

**RFP# 23-75072 BUSINESS PROPOSAL**  
**Indiana Pathways for Aging Member Support Services**  
**ATTACHMENT E**

**Instructions:** Please provide answers in the shaded areas to all questions. Reference all attachments in the shaded area.

***Business Proposal***

- 2.3.1 General (optional)** - Please introduce or summarize any information the Respondent deems relevant or important to the State's successful acquisition of the products and/or services requested in this RFP.

Indiana Legal Services, Inc., (ILS) is a non-profit corporation that delivers free legal assistance in civil (non-criminal) matters to qualifying low-income individuals across Indiana. ILS operates from 8 offices in Merrillville, South Bend, Fort Wayne, Lafayette, Indianapolis, Bloomington, New Albany and Evansville. ILS was established in 1966, and today we serve clients in every county in Indiana. In 2022, ILS's 190 employees served over 15,000 low-income people.

ILS has several specialized projects to address the needs of at-risk client communities, including the Senior Law Project, the Immigrants and Language Rights Center, the Low-Income Taxpayer Clinic, the Military Assistance Project, the Legal Assistance for Victimized Adults (LAVA) Project, and the LGBT Project, and the Worker's Rights & Protection Project (WRAPP) addressing the need of migrant farmworkers, other agricultural workers, and survivors of human trafficking. More information about our office locations and links to our statewide projects can be found at <https://www.indianalegalservices.org/OfficeLocations>

ILS will build on its experience with the Long-Term Services and Support (LTSS) Ombudsmen Program in implementing the services related to this proposal. ILS currently provides ombudsman services in 8 of Indiana's 16 regions, employing 8.25 FTE ombudsmen.

- 2.3.2 Respondent's Company Structure** - Please include in this section the legal form of the Respondent's business organization, the state in which formed (accompanied by a certificate of authority), the types of business ventures in which the organization is involved, and a chart of the organization. If the organization includes more than one (1) product division, the division responsible for the development and marketing of the requested products and/or services in the United States must be described in more detail than other components of the

organization. Please enter your response below and indicate if any attachments are included.

Indiana Legal Services, Inc., is an Indiana not-for-profit corporation. As described above, it offers free civil legal assistance to low-income Hoosiers. As shown in the attached organizational chart, each of the 8 offices is considered an organizational unit under supervision of the deputy director. Additionally, ILS offers services through 11 centers or projects designed to serve especially vulnerable populations. The Senior Law Project is the hub of ILS's services for older Hoosiers and has well-recognized expertise in elder law, Medicaid and estate planning. In addition to 8.5 FTEs serving seniors from the Indianapolis office, ILS also serves seniors from our Merrillville, South Bend, Fort Wayne, Lafayette, Bloomington, and Evansville offices through grants from Area Agencies on Aging. ILS provides ombudsman services from Indianapolis, Lafayette, Evansville, and satellite offices in Columbus, Richmond, and Yorktown, employing 6.75 FTE ombudsmen.

An organization chart is included as Attachment E-1. The 501c3 designation is included as Attachment E-1a.

**2.3.3 Respondent's Diversity, Equity and Inclusion Information** - With the Cabinet appointment of a Chief Equity, Inclusion and Opportunity Officer, on February 1, 2021, the State of Indiana sought to highlight the importance of this issue to the state. Please share leadership plans or efforts to measure and prioritize diversity, equity, and inclusion. Also, what is the demographic compositions of Respondents' Executive Staff and Board Members, if applicable.

ILS's commitment to diversity, equity, and inclusion is showcased in the emphasis on DEI in our latest strategic plan. There are four specific goals in the 2022-2025 Strategic Plan:

- Ensure that all aspects of our work are grounded in racial equity.
- Uniformly deliver excellent representation to our clients.
- Advocate for clients and client communities, especially marginalized populations, to ensure just outcomes.
- Attract and retain superior talent throughout the organization.

While each goal has aspects of DEI, we have detailed the strategies and measures for Goal 1 below.

**Goal 1: Ensure all aspects of our work are grounded in racial equity.**

***Priority Strategies:***

- 1.1 Continue to recruit attorneys, staff, volunteers, interns, and board members who reflect the diversity of the clients ILS serves.
- 1.2 Integrate racial equity into case acceptance by asking how oppression/

discrimination affects the potential case.

