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Executive Summary

The Legal Aid Society of Hawaii's AmeriCorps Project Kaulike ("Justice" and/or "Equality") proposes to have 18 members serve as navigators of the justice system to help low income individuals and families find the legal information and resources they need to solve their legal problems. Members will serve at Legal Aid offices and in courthouse based self-help centers across the State of Hawaii. At the end of the first program year, AmeriCorps members will be responsible for helping 1,545 economically disadvantaged Hawaii residents including 145 veterans or veterans' family members gain knowledge of the legal system, their legal rights and responsibilities and learn how to address their legal problem. In addition, AmeriCorps members will leverage an additional 100 volunteers who will be engaged in providing legal information and counsel and advice within five self-help help centers throughout the state. Project Kaulike will focus on the CNCS focus areas of Economic Opportunity and Veterans and Military Families. The CNCS investment of \$144,597 will be matched with \$335,986 in public and private funding.

Rationale and Approach/Program Design

1. Problem/Need. The Preamble of the United States Constitution states, "We the People of the United States, in Order to form a more perfect Union, establish Justice, insure domestic Tranquility, provide for the common defense, promote the general Welfare, and secure the Blessings of Liberty to ourselves and our Posterity, do ordain and establish this Constitution for the United States of America." Establishing Justice is a citizen's fundamental right to secure prosperity. However we are failing to provide low-income and working poor with an accessible and just legal system. The issue of Access to Justice is a priority of Hawaii's Chief Justice Mark Recktenwald who said, "The number of individuals representing themselves in civil proceedings because they cannot afford an attorney has been increasing. Many self-represented parties struggle with the judicial system because they don't understand the process and what is expected of them" (see http://www.courts.state.hi.us/news_and_reports/featured_news/2012/08/access_to_justice_room_opens.html)

Project Kaulike will address the ongoing problem of lack of access to legal information, advice and resources for low and moderate people throughout the State of Hawaii. As a result of barriers to legal services, low and moderate income people are prevented from receiving the intended benefit and protection of our laws, and achieving safety, security and stability to meet their basic needs.

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There is a significant gap between the demand and supply of legal assistance to meet the needs of low-income individuals and families. "The 2007 Assessment of Civil Legal Needs and Barriers of Low-and Moderate-Income People in Hawaii," found that only 1 in 5 low- and moderate-income Hawaii residents have their legal needs met and that legal service providers are able to help only 1 in 3 of those who contact them for assistance. The report states that significant barriers to obtain legal assistance in addition to the inability to afford an attorney includes language and cultural barriers, lack of knowledge of one's legal rights, lack of knowledge of available legal services, and difficulty in accessing legal services programs. These barriers are heightened when a person is disabled and has difficulty navigating government systems or homeless and does not know what available resources or actions can be taken to obtain permanent housing. There is a significant need for civil legal services which are safety net services to help ensure Hawaii's low-income and disadvantaged can access basic necessities.

Since this report the number of low-and moderate-income Hawaii residents has increased by 19.32%. According to the American Community Survey in 2013, more than 14.54% of Hawaii's population lives below 125% of the federal poverty guidelines. With an increasing low-income population, in FY14 Legal Aid provided service in over 7,653 cases and impacted over 15,545 indigent people in Hawaii.

The Homeless Point-In-Time Count estimates there are 400 chronically homeless on Oahu in 2013. Chronically homeless individuals are unaccompanied, have a disabling condition and have either been continuously homeless or had at least four episodes of homelessness in the past three years. Being homeless and disabled provides more challenges to reaching self-sufficiency. In 2013, there were over 398 homeless veterans on Oahu.

