and organized  | ◆ Strong customer service |

## **EDUCATION**

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University of Hawai'i – Kapi'olani Community College, Legal Education Program GPA 3.9

- ◆ Currently earning Certificate of Achievement – Paralegal Program target date: December 2022
- ◆ Phi Theta Kappa Honor Society

University of Southern California, Los Angeles, Bachelor of Science in Business Management 1977

**CONFIDENTIAL**

# Grety C. Moreira

## **ABILITIES/QUALIFICATIONS**

Complete intake interviews with clients.

Prepare motions.

Prepare immigration forms.

Work with attorney to develop a case strategy.

Experienced legal assistant with diverse knowledge of the court systems and procedures.

Strong organizational and interpersonal skills, dependable, able to follow instructions, efficient and courteous.

Professional attitude with the ability to function as a team player.

Ambitious, excellent communication skills and can adapt well to changes.

Workflow planning/prioritization to maximize productivity and expedite on-time project completion.

## **EXPERIENCE**

**Volunteer Legal Services Hawaii**, Honolulu, HI, -1/2023 – Present

*Intake Specialist*

Conduct telephone and in-person interviews with potential participants to determine qualification. Screens applicants' income and asset levels and their legal issue to determine eligibility for services. As well as schedule clients once qualified for various levels of service. Furthermore, communicate with projects staff to coordinate legal services and assist in facilitating legal services.

**American Bar Association – Immigration Justice Project**, San Diego, California, 03/2016 – 11/2018

*Legal Administrative Assistant*

Legal Administrative Assistant to IJP and the NQRP Department staff attorneys (National Qualified Representative Program, a nationwide program to provide Qualified Representatives (QRs) to certain unrepresented and detained respondents who are found by an Immigration Judge or the BIA to be mentally incompetent to represent themselves in immigration proceedings. Major responsibilities also include NQRP Case Management; Management of NQRP Program Contracts/Invoicing; Management of NQRP Program Timekeeping (LawLogix); NQRP Post Release Management; General Office Management; Assist with Pro-Bono Program Case Management; and finally assist Director with duties related to Board and Donations.

**Greene & Wilson and Victoria L. Block**, New Bern, North Carolina, 06/13 – 03/15

*Immigration and Criminal Legal Assistant*

Immigration Legal Assistant to attorney Victoria Block handling matters for the Immigration Department at Greene & Wilson. Major responsibilities included preparation of a wide range of immigration documents. Including G-28s; I-130s; N-400s; I-485s and much more. Assisted attorney with translations and interpretation, the preparation of documentation and filing of non-immigration and immigrant visa applications. Drafted correspondence to agencies and clients. Worked closely with clients to gather and organize supporting data and prepared forms.

**Law Office of Thomas A. Kelis, II.**, New Bern, North Carolina, 04/11 – 12/11

*Legal Assistant*

Legal Assistant to a sole practitioner attorney handling matters for Criminal, DWI, and Traffic Dense as well as Family Law. Major responsibilities included opening the office; manage the billing in the office; prepare pleadings; open files; take

client's payments; answer the phones; schedule appointments; assisted the clients with translation, as well as attended court with attorney when necessary.

**Law Office of Ross G. Lavin, P.A., West Palm Beach, Florida, 06/10 – 03/11**

*Bankruptcy Legal Assistant*

Legal Assistant to a sole practitioner attorney handling matters for Foreclosure Defense, Loan Modification, Bankruptcy, Criminal, Civil Litigation and Family Law. Major responsibilities include preparing pleadings such as Answers; Affirmative Defenses, Notices; Motions; Orders; Interrogatories, Request for Production of Documents, Power of Attorney, etc.; redacting documents; conducting legal research; opening files; answering the phones; scheduling mediations as well as court hearings.

