

## Welcome

In 2007, many of you assisted us with a legal needs survey which became the basis for the 2007 Assessment of Civil Legal Needs and Barriers of Low- and Moderate-Income People in Hawaii. From this report the Access to Justice Commission was born and the survey before you is part of that work.

This survey is a supplement to the 2007 survey and is part of the on-going work of the Access to Justice Commission's Committee on Maximizing Available Resources. Through this survey we aim to get a better snapshot of how and what legal services are being provided to the people of Hawai'i especially during this time of economic crisis.

Please complete this survey by July 26, 2009.

This survey is voluntary, but we hope that you do take the time to complete it.

If you have any questions about the survey, please contact Nalani Fujimori Kaina at [nafujim@lashaw.org](mailto:nafujim@lashaw.org).

Thank you again for your assistance.

## Background Information

If available, please e-mail a copy of your most recent annual report and/or IRS Form 990 to Nalani Fujimori Kaina at [nafujim@lashaw.org](mailto:nafujim@lashaw.org). If you are a legal service provider and receive IOLTA funds, please also provide a copy of your last IOLTA report.

You may also mail this report to:

Nalani Fujimori Kaina  
Legal Aid Society of Hawaii  
924 Bethel Street  
Honolulu, Hawaii 96813

Or send via fax to: (808) 527-8088

## Description of Services

Please provide information about your organization or regarding the area in which you provide services.

Where do you provide services (select all that apply):

- Kauai
- Oahu - Windward/North Shore (Waimanalo, Kailua, Kaneohe, Hauula, Waimea Bay)
- Oahu - Central (Haleiwa, Waialua, Wahiawa, Mililani, Kipapa Gulch)
- Oahu - Ewa/Aiea (Kunia, Kapolei, Ewa, Pearl City, Aiea)
- Oahu - Leeward (Nanakuli to Makaha)
- Oahu - Honolulu (Foster Village to Hawaii Kai)
- Maui - West Maui
- Maui - Central Maui
- Maui - East Maui
- Molokai
- Lanai
- Hawai'i – North and South Hilo
- Hawai'i – Puna
- Hawai'i – Hamakua
- Hawai'i – South Kohala
- Hawai'i – North Kohala
- Hawai'i – North and South Kona
- Hawai'i – Ka'u

What types of services do you provide (select all that apply):

- Alternate Dispute Resolution/Mediation
- Consumer
- Disabled
- Domestic Violence
- Education of Legal Rights and Responsibilities
- Ethnic Group
- Faith-Based
- Family
- Gay/Lesbian/Transsexual
- Health Care
- HIV/AIDS
- Housing
- Immigrant
- Senior
- Student Rights
- Other (please specify)

Who uses your services (select all that apply):

- Children
- Disabled
- Elderly
- Families
- Homeless
- Immigrants
- Native Hawaiians
- Women
- All of the Above
- None of the Above
- Other (please specify)

What, if any, income eligibility guidelines must people meet to receive your services? If available, please provide a copy of your guidelines.

How does your organization deal with conflict of interest situations when two or more persons with conflicting interests request representation or other assistance?

Approximately how many people do you serve each year?

Does your organization ever refer clients to other organizations that provide free or low-cost legal services?

- Yes
- No
- Don't Know

If so, about how many referrals do you make per year?

- Fewer than 5
- 5-25
- 26-50
- 51-100
- More than 100

If so, to which organizations do you refer clients to? Please also note which organizations you are familiar with.

	Refer	Familiar
Air Force Legal Assistance Office	<input type="checkbox"/>	<input type="checkbox"/>
American Civil Liberties Union of Hawai'i	<input type="checkbox"/>	<input type="checkbox"/>
Army Legal Assistance Office	<input type="checkbox"/>	<input type="checkbox"/>
Community Mediation Centers	<input type="checkbox"/>	<input type="checkbox"/>
Domestic Violence Action Center (formerly Domestic Violence Clearinghouse/Legal Hotline)	<input type="checkbox"/>	<input type="checkbox"/>
Earthjustice Legal Defense Fund	<input type="checkbox"/>	<input type="checkbox"/>
Elder Law Project, University of Hawai'i	<input type="checkbox"/>	<input type="checkbox"/>
Hawai'i Disability Rights Center	<input type="checkbox"/>	<input type="checkbox"/>
Hawai'i Immigrant Justice Center (formerly Na Loio)	<input type="checkbox"/>	<input type="checkbox"/>
Kokua Kalihi Valley Legal Services	<input type="checkbox"/>	<input type="checkbox"/>
Lawyers for Equal Justice	<input type="checkbox"/>	<input type="checkbox"/>
Legal Aid Society of Hawai'i	<input type="checkbox"/>	<input type="checkbox"/>
Legal Services for Children	<input type="checkbox"/>	<input type="checkbox"/>
Marine Legal Assistance Office	<input type="checkbox"/>	<input type="checkbox"/>
Maximum Legal Corp.	<input type="checkbox"/>	<input type="checkbox"/>
Native Hawaiian Legal Corporation	<input type="checkbox"/>	<input type="checkbox"/>
Naval Legal Service Office	<input type="checkbox"/>	<input type="checkbox"/>
USCG Honolulu Legal Assistance Office	<input type="checkbox"/>	<input type="checkbox"/>
Volunteer Legal Services Hawai'i	<input type="checkbox"/>	<input type="checkbox"/>