The traditional approach to legal services delivery involves one attorney representing a client during the entirety of their legal dispute -- from legal investigation, negotiation and through representation in court. In most cases this "full-representation" model can only be performed by a licensed attorney. At the Legal Aid Society of Hawai'i ("Legal Aid"), we value the delivery of full-representation in many situations but also recognize the tremendous demand it places on limited resources. In an effort to reach more individuals, we strive to balance full-representation with more limited assistance -- often

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called "counsel and advice" and/or "brief services." Counsel and advice involves a full interview to understand the client's legal challenges and priorities followed by an explanation of the law, and a discussion of the client's legal options. Brief services continues one step further by providing additional, but limited, assistance such as writing a simple letter or making a telephone call on behalf of a client, teaching a class to multiple clients with similar legal issues or assisting a client in completing their own court forms. These approaches can be much more efficient, and in many cases equally effective.

In 2013 approximately 20,000 calls were placed to the Legal Aid Society of Hawai'i's Legal Hotline. While 8,755 cases were closed in that year, only 1,461 were assigned for full-representation because of limited resources. The remainder received limited legal services such as counsel and advice or brief services. AmeriCorps members are critical to providing the safety net of limited legal services. Without this critical safety net, thousands would receive little or no services and resources would be diverted away from those who simply can't help themselves.

One AmeriCorps member explains the power of brief services: "People sometimes come in confused or afraid because they are not familiar with the legal process. When we are able to translate legal jargon into layman's terms, it provides such a sense of relief and empowerment to the clients that we assist. They express an immense amount of gratitude when we are able to help demystify their situation and supply them with information helpful in moving forward." For a homeless person, assistance from members within Legal Aid's Center for Equal Justice to secure documentation necessary to obtain identification can be critical to securing basic public assistance, medical care and transitional housing. A member's instructions on how to how to collect child support can mean the difference between homelessness and taking a step toward financial stability and independence.

Legal problems of the poor are not simple. One legal problem can likely lead to more, creating a complex web of issues that make becoming self-sufficient difficult without assistance. Resolving these problems often requires legal interventions, but resources are limited. The poor, with no financial safety net and very few options to resolve their problems, are society's most vulnerable. Teetering on a perilous ledge, just one event or missed opportunity can mean survival or ruin for many. Through legal assistance, Project Kaulike can help clients' achieve safety and stability.

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2. Theory of Change and Logic Model. See Logic Model Submitted.

Project Kaulike members will address the problem and needs described above by providing self-help services in the form of counsel and advice, and brief services to low and moderate income individuals, outreach and education and volunteer recruitment and support. Project Kaulike capitalizes on Legal Aid's long standing partnerships with the Hawaii State Judiciary and local bar associations. Through the provision of the following activities, AmeriCorps members will greatly increase access to justice throughout Hawaii:

(1) LEGAL SERVICES: 9 Full-time Members at Legal Aid will address legal needs of clients by providing counsel and advice, brief services & clinical education to low-income clients in the areas of family, housing, consumer, immigration and welfare law. Members will not be licensed attorneys so all legal assistance is provided under the supervision of a licensed attorney supervisor as required by the Hawaii Rules of Professional Responsibility.

Members evaluate eligibility for assistance, offer counsel and advice and screen the caller for further services. Members review court documents, assist with public benefits applications, explain court document filing procedures, assist in drafting letters and other brief legal services -- all under the supervision of licensed attorneys. Members also teach clinics and provide in-depth guidance and legal support for clients with more complex legal issues related to family law, public assistance, consumer protection, housing preservation and immigration cases. These members teach clients to file their own cases and to be their own advocate.

1 of the 9 Full-time members will provide these services in connection with our homeless outreach program, which provides legal services and education delivered at various homeless shelters and other resource locations for homeless individuals and homeless veterans. The AmeriCorps member will perform outreach at homeless shelters and homeless veterans shelters. Under the supervision of the Homeless Project Staff Attorney, the AmeriCorps member will assess and identify homeless individuals and homeless veterans' legal needs and provide civil legal assistance and supportive services.

7 Quarter-time members will assist in operation of courthouse based self-help centers in four island communities, Maui, Kauai, Big Island -- Kona and Hilo and Honolulu. Members at these centers will dedicate 8-10 hours per week to assist pro bono volunteer attorneys and legal services staff in

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providing self-help services to clients seeking legal assistance in court houses or support to these services through the creation of self-help materials. These members will receive training by Legal Aid and would be supervised by Legal Aid attorneys.

