

Right at Home Legal Services RFP Q&A

- Q:** One of the requirements is - " Providers must maintain a client-to-staff ratio of no more than 20:1 and have sufficient fulltime equivalent staff to support this ratio" Atlanta Legal Aid serves around 25,000 clients a year and we have 75 lawyers on staff, with 50ish other legal professionals/support staff and so this requirement makes us ineligible to apply. Is there any flexibility in this requirement? I understand its necessity, but wanted to ask.

A: The 20:1 ratio applies only to Right at HOME clients. Your team may serve additional participants outside of this ratio for other programs.
- Q:** We utilize Legal Server for all intakes and client tracking. We do not have the capacity to enter info into two different systems, but we can share the extensive data we collect on Legal Server. We have been using a version of Legal Server since 2001. Is there a way to share data? I also understand if not, but I wanted to ask.

A: HMIS use is required for all contracted providers under this program, as it supports program monitoring and research conducted by Notre Dame's Lab for Economic Opportunities (LEO). We recognize that reporting across multiple systems can be burdensome, and we will work with you to minimize the reporting burden while ensuring all research needs are met.