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June 18<sup>th</sup>, 2024

Request for Proposal (RFP) for Legal Service Provision for the Supportive Services for Veteran Families (SSVF), Suicide Prevention Engagement and Referral for Veterans (SERV), and the Grant and Per Diem Case Management (GPD CM) Grants administered by Volunteers of America Michigan (VOAMI).

Scope of Service: VOAMI is seeking RFPs for eligible Legal Service Providers to provide legal services to homeless, at-risk of homelessness, at-risk of suicide veterans, formerly-homeless veterans, and/or their eligible family members. Services will be provided in Allegan, Barry, Berrien, Calhoun, Clinton, Eaton, Ingham, Jackson, Kalamazoo, Kent, Muskegon, Ottawa, Van Buren, Oakland, Macomb, St. Clair, Sanilac, Washtenaw, and Wayne County. VOAMI anticipates to serve at least 500 eligible families but no more than 800 eligible families in one program year. Start of service begins on 10/1/2024 and ends on 9/30/2025. The award amount will total \$255,000.

Services to be provided by the awarded subcontractor include: review of legal history and potential outstanding or emerging legal issues, namely outstanding court fines and fees, eviction, housing related issues, and issues related to a client maintaining their mental health. The subcontractor will not provide support for issues related to family law, such as custody, divorce, etc.

### 1. Organizational Overview and Experience

- Please provide a brief overview of your organization, including its mission, core values, and experience in providing legal services specifically tailored to veterans or individuals experiencing homelessness.
- Detail any relevant certifications, accreditations, or recognitions your organization possesses in the field of legal assistance for veterans or homelessness-related legal issues.

### 2. Service Delivery Model

- Describe your proposed service delivery model for providing legal services to veterans under the grants administered by VOAMI. Include information on the range of legal assistance offered, methods of outreach to veterans, and strategies for ensuring accessibility and cultural competency.
- How will your organization collaborate with other service providers within the veteran network to ensure comprehensive support for veterans facing legal challenges?

### 3. Staffing and Expertise

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- Provide details regarding the qualifications and experience of the legal professionals who will be directly involved in delivering services under this contract. This should include attorneys, paralegals, and any support staff.
- Outline any specialized training or experience your team has in areas relevant to the legal needs of veterans, such as VA benefits, housing rights, employment law, or mental health advocacy. Include additional training or expertise your team has in areas relevant to the homeless population broadly.

#### 4. Performance Metrics and Reporting

- Identify the key performance metrics your organization will use to measure the effectiveness and impact of the legal services provided through this grant.
- How frequently will your organization provide progress reports to the VOAMI, and what information will these reports include?

#### 5. Quality Assurance and Compliance

- Explain your organization's quality assurance processes and mechanisms for ensuring compliance with all applicable laws, regulations, and grant requirements.
- Describe any internal oversight or review procedures in place to monitor the quality and effectiveness of legal services, address client grievances or complaints, and implement continuous improvement strategies.
- Detail your approach to safeguarding client confidentiality and privacy rights throughout the provision of legal services.

#### Submission Guidelines:

- Proposals must be submitted electronically in PDF format to Diandra Gourlay, Vice President of Social Services (dgourlay@voami.org) no later than July 31<sup>st</sup>, 2024.
- Any questions or requests for clarification regarding this RFP should be directed to Diandra Gourlay, Vice President of Social Services (dgourlay@voami.org) in writing by July 5<sup>th</sup>, 2024. All inquiries will receive a response in a timely manner.

We look forward to receiving your proposal and partnering with an organization committed to providing high-quality legal services to support our nation's veterans through VOAMI's services.

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