2 Minimum-time positions will support undergraduate or law students serving during their summer break by conducting research assisting with case work.

(2) OUTREACH AND EDUCATION: Access to legal resources can help prevent a legal problem. However economically disadvantaged individuals lack sufficient information about how to access civil legal services, information about the common civil legal issues affecting the poor, and information about how to successfully access and navigate the civil justice system. Project Kaulike will build capacity within the community by providing economically disadvantaged individuals with legal information and education. Members will organize and attend community fairs, outreach events and provide targeted outreach to four organizations throughout the state to increase awareness of Legal Aid's services and access to legal information for economically disadvantaged people.

(3) VOLUNTEER MANAGEMENT: The Program Director will serve as Legal Aid's Volunteer Coordinator and will oversee applications, placement and reporting requirements for volunteers statewide. One FT member will spend at least quarter time with the Program Director to recruit and place volunteers with AmeriCorps members and staff statewide. Legal Aid's QT members will provide training and support to volunteer pro bono attorneys within the self-help centers.

As a result of these AmeriCorps activities including legal services, outreach and education and leveraging additional volunteers, economically disadvantaged individuals throughout Hawaii will gain knowledge of the legal system, knowledge of their legal rights and responsibilities, and achieve meaningful access to the justice system. This project ensures equal access to Justice for All, regardless of socio-economic status.

3. Evidence Base. The AmeriCorps activities will have real and tangible impact on low and moderate income individuals and their communities. Evidence of the success of this program model is reflected in client success stories, research studies, outcome and performance data and our ability to replicate our successful program supporting a Moderate evidence tier.

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For example, a Project Kaulike AmeriCorps member assisted a single mother to obtain current and retroactive child support payments from the father which will now allow the child to achieve his goal of higher education. As a result of the AmeriCorps member's assistance, the client received information about her legal problem, took action, and achieved increased stability.

Several research studies have evaluated the impact and success of telephone based legal hotlines. Although Project Kaulike will provide assistance both over the telephone and in person, these studies support Project Kaulike's intervention and its effectiveness to achieve the stated outcomes. A 2006 Client Outcome Study of Legal Hotlines by AARP Foundation examined the effectiveness of legal advice and information given by telephone regarding consumer or public benefits issues (Shosanna Elhrich, Ellie Crosby Lanier and Lanae Davis, 2006, Legal Hotlines Outcome Study, see <http://legalaidresearch.org/pub/1679/legal-hotlines-client-outcome-study-2006/>). Through a survey of seven legal hotlines throughout the country, the study found a very high percentage of callers (72%) took legal action as a result of the counsel and advice provided by the legal hotline. Callers also reported a change for the better as a result of taking action including an increase in public benefits.

Studies have also researched the economic impact of Legal Aid organizations throughout the country. In 2011, the Resource for Great Programs published a study entitled Civil Justice for Low-Income People Produces Ripple Effects That Benefit Every Segment of the Community (Kenneth A. Smith and Andrea J. Brewer, see <http://www.vplc.org/wp-content/uploads/2012/10/VA-Report-on-Economic-Impacts.pdf>). The study found that the Legal Services Corporation of Virginia's total economic impact in FY2010 was \$139 million. This economic impact includes benefits and savings for low-income families as well as the economic impacts on local economies. This study affirms that the provision of legal services provides improved economic well-being and security of economically disadvantaged people.

In previous years of the program members have exceeded performance measure expectations in all performance measure categories. Additionally, members were instrumental in the set-up and operation of self-help centers now operating on the following islands: Oahu, Kona, Kauai, Hilo and Maui. Evaluation efforts over the past full grant year reflect that 99% of those clients served by members, who responded to surveys and evaluations, indicated that the services provided were helpful

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to them resolving their legal issues and 98% indicated that the services increased their knowledge and preparedness to resolve their legal issues. The individuals served would likely have received no legal assistance if not for the AmeriCorps program.