Please rate the importance of the following types of assistance to your clients, based upon your experience with them:

	Very Important	Important	Not Very Important	Not at all Important
Counsel and Advice (basic information on a legal problem)	jn	jn	jn	jn
Brief Services (providing limited assistance with a simple legal problem – e.g. letter writing, helping complete legal forms)	jn	jn	jn	jn
Full Representation (representation by an advocate or attorney)	jn	jn	jn	jn
Complex Advocacy (advocacy aimed at changing a practice, impact litigation)	jn	jn	jn	jn
Policy Advocacy (advocacy to change laws or government practices)	jn	jn	jn	jn
Mediation (resolving disputes through mediation rather than the courts)	jn	jn	jn	jn
Community Education (teaching people about legal rights and solutions)	jn	jn	jn	jn
Community Outreach (providing information to people at community events)	jn	jn	jn	jn

## Areas of Legal Need

For each area of legal need that your program addresses through an attorney or a person supervised by an attorney, how many cases were opened in fiscal July 1, 2008 - June 30, 2009, and what percentage of your total client base is represented by these cases? [If your organization is on a fiscal year-end other than June 30, 2009, please provide this information for your most recent fiscal year.]

**CIVIL RIGHTS:** (including, but not limited to public accommodation problems, first amendment rights, prisoner rights, language access)

Number of cases opened

% of overall cases

COMMUNITY BASED ECONOMIC DEVELOPMENT: (including, but not limited to small business problems, non-profit business assistance)

Number of cases opened

% of overall cases

DOMESTIC VIOLENCE: (including, but not limited to temporary restraining order or other protection from violence, access to shelters and housing, access to support services)

Number of cases opened

% of overall cases

EDUCATION: (including, but not limited to access to special education services, school discrimination, homeless children rights to education)

Number of cases opened

% of overall cases

EMPLOYMENT: (including, but not limited to unemployment compensation, wrongful termination, employment discrimination, worker's compensation)

Number of cases opened

% of overall cases

ESTATE PLANNING: (including, but not limited to wills, advance health care directives, powers of attorney, trusts, deeds, probate)

Number of cases opened

% of overall cases

FAMILY: (including, but not limited to divorce, child custody, child support, paternity, adoption, guardianship or conservatorship, child welfare)

Number of cases opened

% of overall cases

FINANCIAL/CONSUMER PROTECTION: (including, but not limited to debt collection, bankruptcy, repossession, fraud, predatory lending, credit discrimination, motor vehicle problems, tax)

Number of cases opened

% of overall cases

HEALTH: (including, but not limited to access to or denial of health care, problems with Quest, problems with Medicare/Medicaid)

Number of cases opened

% of overall cases

HOUSING/LAND: (including, but not limited to leases, evictions, damage disputes, security deposits, Section 8 vouchers, public housing, housing discrimination, mortgage problems, utility shutoff)

Number of cases opened

% of overall cases

IMMIGRATION: (including, but not limited to deportation/removal defense, naturalization, adjustment of status, immigrant crime victims, human trafficking, work visas)

Number of cases opened

% of overall cases

NATIVE HAWAIIAN RIGHTS: (including, but not limited to denial of cultural and religious rights, land disputes, water disputes, geothermal disputes, Hawaiian Homeland problems)

Number of cases opened

% of overall cases

PUBLIC ENTITLEMENTS: (including, but not limited to TANF, TAONF, GA, SSI, Social Security Disability, food stamps)

Number of cases opened

% of overall cases

## Service Delivery

Of your total client base, please estimate the percentage of the cases opened each calendar year served by each of the following service delivery methods:

Alternative Dispute Resolution	<input type="text"/>
Clinics (self-help or group sessions to assist clients with legal documents)	<input type="text"/>
Community education	<input type="text"/>
Community outreach	<input type="text"/>
Direct representation by legal service provider	<input type="text"/>
Direct representation by pro bono attorney (volunteer attorney)	<input type="text"/>
Drop-in advice or brief service centers	<input type="text"/>
On-line legal services (advice, forms, brochures)	<input type="text"/>
Scheduled neighborhood sessions for one-on-one intake	<input type="text"/>
Scheduled telephone appointments	<input type="text"/>
Telephone hotlines providing immediate advice	<input type="text"/>
Other	<input type="text"/>

What percentage of the people who contact your program are you able to assist?

0-25%

26-50%

51-75%

76-99%

100%

Please indicate the significance that the following factors have in your program's ability to provide legal representation or legal services (Please check off only one box per factor):

	Significant	Moderately Significant	Not Significant	Unsure
Availability of In-House Staff Attorneys	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of Pro Bono Attorneys	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of Experienced Staff or Expertise on Staff to Handle Particular a Problem	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conflict of Interest	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Client Does Not Meet Income Requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Client Does Not Meet Other Eligibility Requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem Involves an Area in which the Program Does Not Provide Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem Involves an Area that is Not a High Priority for Program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Case Does Not Have Merit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of Funding for Operational/Administrative Activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify)	<input type="text"/>			

## Client Demographics

Please estimate the percentage of your program's client base that falls into the following categories per year:

### Age

Under 18

18-64

Over 64

### Gender

Female

Male

## Ethnic Background

Caucasian	<input type="text"/>
Chinese	<input type="text"/>
Filipino	<input type="text"/>
Native Hawaiian	<input type="text"/>
Part-Hawaiian	<input type="text"/>
Japanese	<input type="text"/>
Other Asian (Includes Indian, Korean, Laotian, Thai, Vietnamese, Other Asian, and Mixed Asian)	<input type="text"/>
Pacific Islander (Includes Guamanian or Chamorro, Micronesian, Samoan, Tongan, Other Pacific Islander, and Mixed Pacific Islander)	<input type="text"/>
All Other (Includes Hispanic, African American, American Indian/Alaskan Native and No Response)	<input type="text"/>

These are other demographics that are important to your client base. Please indicate the demographics of your clients (the total should not add up to 100%).

Disabled	<input type="text"/>
Homeless	<input type="text"/>
Domestic Violence	<input type="text"/>
Low-Income (Below 125% of the federal poverty level)	<input type="text"/>
Moderate-Income (Between 125% and 250% of the federal poverty level)	<input type="text"/>
Non-Citizens	<input type="text"/>
Prison Inmates	<input type="text"/>
Rural Residents (People who live outside of urban Honolulu)	<input type="text"/>
Veterans	<input type="text"/>

## Staffing

If you have not provided this information earlier (in an annual report or IOLTA report) please provide the following information regarding your staffing in a calendar year:

Please provide the following information regarding your staffing as of July 2007:

Full-time attorneys	<input type="text"/>
Part-time attorneys	<input type="text"/>
Full-time paralegals	<input type="text"/>
Part-time paralegals	<input type="text"/>
Administrative staff	<input type="text"/>

Please provide the following information regarding your staffing as of July 2008:

Full-time attorneys	<input type="text"/>
Part-time attorneys	<input type="text"/>
Full-time paralegals	<input type="text"/>
Part-time paralegals	<input type="text"/>
Administrative staff	<input type="text"/>

Please provide the following information regarding your staffing as of July 2009:

Full-time attorneys	<input type="text"/>
Part-time attorneys	<input type="text"/>
Full-time paralegals	<input type="text"/>
Part-time paralegals	<input type="text"/>
Administrative staff	<input type="text"/>

As of July 2009, did you have any funded positions that were not filled? If so, please describe and explain:

Please provide the following information regarding your volunteers as of July 2007:

Pro Bono/Volunteer attorneys	<input type="text"/>
Pro Bono/Volunteer paralegals	<input type="text"/>
Pro Bono/Volunteer law students	<input type="text"/>
Other Volunteers	<input type="text"/>

Please provide the following information regarding your volunteers as of July 2008:

Pro Bono/Volunteer attorneys

Pro Bono/Volunteer paralegals

Pro Bono/Volunteer law students

Other Volunteers

Please provide the following information regarding your volunteers as of July 2009:

Pro Bono/Volunteer attorneys

Pro Bono/Volunteer paralegals

Pro Bono/Volunteer law students

Other Volunteers

Please describe what opportunities are available through your organization for volunteers to provide pro bono legal services and whether you could use additional volunteers if they were available.

