



*Breaking Barriers to Justice*

**REQUEST FOR PROPOSAL:  
LAND OF LINCOLN INTAKE BUSINESS PROCESS ANALYSIS**

**GOAL**

Land of Lincoln Legal Aid (Land of Lincoln) seeks to identify opportunities to increase efficiency, precision, consistency and improve applicant experience with our client intake system. Our goal is to design a more efficient, accurate intake process that quickly serves applicants and is easier for staff to navigate.

**About Land of Lincoln**

Organized in 1972, Land of Lincoln is a not-for-profit organization. We provide free civil legal assistance to low-income Illinoisans in 65 counties in central and southern Illinois through five regional offices, four satellite offices, and a centralized Legal Advice and Referral Center (LARC). More than 730,000 Illinoisans are eligible for our help. We are the sole provider of a full range of legal services, from advice to representation, in our service territory. Our mission is to provide low income and senior residents of central and southern Illinois with high quality civil legal services in order to obtain and maintain their basic human needs. We provide assistance in the following areas of civil law: housing, foreclosure, public benefits, family, consumer, criminal records clearing, and education.

**Project Description**

The project is to conduct a business process improvement analysis of Land of Lincoln's intake process from all points of client entry through the intake process to identify areas for opportunities to increase efficiency, accuracy, consistency and improve applicant experience. The intake process will be mapped and evaluated for its efficiency, effectiveness, and client experience. The analysis will consist of interviewing our staff, reviewing our current intake process by examining our systems, technologies, and data regarding call volumes, talk and hold times, and time from initial call to case acceptance or rejection. Further, it is anticipated that key stakeholders will be interviewed, not only to evaluate how the current intake process works, but also to identify the needs of all stakeholders and what improvements they would recommend. Findings will be presented to the Land of Lincoln leadership team including an intake improvement plan with recommendations on process and technology improvements.

Land of Lincoln anticipates this project will take approximately twelve (12) months, from April 2024-March 2025.

The maximum amount of payment for all work performed for the project is \$30,000.

## **Qualifications**

- Experience providing intake business process analysis to legal aid organizations, and a professional reputation of having successfully implemented the same.
- Experience with telephone systems, call flows and online intake.
- An understanding of organizational process flow and tools, and experience successfully implementing organization procedures and organizational change.
- The ability to think deeply about organizational process flow and create actionable plans and tools that can be implemented to achieve concrete success in meeting intake process mapping goals.
- Experience with the Legal Server case management system preferred.

## **Desired Deliverables**

- Comprehensive review and documentation of Land of Lincoln's current client intake, transfer and client acceptance processes, including review of all current intake portals, transfer processes, work-flow, and Land of Lincoln's client acceptance priorities (CAPs).
- Evaluate the efficiency and effectiveness of each process, identifying gaps and needed improvements.
- Evaluate our CAPs to identify areas of improvement for an efficient and effective flow of applicants from intake to acceptance as a client.
- Create a final report that includes a review of Land of Lincoln's current intake, transfer and client acceptance process as well as the evaluation of each process. This report should include areas of improvement and opportunities to transform the intake system to make it more efficient and effective. It should provide detailed suggestions to improve Land of Lincoln's client intake and transfer processes, including new call flow diagram, work-flows and needed intake staffing levels, and a plan to implement said improvements. Provide detailed suggestions to improve Land of Lincoln's current CAPs, outlining recommended changes and a plan to implement said changes.

## **Estimated Project Timeline**

RFP released: January 16, 2023

Bids due: February 16, 2024

Interview and selection process: February-March 2024

Work begins: April 2024

## **How to Apply**

Please send RFP responses and inquiries to [avivod@lincolnlegal.org](mailto:avivod@lincolnlegal.org) with the subject line "Land of Lincoln Intake BPA" by February 15, 2024.

## **Response Requirements**

- Describe you/your firm's capabilities. Specifically, include your experience working with nonprofits, law firms, and/or legal aid organizations, and your ability to provide each of the above identified Desired Deliverables.
- Sample documents and presentations from previous similar projects, such as the comprehensive review of intake, transfer and client acceptance processes, recommended call flow diagram, case acceptance priorities document, and simplified "playbook" or "decision-tree" version of the priorities document.
- Project outline and timeline.
- Line-item proposal with detailed information about what expenses will be covered under each cost, and any variable expenses (e.g. travel reimbursement).
- List the principal consultants who will work directly on each component of this project, as well as their qualifications.
- Provide a client list, highlighting successful intake process mapping work.
- Provide three references from past clients.
- Include any additional information you deem pertinent to consultant selection.