4. Notice Priority.

Project Kaulike focuses on the CNCS focus area of Economic Opportunity. Through the provision of legal information and assistance, economically and disadvantaged people will experience improved economic well-being and security. As a result of Project Kaulike, clients can receive public benefits to pay for daily necessities such as food or rent, receive relief from debt, receive child support payments to stabilize a household, or receive the lawful return of their security deposit. Clients can achieve security through a divorce or protection order, avoid eviction or foreclosure and prevent homelessness, or transition to housing if the client is homeless. All of the clients served by Project Kaulike will be in crisis and through these services will experience greater stability and ensure Access to Justice.

5. Member Training. Project Kaulike provides professional development opportunities for members while they serve. Members will have numerous leadership opportunities initiating outreach events and overseeing volunteers. All members attend the following trainings as appropriate for their placement: (1) AmeriCorps Orientation in the first week of service attended by all members includes introduction of members, review of the Member Handbook, program goals, prohibited activities, forms, contact information and instructions on forbearance and education awards; (2) Program and Project training by supervisors on site policies and procedures for each partner agency; (3) 3-day poverty law training including written materials is a comprehensive poverty law introduction; (4) Hotline/CEJ training provided for Legal Aid members prior to staffing the hotline or the CEJ. Members observe experienced staff members for at least four shifts and are observed for at least two shifts. Members are provided with extensive materials including "scripts" covering over 59 legal topics, an extensive referral list, a hotline manual containing policies and procedures and a list of in-house "experts"; (5) Brown Bag Trainings throughout the year address issues crucial to service delivery and/or important to members' professional growth; (6) Quarterly Meetings will foster a team structure and encourage members to reflect on their service, to discuss Project Kaulike's success and strategize regarding common challenges.

Volunteer attorneys that are trained and supported by AmeriCorps members, must complete a series

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of trainings prior to volunteering in the court self-help centers.

6. Member Supervision. Legal Aid provides comprehensive supervision to all members. Specifics of the supervision will vary slightly, depending on the responsibilities of the member, but the following will provide a framework for all supervision: (1) Each member is assigned a site supervisor to whom they report and meet at least bi-weekly; (2) Site supervisors formally evaluate members at the mid-point and end of year; (3) When staffing the Legal Aid intake hotline or the Center for Equal Justice, a supervisor is available during the shift and documentation of the client's situation and any advice or assistance is reviewed by a supervising attorney prior to "closing" the case; (4) Member advocates providing more brief services are assigned a supervising attorney who reviews all research, legal documents and advice provided; (5) All members will be supervised by the Program Director as to their progress in meeting AmeriCorps program requirements by reviewing time sheets and monthly activity reports.

Oversight by Legal Aid in order to ensure that Supervisors are trained and supported include: (1) Supervisors orientation meeting and mid-term meeting; (2) Supervisor Manual including all program rules, supervisory responsibilities and program forms; (3) semi-annual site visits by the Program Director; (4) Program Director's monitoring of monthly activity reports from members; (5) semi-annual site evaluations and member evaluations; and (6) continuous communication between program staff, members and supervisors.

7. Member Experience. Project Kaulike AmeriCorps members will gain experience and skills that can be utilized and valued by future employers including customer service, case management, time management, and the ability to comply with numerous rules and regulations.

AmeriCorps members are attracted to the program because of their desire to serve. Members are recruited from the communities in which they serve in order to better inform their responsiveness to unique community needs and challenges. Many of our AmeriCorps members have gone on to attend law school, many of which have a focus in public interest law. Currently Legal Aid has more than thirteen staff members who previously served as AmeriCorps members. This reflects the project's ability to instill an ethic of citizenships that inspires members to continue to serve economically disadvantaged individuals by joining the program as staff members or pursuing higher education.