Please describe the greatest challenge(s) faced by your organization in arranging for attorneys or individuals working under the supervision of attorneys to deliver pro bono legal services through your program.

Please describe what training your volunteers receive and whether that training is provided by you or other organizations (identify).

## Additional Information

How many offices does your program have?

Where are these offices located? (You may state the island if your location is confidential.)

In addition to your offices, please list any additional sites at which you deliver legal services to the community, if any.

What are your hours of operation? if they are different, please provide your hours for intake.

Can you please describe the process that a potential client goes through to receive legal services, starting with their first interaction with your agency to the determination to represent or assist.

Please describe any technology innovations, including, but not limited to websites or on-line forms, that you are utilizing to deliver legal services.

Please describe any coordination or collaborations that you have engaged in to deliver legal services or to conduct outreach to the community.

Please identify any other organization with whom you collaborate or will like to collaborate in order to more efficiently or effectively serve your clients and indicate the nature of that proposed collaboration.

Please describe your policy for providing access to those with limited English proficiency?

Please list the top five languages other than English spoken by your clients?

Please discuss the barriers faced by your clients with limited English proficiency, including, if applicable to difficulties in finding translators, costs, access, etc.

## Recommendations for Improvement

Please describe any specific suggestions or ideas you have to improve the access that low- and/or moderate-income people in Hawaii have to legal advice, legal assistance, legal representation or to the court system:

Please describe any specific suggestions or ideas you have to reduce or eliminate barriers to meeting the civil legal needs of low- and/or moderate-income people in Hawaii:

Please describe any specific suggestions or ideas you have to maximize the resources that are available in our community to meet the legal needs of low and/or moderate income people in Hawaii.

## Organizational Finances

What was (or do you approximate will be) your total operating revenue (i.e., revenue excluding contributions to endowments or long term capital projects) for FY07-08 and FY08-09 and what do you project your revenue to be in FY09-10?

FY07-08	<input type="text"/>
FY08-09	<input type="text"/>
FY09-10	<input type="text"/>

Looking at your sources of operating revenue, please estimate how they were distributed in FY07-08. The percentages should total 100% .

Government (include government contracts, grants and third-party payments/vouchers)	<input type="text"/>
Private Contributions (include individual donations, foundation support, United Way funds, and corporate/gifts/sponsorships)	<input type="text"/>
Fee-for-service Income (include all fees and charges from regular services)	<input type="text"/>
Other Commercial Revenue (include all other commercial income)	<input type="text"/>
Member Dues	<input type="text"/>
Endowment Income	<input type="text"/>
Other	<input type="text"/>

Looking at your sources of operating revenue, please estimate how they were distributed in FY08-09. The percentages should total 100% .

Government (include government contracts, grants and third-party payments/vouchers)	<input type="text"/>
Private Contributions (include individual donations, foundation support, United Way funds, and corporate/gifts/sponsorships)	<input type="text"/>
Fee-for-service Income (include all fees and charges from regular services)	<input type="text"/>
Other Commercial Revenue (include all other commercial income)	<input type="text"/>
Member Dues	<input type="text"/>
Endowment Income	<input type="text"/>
Other	<input type="text"/>

If you included "other," please identify your other revenue sources:

Thinking about the most recent 12 month period (i.e., July 2008 to June 2009), how would you say that the following sources of revenue have changed compared to the same period a year earlier (i.e., July 2007 to June 2008)?

	Down 20% or more	Down 10-19%	Down less than 10%	No change	Up less than 10%	Up 10-19%	Up 20% or more	N/A
Total revenue	jn	jn	jn	jn	jn	jn	jn	jn
Government support	jn	jn	jn	jn	jn	jn	jn	jn
Private individual contributions	jn	jn	jn	jn	jn	jn	jn	jn
Private corporate contributions	jn	jn	jn	jn	jn	jn	jn	jn
Foundation support	jn	jn	jn	jn	jn	jn	jn	jn
Fee-for-service income	jn	jn	jn	jn	jn	jn	jn	jn
Other commercial income	jn	jn	jn	jn	jn	jn	jn	jn
Member dues	jn	jn	jn	jn	jn	jn	jn	jn
Endowment income	jn	jn	jn	jn	jn	jn	jn	jn
Other	jn	jn	jn	jn	jn	jn	jn	jn

Other (please specify)

What were your total operating expenses for the following fiscal years. Exclude all noncash items such as depreciation and in-kind transfers.