**Butzel Long, a professional Corp., Palm Beach, Florida, 1/09 – 06/10**

*Litigation Administrative Assistant*

Assistant to three litigation attorneys, specifically a partner/shareholder of international law firm handling matters for assisted living facilities and nursing homes and defense of cases and appeals involving construction, probate, medical malpractice and personal injury matters. Major responsibilities include preparing for trial and depositions; creating exhibit binders and subpoena indexes; redacting documents; conducting legal research; preparing Power Point slideshow presentations; organizing cases for trial; timekeeper; court runs to Palm Beach County, Broward County, United States District Court and Fourth District Court of Appeal; organizing and indexing estate and trust accounting documents.

**Sonneborn, Rutter, Cooney & Klingensmith, P.A., West Palm Beach, Florida, 3/08-12/08**

*Paralegal Assistant and Secretary*

Assistant to Legal Assistant/Registered Nurse and Registered Nurse/Consultant at a medical malpractice defense law firm. Major responsibilities included transcribing medical records, telephone conferences with experts and depositions; scheduling telephone conferences with medical experts; organizing and maintaining files of experts; billing; serving as interpreter for Spanish-speaking clients.

**Frank J. Blotney, Esquire - Bull & Blotney, LLP, West Palm Beach, Florida, 4/06-12/07**

*Legal Assistant and Office Manager*

Single employee to sole practitioner practicing in areas of plaintiff personal injury (auto/slip & fall), medical malpractice, wrongful termination, and contracts. Major responsibilities included typing extensive correspondence, memos, deeds, contracts, and addendums; scheduling mediations, final hearings and depositions; typing pleadings; assisting clients; answering phones and greeting clients; serving as interpreter for Spanish-speaking clients; filing pleadings; faxing and copying.

## **EDUCATION CERTIFICATION**

**National University, San Diego, CA, 2023 – Present**

Master of Arts in Human Behavior Psychology

**National University, San Diego, CA, 2019 – 2023**

Bachelor of Science in Homeland Security and Emergency Management with a minor in Psychology

**Auburn University, Auburn, AL, 05/2015 – 12/2015**

Certification in Homeland Security Specialist

**Palm Beach State College, Lake Worth, FL, 2003-2009**

(AS) Degree in Legal Assistant/Paralegal

**Forest Hill High School, West Palm Beach, FL, 2000-2003**

High School Diploma

### SKILLS

Adobe Acrobat; Microsoft Suite (Word, Excel, PowerPoint & Outlook); Zylomed Viewer; WordPerfect; Practice Perfect; FileSite; Medical Manager; Elite WebView; LawLogix;

### LANGUAGES

English; Spanish

### OTHER EXPERIENCES

**American Red Cross, Pacific Division, September 2022 – Present**

HCN Region Caseworker

Services to the Armed Forces (SAF) Casework.

**Operation Homefront, San Antonio, TX, February 2022 – Present**

Volunteer Administrator

Recruit volunteers for various programs and projects. Ensure all required volunteer documents are collected, stored, and placed into the appropriate systems. Assist with Dollar Tree Registrations and filing of stores. Implement local volunteer orientation program and ensure required training is provided. Provide input for Volunteer Newsletter and Supply feedback to support the volunteer recognition program.

**Jewish Family Services of San Diego, San Diego, CA, September 2019 – November 2021**

Virtual Interpreter & Translator for Immigration Department

**Navy Marine Corps Relief Society – Marine Corp Recruit Depot, San Diego, CA, January 2019 – July 2020**

Client Services Assistant

**Silver Gate Elementary School, San Diego, CA, August 2017 – March 2020**



School Garden Assistant

**PROFESSIONAL AFFILIATIONS**

- Member, Healthcare Leaders Student Organization at National University
- Member, Mind & Body Wellness Student Organization at National University
- Member, International Students Association at National University
- Member, Student Virtual Veteran Organization at National University
- Member, Student Center for Student Engagement and Activities at National University

# MARIELLE FLORENDO

## CONTACT



545 Queen Street, Suite 100  
Honolulu, HI 96813

☎ (808) 528-7046

## SKILLS

- Legal research & writing
- Critical thinking
- Time management
- Communication
- Active listening
- Client advocacy
- Collaboration
- Goal focused

## BAR MEMBERSHIP

State Bar of Oregon  
U.S. District Court of Oregon  
The Confederated Tribes of Warm  
Springs Tribal Court

## LANGUAGES

Spanish-Intermediate  
French-Conversational

Dedicated and organized candidate, offering diverse legal knowledge, strong practical experience and excellent communication and client management skills. Seeking a challenging work placement opportunity within a dynamic company to help expand professional experience in the legal field.