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Project Kaulike also provides the opportunity for its members to connect with other AmeriCorps members in the state by participating in annual trainings. AmeriCorps members are also encouraged to share their experiences with each other through quarterly meetings. Since AmeriCorps members serve at different locations throughout the state, these meetings provide a forum for members to share problems and successes and build a community within Legal Aid.

8. Commitment to AmeriCorps Identification. Members are trained during orientation to identify themselves as AmeriCorps Members and to share their experience as members with the community. All materials related to the AmeriCorps program will reflect the AmeriCorps logo as a method of branding national service. All brochures or self-help materials either produced or edited by members include the AmeriCorps logo. Members wear service gear including the AmeriCorps logo when participating in public outreach events. The program website will include the AmeriCorps logo in sections discussing the program. Members refer to themselves as "AmeriCorps Members" and all press releases or other publicly discriminated materials related to the services provided by members will clearly state that the individual is an AmeriCorps member. Finally, all services sites and all member materials will feature the AmeriCorps logo prominently.

Organizational Capability

1. Organizational Background and Staffing. Since its inception in 1950, Legal Aid has managed many grants and projects designed to provide legal help to Hawaii's low-income individuals and families. Having operated a successful AmeriCorps program since 1997, Legal Aid is fully able to manage and oversee this program. In the "Access to Justice Hui" Report published in November 2007, it was reported that out of 17 non-profit legal service organizations in the state, Legal Aid was the agency which social service providers, legal service providers and judges were most familiar. In an organizational assessment conducted by the Hawaii Alliance for Community Based Economic Development in 2004, stakeholders viewed Legal Aid's community presence as well-established, operating smoothly and having a reputation for providing consistently relevant and high quality services.

Legal Aid's AmeriCorps program is fully integrated into the organization and has been fully compliant and responsive to CNCS requirements. Support of the program is consistent with the plan for staffing described below. The organization's management structure includes one managing attorney for each

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Legal Aid office, Comptroller with accounting staff, Executive Director and Board of Directors. Legal Aid is governed by a Board of Directors comprised of 27 committed members. Wayne Keawe, Legal Aid's comptroller, has over 30 years of experience. He ensures that all financial matters are in compliance and is responsible for the submission of expenditure reports. Program Supervision is provided by M. Nalani Fujimori Kaina, Executive Director. Ms. Kaina was previously the managing attorney for the Maui, Molokai and Lanai offices before becoming Deputy Director in 2004 and Executive Director in 2009.

Angela Lovitt will continue to serve as Program Director as part of her overall duties as Director of Professional Development & Compliance. She will spend 20% of her time devoted to this position. She directs the program, is responsible for ensuring compliance with administrative requirements, recruiting and placing members, leading member meetings and member training opportunities, working closely with site supervisors to ensure that program objectives are met, attending management meetings and providing member support. Ms. Lovitt is a licensed attorney with a long history of devotion to public-interest law and public service with approximately 16 years experience at Legal Aid, including 7 years as AmeriCorps Project Director.

Maggie Tran will continue to serve as Project Coordinator. She will spend 30% of time assisting the Project Director with the collection and tabulation of data and reports from member staff and service providers, aggregating data from monthly summary reports, creating and maintaining member files, tracking hours accrued quarterly performance measure reports, monthly financial reports, collecting timesheets and coordinating member meetings and trainings. Ms. Tran has provided assistance with this project for over 7 years.

Elise von Dohlen, Director of Grants Management, will provide limited duties related to grant reporting and billing and preparing financial reports. She will spend 5% of her time dedicated to Project Kaulike. Ms. von Dohlen joined Legal Aid as staff after serving two successful AmeriCorps terms from October 2008 through September 2010.

Site supervising attorneys/managers for AmeriCorps members are: Russ Awakuni, Nicole Forelli, Valerie Grab, Sheila Lippolt, Rob Palin, Danny Pollard, Stacia Silva, Dawn Henry, and Linda Vass. Their experience as attorneys ranges from 5-25 years. They will spend an average of 10% of their time

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managing members at their sites and/or in their units.