FY07-08	<input type="text"/>
FY08-09	<input type="text"/>
FY09-10	<input type="text"/>

again about the most recent 12-month period (i.e., July 2008 to June 2009), how would you say that your organization's overall expenses have changed compared to the same period a year earlier (i.e., July 2007 to June 2008)?

- Down 20% or more
- Down 10-19%
- Down less than 10%
- No change
- Up less than 10%
- Up 10-19%
- Up 20% or more

How would you characterize the financial stress that your organization has experienced over the past 9 months (i.e., since September 2008)?

- Minimal - we have not experienced stress over the past 9 months
- Moderate
- Severe (e.g., bad, but I've seen worse in the last 5 years)
- Very Severe (e.g., the very worst I have seen in at least 5 years)

What PRIMARY goal has guided your organization's strategies in coping with budget pressures since September 2008?

- Preventing layoffs
- Preserving our scope/scale of service
- Preserving the quality of our key services/programs/projects
- Upholding our mission
- Increasing financial self-sufficiency
- Preserving our ability to reach or serve those least able to pay
- Maintaining our advocacy/civic engagement role

Other (please specify)

What actions, if any, have you taken since September 2008 in response to the financial stress you have experienced and/or the general economic downturn? Please check all that apply:

- Initiated or expanded efforts to obtain federal funding
- Initiated or expanded efforts to obtain state and/or local funding
- Started profit making subsidiary
- Introduced new fee-for-service activity
- Expanded existing fee-for-service activity
- Introduced or raised prices/fees
- Raised dues
- Improved or expanded marketing efforts
- Introduced or increased facility rental programs
- Introduced or expanded other revenue-generating activities
- Initiated or completed a major capital campaign
- Put capital campaign(s) on hold
- Introduced or expanded an e-Philanthropy program (i.e., internet fundraising)
- Joined a federated fundraising campaign (i.e., United Way)
- Hired professional fundraising consultants
- Created endowment fund
- Used personal funds to offset organization's losses
- Initiated or expanded efforts to obtain donations from individual donors
- Pursued new foundation or corporate support
- Established new vehicles for giving (such as donor-advised funds, automated giving, etc.)
- Canceled a special event/fundraiser
- Organized a special event/fundraiser

Since September 2008, time or other resources devoted to private fundraising/development have:

- Declined
- Remained the same
- Increased

11. What actions, if any, have you taken since September 2008 or immediately leading up to it specifically in response to the financial stress you have experienced and/or the general economic downturn? Please check all that apply:

- Borrowed money
- Issued bonds
- Restructured debt
- Used reserves or endowment monies to fund operations
- Sold real estate/facilities
- Sold (or used as collateral) other assets
- Shifted to cheaper alternative products/services
- Consolidated operations/closed facilities
- Moved to less expensive facilities
- Delayed/abandoned expansion and/or relocation plans
- Delayed maintenance
- Reduced operating hours
- Cut administrative/overhead costs
- Delayed/abandoned plans to adopt new technologies
- Accelerated new technology adoption
- Changed management or organizational structure
- Outsourced or collaborated with other organization(s) for back office functions
- Arranged to share staff with other organization(s)
- Acquired or absorbed another organization
- Explored programmatic integration with other organization(s)
- Completed programmatic integration with other organization(s)
- Explored merger with other organization(s)
- Completed merger with other organization(s)
- Created or expanded collaborative relationships with other nonprofits
- Created or expanded collaborative relationships with for profits
- Created or expanded collaborative relationships with government agencies

What actions, if any, have you taken since September 2008 or immediately leading up to it specifically in response to the financial stress you have experienced and/or the general economic downturn? Please check all that apply:

- Implemented or expanded advocacy for organizational funding
- Joined advocacy coalition with other organizations
- Reduced advocacy on behalf of clients/customers/patrons or field
- Increased advocacy on behalf of clients/customers/patrons or field
- Eliminated some products/services/programs completely
- Pared down programs
- Added new program services
- Expanded current programs
- Slowed/halted the adoption of programmatic innovations
- Accelerated adoption of programmatic innovation
- Reassessed mission
- Implemented a new strategic plan or planning process
- Reduced geographic reach of programs
- Expanded geographic reach of programs
- Increased referrals to other agencies/organizations
- Reduced or eliminated outreach to new clients/customers/patrons
- Increased outreach to new clients/customers/patrons
- Outsourced some program related activities (e.g., replaced in house museum exhibit with traveling exhibit)
- Pursued other programmatic activities for the general benefit of the community (e.g., an orchestra holding a food drive)
- Increased staff hours
- Decreased staff hours
- Eliminated staff positions
- Eliminated vacant positions
- Postponed filling new positions
- Instituted a hiring freeze
- Implemented a salary freeze
- Cut/reduced benefits

