



Neighborhood Legal Services  
of Los Angeles County

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## REQUEST FOR PROPOSAL

### INTRODUCTION

Neighborhood Legal Services of Los Angeles County (NLSLA), along with its partners, Legal Aid Foundation of Los Angeles (LAFLA), Legal Aid Society of San Bernardino (LASSB), and Mental Health Advocacy Services (MHAS) (“The Collaborative”), seeks an external consultant to assist with implementation for a California Access to Justice Commission Innovation and Infrastructure grant.

The Collaborative, all 501(c)3 non-profits, each provides free legal services to a combined hundreds of thousands indigent individuals each year in Los Angeles and San Bernardino Counties. We chose to partner on this grant because we share the need for improved data collection and analysis on the client and litigant outcomes. In addition to the benefit of not needing to replicate the project for each organization, we believe a partnership will provide more meaningful data that could help not only the Southern California legal aid community but the national legal aid community as a whole. Furthermore, we hope the project and survey design will be replicable by other legal service providers and collaboratives.

The Collaborative has received funding to build and then utilize automated text messaging through its common case management database, LegalServer, to collect data on outcomes associated with the provision of legal services to clients. This project involves three components: 1) LegalServer development to allow functionality of automated text-messaging, 2) Design of surveys that will be sent to clients via text message at various intervals, and 3) Data analysis and presentation. This RFP seeks an consultant to lead components 2 and 3.

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**A PROJECT FUNDED BY**  
 America's Partner  
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LEGAL SERVICES CORPORATION

## GOALS

Through this project, the Collaborative seeks to use post-legal assistance data gathered via automated text message to better understand the legal outcomes and longer-term impact of legal aid services. At the end of this project, we hope to have a new understanding of the value to clients of the legal services provided by our organizations, allowing us to improve services and allocate resources where they are most needed.

While each of our organizations currently collect and report data on legal outcomes at the end of full scope representation and other more extensive legal services, none of our organizations have systems in place to follow-up with clients at a fixed time after legal assistance has concluded to investigate and gather data on the impact of the legal services intervention. Moreover, none of our organizations gather legal outcomes for brief and self-help services. For example, we may advise a client on how to file a child support claim, but often in the context of brief and self-help services we do not know if the claim was ultimately successful.

We want to collect this data to enable our programs to more concretely understand the value of our work, to improve the quality of our services, to inform allocation of resources to different legal interventions, and to help explain the value of our work to our funders and the public. The overarching goal of the project is to collect data that will help each organization, and the legal aid community, provide the most effective legal services to those in need.

## RESPONSIBILITIES

The consultant will work with the Collaborative to create a baseline of surveys that will cover various levels of legal assistance such as brief services, full-scope representation and self-help services. The consultant will also work with the Collaborative to identify the substantive area or areas to focus on. The surveys will be in both English and Spanish. Experience with conducting surveys in multiple languages is a plus.

The consultant will be responsible for collecting both quantitative and qualitative results. A key metric of success will be the response rate of the individuals contacted via automated text message. Qualitative success will be assessed based on whether the data provides meaningful insights into the impact of the Collaborative's legal interventions. The consultant will be expected to analyze the data from the client surveys to create a report that can be shared with external parties, such as funders and policymakers, and used internally for resource allocation purposes.

We seek a consultant who specializes in legal aid or social service data collection, methodology and analysis. Experience working with access to justice initiatives or other law or social science projects aimed at community or social justice is preferred.

## SUBMISSION REQUIREMENTS

A proposal should include a detailed description of how the consultant will help with Collaborative meet the project goals. Any proposal should also include a project timeline, your hourly rate and total estimated cost, a resume, and examples of other similar projects completed or undertaken. Please include links to any relevant scholarship or reports.

## PROJECT TIMELINE AND SELECTION PROCESS

Proposals under this RFP shall be due by 12pm PST, July 5, 2022 to Charlie Gillig ([charliegillig@nlsia.org](mailto:charliegillig@nlsia.org)). There may be a follow-up interviews with the Collaborative as needed. We hope to make a final decision and begin work on the project by July 15.

The Consultant will be expected to devote significant time to this project after selection to create the baseline surveys. The initial client surveys should be completed and ready for implementation into our case management databases no later than September 30, 2022, but preferably earlier in September. Data collection will then commence. During this period, the consultant will analyze data with the Collaborative to optimize the client survey response rate and address other improvements, additions and changes to the survey themselves.

Once sufficient data has been collected, the consultant will work with the Collaborative to produce a final report on the findings. The final report will be due no later than May 15, 2023. Any questions can be directed to [charliegillig@nlsia.org](mailto:charliegillig@nlsia.org)