Legal Aid will continue to work closely with the Hawaii State Bar Association and Hawaii State Judiciary in the operation of the court self-help centers. Letters of support from both of these partners are on file and can be provided upon request.

2. Compliance and Accountability. Having operated a successful AmeriCorps program since 1997, Legal Aid is fully able to manage and oversee this program. Legal Aid will ensure compliance, prevent and detect compliance issues by performing the following tasks: (1) Pre Service orientation and all member orientation which will include AmeriCorps rules and regulations -- including prohibited activities; (2) bi-monthly member meetings which include compliance and regulation reminders; (3) program staff monitoring site visits on a semi-annual basis and more frequently if needed; (4) semi-annual site supervisors meetings and Site Supervisor Handbooks which include review of AmeriCorps rules, regulations and prohibited activities; (5) On-going communication between program staff, members and site supervisors; and (6) Members will evaluate sites and supervisors will perform semi-annual written evaluations.

There are protocols for providing quality service and evaluation procedures to assure that high standards are met and problems are resolved as they arise. These documents are in compliance with all federal, state and county requirements. Legal Aid's Case Management Handbook establishes the protocol for outreach, screening, referral, intake, case assessment, legal advocacy and legal representation. The Client Grievance Process addresses the protocols for how a client can request grievance regarding Legal Aid's services. The Accounting Manual establishes procedures for handling Legal Aid's finances in a prudent and fiscally sound manner that meets general accounting guidelines. An annual financial audit evaluates all financial aspects of operations. Legal Aid addresses any comments or observations raised by the audit as soon as it is completed. Staff and managers are evaluated for their effectiveness, efficiency, case handling and overall job performance.

If instances of non-compliance are identified, immediate steps will be made to remedy the non-compliance and the Executive Director and HI CNCS staff will be notified.

3. Past Performance for Current and Former Grantees. No compliance issues or areas of weakness

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were identified during the last full year of program operation. All of the performance targets for the 2013-2014 year were met including providing direct client services, outreach, self-help material development and volunteers. We are currently on track to meet all performance targets for the 2014-2015 grant period.

Enrollment: In the most recent full year of the program's operation 2013-2014 grant period enrollment was 100%. In the current year, we have enrolled all but two quarter-time positions that are located in more rural areas. We are currently advertising and seeking to fill these positions shortly. In the next couple months, we will recruit two minimum-time members who will provide assistance during summer 2015.

Retention: During the 2013-2014 program year our retention rate was 94.4% with one (1) members exiting early without an education award. One part time member exited early in order to pursue an educational opportunity. During the current grant period, our current retention rate is 100%.

Cost Effectiveness and Budget Adequacy

1. Cost Effectiveness. The cost per member service year based on 11.28 FTEs is \$12,819, which is the below the maximum cost per MSY \$13,730. The member cost reflects the increasing total program cost as a result of Legal Aid's commitment to increasing the AmeriCorps living allowance for its members.

Through the program model of 9 Full-time, 7 Quarter-time and 2 Minimum-Time, Project Kaulike is equipped to serve economically disadvantaged people throughout Hawaii. Alternative legal service delivery models would require the increased use of attorneys and paralegals to provide similar services. The average Legal Aid Society of Hawaii attorney is paid \$51,000.00 per year and the average paralegal earns \$39,500 per year.

Legal Aid has been successful in securing funds to provide the grantee match for this program. Match sources we plan to use for this project include at least \$335,986 from the State of Hawaii and Indigent Legal Assistance Funds (ILAF). In addition, although we do not currently plan to use funds from the Legal Service Corporation ("LSC") as a match, such funds could be made available if unforeseen circumstances require their use. In-kind commitments such as portions of supervisors' salaries, rent for office space, telephones and malpractice insurance for attorney members will minimize the costs

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of the grant and allow matching funds to be maximized in other areas such as training, travel and evaluation costs.