1.3 Use a race equity lens to help guide our strategic advocacy.

1.4 Regularly offer staff and board training opportunities to better understand race and the systemic causes of poverty and to develop cultural competency.

1.5 Share power, resources, and leadership opportunities with staff of color.

1.6 Enhance marketing efforts to better inform communities of color about ILS's services.

1.7 Develop an internal culture that supports the achievement of racial equity metrics.

1.8 Ensure all ILS policies are inclusive.

1.9 Advertise opportunities internally to encourage BIPOC staff to join teams working on strategic advocacy, including federal and state appellate cases.

***Measurable Outcomes:***

- By 2024,
  - At least 15% of the case handling staff will speak Spanish fluently,
  - At least 20% of staff attorneys will be people of color,
  - At least 20% of the executive team, managing attorneys, and project directors will be people of color, and
  - At least 33% of staff including all attorneys and non-attorneys will be people of color.
- 20 interns in a new paid internship program geared toward increasing diversity in 2022.
- Each office and project reports annually on the number of outreaches and percent of outreaches in racially diverse communities.
- ILS participates in Shriver Racial Justice Institute, starting in 2022.
- Each office can determine whether a request for legal assistance meets ILS case priorities and allocate staffing resources, based on data generated through overall race equity principles, by 2023.
- Select at least one strategic advocacy goal annually using a race equity lens.
- At least two training opportunities offered annually to educate staff and board about race and poverty.
- All managers will participate in required annual training about race and poverty.

ILS recently released an RFP for an **internal equity assessment**, with responses due 5/15/23.

Our executive staff includes 4 white females, 2 white males, one African American female, one Latina, one LGBT white female, and 1 multiracial male.

Our board includes 17 white females, 11 African American females, 5 white males, 3 African American males, 1 Latina, and 1 Latino.

Our current strategic plan is included as Attachment E-2.

**2.3.4 Company Financial Information** - This section must include documents to demonstrate the Respondent's financial stability. Examples of acceptable documents include most recent Dunn & Bradstreet Business Report (preferred) or audited financial statements for the two (2) most recently completed fiscal years. If neither of these can be provided, explain why, and include an income statement and balance sheet, for each of the two most recently completed fiscal years.

If the documents being provided by the Respondent are those of a parent or holding company, additional information should be provided for the entity/organization directly responding to this RFP. That additional information **should explain the business relationship between the entities and demonstrate the financial stability of the entity/organization which is directly responding to this RFP.**

ILS receives funding from more than 70 sources. In 2022, ILS's total revenue was \$16,079,671. Its single largest funder is the Legal Services Corporation, a congressionally chartered corporation that distributes grants nationwide from a federal appropriation to civil legal aid providers nationwide. ILS is attaching its audits for 2020 and 2021 (Attachments E-3, E-4) and financial statements for 2022 as Attachment E-5. The 2022 audit will be available at the end of May.

**2.3.5 Integrity of Company Structure and Financial Reporting** - This section must include a statement indicating that the CEO and/or CFO, of the responding entity/organization, has taken personal responsibility for the thoroughness and correctness of any/all financial information supplied with this proposal. The areas of interest to the State in considering corporate responsibility include the following items: separation of audit functions from corporate boards and board members, if any, the manner in which the organization assures board integrity, and the separation of audit functions and consulting services. The State will consider the information offered in this section to determine the responsibility of the Respondent under IC 5-22-16-1(d).

The executive director of ILS takes personal responsibility for the thoroughness and correctness of the financial information supplied with this proposal. At ILS, the executive director is functionally the CEO, but does not have that title. ILS is audited annually by an independent auditor. Since our FY 2016, Crowe has been our auditor. Crowe is independent, has no connection with ILS, and provides no other services to ILS. It was selected by our board upon recommendation of the board's finance and audit committee pursuant to an RFP process. ILS has a conflict-of-interest policy for its board members and senior staff, and all board members and senior staff must sign it annually. Our audit certifies that ILS has sufficient separation of financial functions to meet all applicable standards. ILS would happily furnish further information regarding integrity and financial reporting upon request.