## WORK HISTORY

January 2023 to Present

**Intake Specialist, *Volunteer Legal Services Hawaii,***  
Honolulu, HI

- Conduct telephone and in-person interviews with potential clients based on an applicant's income, assets, and legal issue to determine eligibility. Schedule qualified clients for legal clinics
- Gather information, collect, and process any documents needed for the volunteer attorney who will be meeting with client at legal clinic.
- Aid in the staffing and operation of legal clinics.
- Attend staff meetings and perform any other needed task as assigned.

January 2013 to January 2021

**Appellate Court Judge *The Confederated Tribes Of Warm Springs,*** Warm Springs, OR

- Heard and decided appeals, on judgments, orders, and rulings of The Confederated Tribes of Warm Springs Tribal Court, including but not limited to, appeals from final judgments in civil and criminal cases, and temporary custody orders.
- Reviewed briefs and motions, heard oral arguments, conducted appropriate legal research, drafted and prepared written opinions and orders.
- Analyzed and interpreted the complex relationship between Federal Indian law and the Tribe's constitution, code, cultural practices, and traditions, ensuring that all opinions

issued held to the letter of the law while also being understood by lay practitioners, their clients, and the tribal community.

- Participated in conference with other judges, communicated and advised Tribal Council when requested and performed other related duties as assigned.

October 2011 to December 2016

**Attorney Law Office of James C. Niedermeyer, Portland, OR**

- One of two attorneys in a fast-paced, high volume, general practice firm, successfully entrusted with vast responsibility ending in the timely and appropriate resolution of cases.
- Solely responsible for all bankruptcy clients; working extensively in all aspects of Chapter 7 cases, from intake to discharge of all debts, including initial consultations, preparing bankruptcy petitions and associated documents, electronically filing petitions, client counseling, appearing at 341(a) hearings and meetings with Chapter 7 trustees.
- Managed a diverse caseload including personal injury, social security disability, immigration, divorce, expungements, and other litigation files, handling all aspects of case management.
- Conducted legal research and drafted documents, including but not limited to, demand letters, complaints, motions, orders, affidavits, judgments, immigration petitions and any necessary correspondence.
- Met daily with clients, staff and aided in general office administration.

March 2010 to July 2010

**Legal Aid Advocate *The Confederated Tribes of Warm Springs, Warm Springs, OR***

- Aided in reopening the Warm Springs Legal Aid office, (the Tribe's public defender's office) after its closure several years prior.
- Provided legal counsel and representation to indigent tribal members in Tribal Court.
- Appeared in court for bail/bond release hearings, arraignments, status hearings, pretrial motions and sat second chair in judge and jury trials.
- Reviewed discovery for cases and researched tribal code and rules in preparation for trials.
- Handled office scheduling and made notes for deadlines, motions, and other important dates.

- Met daily with clients in office and tribal jail.

June 2008 to August 2008

**Legal Intern California Public Utilities Commission,  
Commissioner Timothy Simon, San Francisco, CA**

- Worked on Assembly Bill 2393 concerning emergency back-up power requirements for telecommunication systems.
- Researched and drafted legal memos on telecommunication issues.
- Reviewed, briefed, and researched agenda items for Commissioner Simon in preparation for meetings and hearings with telecommunication utility companies and the CPUC.

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## **EDUCATION**

**Juris Doctor**

**Golden Gate University School of Law, San Francisco, CA**  
Certificate of Specialization in Corporate Law

**Bachelor of Arts Sociology & Spanish**

**University of Oregon, Eugene, OR**

Minor in Business Administration

Departmental Honors in Spanish

Diversity Building Scholarship Recipient