2. Budget Adequacy. Please See Budget Narrative in e-grants. The overall cost of the program is \$480,583 (CNCS share = \$144,597; Grantee share = \$335,986)

Evaluation Summary or Plan

Legal Aid is re-competing for funds after having received formula funding for the current and previous grant year. As a Grantee receiving corporation funds of less than \$500,000 annually, the evaluation will be an internal evaluation conducted by program staff and management.

Program staff currently compiles data from clients served by members related to their satisfaction with services and the impact of the services on their ability to access the civil justice system. In addition, members provide mid-term and end of term evaluations of the program. These data are currently used to make adjustments to the program from year to year. Additionally, client satisfaction data is reported in Performance Measures submitted to HICNCS staff periodically. This data will be used to establish a base-line for a more in depth evaluation. In year one, program staff will adjust & finalize the tools and methods of data collection. In the second half of the upcoming grant year, program staff and volunteers will collect data. Data will be analyzed and the findings will be prepared. Recommendations will be made in a final report that will be completed and reviewed by the end of year two. The Project Director will create a post-evaluation action plan.

Program Model Evaluation Questions: 1) What are the key strengths and weaknesses of the service delivery model? 2) Is our model for service delivery an effective way to deliver services? Why or why not? 3) Are there any changes we should make to service delivery? 4) Are there any changes we should make to training or supervising members?

Client Services Evaluation Questions: 1) What long-term benefits, if any, have clients seen to improving their lives? 2) Have clients' original issues been resolved? Why or why not? 3) What services helped resolve their problem(s)? 4) What other factors have an impact on the desired project outcomes?

Information already collected throughout the year including number of clients assisted, number of

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referrals and client surveys will be used. Selected clients whose cases have been closed will be interviewed by phone or mail.

Evaluation data recorded under our plan submitted in our most recent formula application is limited as the annual basis of formula funding makes conducting a substantial long term evaluation problematic. Evaluations were primarily related to survey responses from clients and applicants served by members. The results of these surveys were that 99% of respondents felt that the information provided was helpful in resolving their legal issues. Additionally, 98% of those surveyed also indicated that the information provided increased their knowledge and preparedness to address their legal issues.

Performance measure targets have been based on past performance as well as the increased program emphasis on providing "brief services." The overall change will be legal goals achieved by clients and increased knowledge of their legal rights and responsibilities. These will be measured by the actual outputs as well as client surveys, monitoring of court and administrative records to determine successful outcomes.

Timely and regular feedback will be solicited by (1) semi-annual member evaluations of their site and their supervisor; (2) semi-annual supervisor evaluations of members; (3) quarterly performance measure reporting (4) semi-annual consultations with Judiciary staff regarding the self-help centers; (5) surveys to clients and CEJ service recipients. The feedback will be used to improve services, identify training needs, and/or to adjust supervision strategies.

Program staff will continue to re-design or create new tools, if necessary, to collect the appropriate information for reporting and assessing program success and challenges. Reporting of the activities will be made on an annual basis to the Hawaii Commission for National and Community Service. Performance measure targets were determined based on previous results and number of members. Activities of the members and the Program Director have been adjusted in the program design in order to ensure that these adjusted targets are met.

Amendment Justification

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Clarification Summary

2015-2016 CLARIFICATION

A. Budget Clarification

The budget and budget narrative has been amended to include the following changes:

1. The Budget amount has been amended to \$144,597, 11.28 MSYs, 18 slots, at \$12,819 cost per MSY. To reduce its budget request, the total personnel expenses for the Program Director, Director of Grants and Program Coordinator were moved to grantee share. The calculation for rent was also updated and there was a redistribution of member travel to \$481 in grantee share.