**2.3.6 Contract Terms/Clauses** - Please provide the requested information in RFP Section 2.3.6.

ILS respectfully submits the following changes to the sample contract. These changes are also included in Attachment J: Attestations.

Contract section Number	Title	Change Requested
7	Audits	ILS already is subject to the federal Single Audit requirement, and this contract would be a major program requiring a compliance audit under the federal Single Audit standard. The text of this section should be changed to state that ILS's federal Single Audit is sufficient.
9	Changes in Work	The State shall agree to negotiating in good faith to increase the size of the contract if the State's assumptions about the volume of services required under the contract prove substantially inaccurate.
12	Confidentiality	In paragraph 1, the Contractor will maintain confidentiality of any information the State specifically designates as confidential. The language as written is impracticable.
45	Termination for Convenience	This term should be mutual. If the State's assumptions about the volume of services required under the contract prove substantially inaccurate and no satisfactory changes can be negotiated in the contract, termination for convenience would be ILS's only method to avoid substantial economic losses and contractual penalties for failure to perform.
47	Travel	The contract should state that employee travel under the terms of the RFP (to provide in-person services to Pathways recipients) is reimbursable.

**2.3.7 References** - Reference information is captured on **Attachment H** Respondent should complete the reference information portion of the **Attachment H** which includes the name, address, and telephone number of the client facility and the name, title, and phone/fax numbers of a person who may be contacted for further information if the State elects to do so. The rest of **Attachment H** should be completed by the reference and **emailed DIRECTLY** to the State. The State should receive three (3) **Attachment Hs** from clients for whom the Respondent has provided products and/or services that are the same or similar to those products and/or services requested in this RFP. **Attachment H** should be submitted to [idoareferences@idoa.in.gov](mailto:idoareferences@idoa.in.gov). **Attachment H** should be submitted by the date listed in section 1.24 of the RFP. Please provide the customer information for each reference.

<b>Customer 1</b>	
Legal Name of Company or Governmental Entity	Indiana Bar Foundation, Inc.
Company Mailing Address	615 N. Alabama, Suite 426
Company City, State, Zip	Indianapolis, Indiana 46201
Company Website Address	<a href="https://www.inbf.org">https://www.inbf.org</a>
Contact Person	Marilyn Smith, J.D.
Contact Title	Vice President and Director of Civil Justice Programs
Company Telephone Number	317-269-7863
Company Fax Number	
Contact E-mail	<a href="mailto:msmith@inbf.org">msmith@inbf.org</a>
Industry of Company	Non-profit Legal Assistance
<b>Customer 2</b>	
Legal Name of Company or Governmental Entity	HealthLinc
Company Mailing Address	2401 Valley Dr.
Company City, State, Zip	Valparaiso, IN 46383
Company Website Address	<a href="https://healthlincchc.org/">https://healthlincchc.org/</a>
Contact Person	Beth Wrobel
Contact Title	CEO
Company Telephone Number	219-413-5100
Company Fax Number	219-465-9507
Contact E-mail	<a href="mailto:bwrobel@healthlincchc.org">bwrobel@healthlincchc.org</a>
Industry of Company	Health Care
<b>Customer 3</b>	
Legal Name of Company or Governmental Entity	Eskenazi Health
Company Mailing Address	720 Eskenazi Ave
Company City, State, Zip	Indianapolis, IN 46202

Company Website Address	<a href="https://www.eskenazihealth.edu/">https://www.eskenazihealth.edu/</a>
Contact Person	Anna Kirkman, J.D.
Contact Title	Associate Counsel and Medical-Legal Partnership Director
Company Telephone Number	317-880-0000
Company Fax Number	
Contact E-mail	<a href="mailto:anna.kirkman@eskenazihealth.edu">anna.kirkman@eskenazihealth.edu</a>
Industry of Company	Health Care
<b>Customer 4 (optional)</b>	
Legal Name of Company or Governmental Entity	Indiana Department of Veteran's Affairs
Company Mailing Address	777 North Meridian Street
Company City, State, Zip	Indianapolis, IN 46204
Company Website Address	<a href="https://www.in.gov/dva/">https://www.in.gov/dva/</a>
Contact Person	Gabrielle Owens
Contact Title	General Counsel
Company Telephone Number	317-232-3910
Company Fax Number	
Contact E-mail	Gowens1@dva.in.gov
Industry of Company	State government

**2.3.8 Registration to do Business** – Per RFP 2.3.8, Respondents providing the products and/or services required by this RFP must be registered to do business by the Indiana Secretary of State. The Secretary of State contact information may be found in Section 1.18 of the RFP. This process must be concluded prior to contract negotiations with the State. It is the successful Respondent's responsibility to complete the required registration with the Secretary of State. Please indicate the status of registration, if applicable. Please clearly state if you are registered and if not provide an explanation.