- € Cut/reduced wages
- € Redefined job descriptions
- € Increased reliance on contract or part-time workers
- € Increased reliance on volunteers
- € Eliminated advocacy position(s)
- € Created new positions
- € Shifted tasks to less skilled staff
- € Increased non-program work for program staff
- € Reduced/eliminated support for staff professional development
- € Reduced/eliminated travel budget for staff

Please add any other activities that are not mentioned above:

Overall, how would you rate your organization's financial performance since September 2008?

- Very successful
- Somewhat successful
- Somewhat unsuccessful
- Very unsuccessful
- Too soon to tell

## Impacts

Now we would like you to assess how the developments and actions you just described have affected your clients/customers/patrons and their access to your services and activities since September 2008.

Thinking about the most recent 12 month period (i.e., July 2008 to June 2009), how would you say the total number of people you have served has changed compared to the same period a year earlier (i.e., July 2007 to June 2008)?

- Down 20% or more
- Down 10%-19%
- Down less than 10%
- No Change
- Up less than 10%
- Up 10%-19%
- Up 20% or more

## What's Next?

What change do you reasonably anticipate will happen to your total operating revenue over the next year?

- Down 20% or more
- Down 10%-19%
- Down less than 10%
- No Change
- Up less than 10%
- Up 10%-19%
- Up 20% or more

If the above revenue change occurs, what impacts do you anticipate for your services or activities over the next year?

	Decrease	No Change	Increase	Not Applicable
Number of total clients/customers/patrons served	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Number of low-income clients/customers/patrons served	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Number of children/youth served	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Number of elderly served	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Size of waiting list	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Given this revenue projection, what actions do you plan over the next year?

	Decrease	No Change	Increase	Not Applicable
Range of activities for which fees are changed	j0	j0	j0	j0
Size of existing fees or co-pays	j0	j0	j0	j0
Number of staff	j0	j0	j0	j0
Number of volunteers	j0	j0	j0	j0
Staff wages/benefits	j0	j0	j0	j0
Range of programs/services	j0	j0	j0	j0
Number of hours we are open	j0	j0	j0	j0
Referrals to other organizations	j0	j0	j0	j0
Real estate owned	j0	j0	j0	j0
Partnerships	j0	j0	j0	j0
Advocacy	j0	j0	j0	j0
Borrowing	j0	j0	j0	j0
Commercial activity	j0	j0	j0	j0
Marketing/PR	j0	j0	j0	j0
Individual fundraising	j0	j0	j0	j0
Foundation/corporate fundraising	j0	j0	j0	j0
Government fundraising	j0	j0	j0	j0
Expansion/renovation plans	j0	j0	j0	j0
Consideration of mergers	j0	j0	j0	j0

What other activities do you plan to undertake in the next year that were not mentioned above?

We're hoping to include some of your organizational stories in our report on this important topic. Please help us by using the space below to describe how the current economic conditions are affecting your organization and those it serves:

Overall, which statement best describes your view of your organization's future?

Unless there is a significant change in the financial environment, I am concerned for the survival of our organization.

Conditions may not improve but the changes we have made will see us through.

In the next year, conditions will improve, so we are not too concerned.

Our future is bright, as we're using this as an opportunity to transform ourselves for the long-haul.

Other (please specify)

## Organization/Program/Community Group/Court Contact Information

\* Name of Person Providing Information

\* Please check the one that best describes your position:

executive director/senior management

program management

clerical/support

work directly with clients

judge or hearings officer

Other (please specify)

\* Organization Name and Address:

\* Telephone Number

\* Name of Executive Director

## Thank You

Thank you for completing this survey. We appreciate your time and energy.

Please don't forget to e-mail a copy of your most recent annual report, including a short description of the services you provide to Nalani Fujimori Kaina at [nafujim@lashaw.org](mailto:nafujim@lashaw.org). If you are a legal service

provider and receive IOLTA funds, please also provide a copy of your last IOLTA report.

You may also mail this report to:

Nalani Fujimori Kaina  
Legal Aid Society of Hawaii  
924 Bethel Street  
Honolulu, Hawaii 96813

Or send via fax to: (808) 527-8088