2. The Cost Per MSY was reduced based on the reduction in the budget described above. All costs of the program have been reduced wherever possible. Further reductions to the Cost Per MSY would require either (1) the grantee taking on a greater share of the costs or (2) reducing the member living stipend. (1) While we understand the importance of a low Cost Per MSY, the organization is not financially able to bear an increased percentage of these costs at this time without affecting our ability to retain staff members. To reduce staff in order to bear the costs of the AmeriCorps program would be in contravention of CNCS policies and priorities. (2) Reducing the Full-Time Member's living stipend would be very difficult given the high cost of living in the state of Hawaii and our member's usual stage in life. Unlike some programs, our members are primarily recent college graduates who are living independently. As such, most members must support themselves with their living stipend. Even with the currently living stipend level, many members must take second jobs in the evenings and weekends in order to provide for their basic necessities. The self-sufficiently standard, the amount which an individual or family requires to meet their basic needs, was \$31,901 in 2013. (page 5, State of Hawai'i Department of Business, Economic Development and Tourism. "Self-Sufficiency Income Standard: Estimates for Hawai'i 2013." December 2014. (http://files.hawaii.gov/dbedt/economic/reports/self-sufficiency/self-sufficiency_2013.pdf). The currently living stipend is well below this standard. We will continue to look for opportunities in the future to reduce the Cost Per MSY.

3. The Program does have an active SAM registration and evidence can provided to the CNCS grants officer when needed.

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4. Section C Staff Travel -- Travel to CNCS-Sponsored Meetings includes the approximate cost for flight, hotel, ground transportation, per diem and Conference Fee: 1 staff X \$850 airfare + \$50 ground transportation + (2 day) X \$400 lodging + \$70 per diem + \$230 Conference Fee = \$2,000 for Annual Grantee Meeting.

5. Section C Staff Travel Mileage -- Local mileage for Program Staff to visit Oahu sites and attend HI CNCS sponsored meetings and events is estimated at 89.3 miles at 56 cents per mile.

6. Section C Member Travel -- Mileage reimbursement at 56 cents per mile and parking expenses for members travel to homeless service sites, courthouse, outreach events, home visits to homebound clients, trainings and for island wide member meetings.

7. Section E -- The gear will include the AmeriCorps logo.

8. Section I -- The cost for criminal history background checks for staff is not included because Project Kaulike supervisors are licensed attorneys and thus exempt from requirement or checks have already been conducted. Non-attorney staff have current checks already completed.

9. Section I -- The calculation for rent, phones and equipment costs is as follows:

Rent: 8 FT members at 90 square foot at \$2.30 per foot per month X 12 months. 1 FT member not included because no rent paid for that location.

Phones: 9 FT members at \$70 per member per month costs for phone

Equipment Costs: \$30 per month per 11.28 MSY for copier, fax, scan, misc. equipment.

C. Performance Measure Clarification

The Performance Measures were amended to include the following changes:

1. The Performance Measure "Outreach & Legal Education for Economically Disadvantaged" was changed from Capacity Building to the Focus Area of Economic Opportunity and Objective to Other Economic Opportunity. The Performance Measure "Volunteer Management" was changed from Capacity Building to the Focus Area of Economic Opportunity and Objective to Other Economic Opportunity. Both of these Performance Measures address increasing access to services and resources

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that contribute to the improved economic well-being and security of economically disadvantaged people and meet the needs to qualify within the Economic Opportunity Focus Area.

2. Outcomes 18691 and 18692 were revised to reflect a "measurable and significant change in beneficiary knowledge, attitude, behavior or condition." The outcomes for both 18691 and 18692 are "Individuals report increased knowledge and preparedness to address their legal situation." The outcome numbers have been adjusted to reflect the change in the outcome measure. The revised outcomes rely on the self-reporting of individuals through the collection of client surveys and client attestations. The outcome target numbers take into account the average return response of surveys.

D. Strategic Engagement Slots

1. Legal Aid is an equal opportunity employer. Recruitment of members will include utilizing craigslist, local job employment companies, and informing other organizations within Legal Aid's network including disability organizations.

2. Project Kaulike is not requesting additional MSYs to be filled by AmeriCorps members with disabilities.

E. MSY with No Program Funds Attached Clarification

Project Kaulike is not requesting additional No-Cost MSYs.

Continuation Changes

N/A

Grant Characteristics