Indiana Legal Services, Inc has been registered with the Indiana Secretary of State since 6/1/1966. Attached is documentation of registration with Business ID 194490-080 as Attachment E-6

**2.3.9 Authorizing Document** - Respondent personnel signing the Executive Summary of the proposal must be legally authorized by the organization to commit the organization contractually. This section shall contain proof of such authority. A copy of corporate bylaws or a corporate resolution adopted by the board of directors indicating this authority will fulfill this requirement. Please enter your response below and indicate if any attachments are included.

Section 3.6 of the ILS bylaws, which are being provided as Attachment E-7, authorizes the executive director to sign all contracts on behalf of ILS.

**2.3.10 Subcontractors** - The Respondent is responsible for the performance of any obligations that may result from this RFP and shall not be relieved by the non-performance of any subcontractor. Any Respondent's proposal must identify all subcontractors and describe the contractual relationship between the Respondent and each subcontractor. Per instructions in **Attachment J**, either a copy of the executed subcontract or a letter of agreement over the official signature of the firms involved must accompany each proposal.

Any subcontracts entered by the Respondent must be in compliance with all State statutes and will be subject to the provisions thereof. For each portion of the proposed products and services to be provided by a subcontractor, the technical proposal must include the identification of the functions to be provided by the subcontractor and the subcontractor's related qualifications and experience.

The combined qualifications and experience of the Respondent and any or all subcontractors will be considered in the State's evaluation. The Respondent must furnish information to the State as to the amount of the subcontract, the qualifications of the subcontractor for guaranteeing performance, and any other data that may be required by the State. All subcontracts held by the Respondent must be made available upon request for inspection and examination by appropriate State officials, and such relationships must meet with the approval of the State.

The Respondent must list any subcontractor's name, address, and the state in which formed that are proposed to be used in providing the required products and/or services. The subcontractor's responsibilities under the proposal, anticipated dollar amount for subcontract, subcontractor's form of organization, and an indication from the subcontractor of a willingness to carry out these responsibilities are to be included for each subcontractor. This assurance in no way relieves the Respondent of any responsibilities in responding to this RFP or in completing the commitments documented in the proposal. The Respondent must indicate which, if any, subcontractors qualify as a Minority Business Enterprise, Women's Business Enterprise, or Veteran Owned Business under IC 4-13-16.5-1 and IC 5-22-14-3.5. See Sections 1.21, 1.22 and **Attachments A/A1** for Minority, Women, and Veteran Business information.

IVOSB entities (whether a prime or subcontractor) must have a Bidder ID. If registered with IDOA, this should have already been provided (as with MWBEs). IVOSBs that are only registered with the Federal Center for Veterans Business Enterprise will need to ensure that they also have a Bidder ID provided by IDOA (please see section 2.3.7 for details).



N/A; Subcontractors are not currently part of the operations plan. Any subcontractors brought on board during the implementation will be vetted by the State as required in the RFP.

**2.3.11 Evidence of Financial Responsibility** – Removed at the request of the agency.

**2.3.12 General Information** - Each Respondent must enter your company's general information including contact information.

<b>Business Information</b>	
Legal Name of Company	Indiana Legal Services, Inc.
Contact Name	Jon Laramore
Contact Title	Executive Director
Contact E-mail Address	<a href="mailto:jon.laramore@ilsi.net">jon.laramore@ilsi.net</a>
Company Mailing Address	1200 Madison Ave, Suite 300
Company City, State, Zip	Indianapolis, IN 46225
Company Telephone Number	317-829-3099
Company Fax Number	317-637-9773
Company Website Address	<a href="https://www.indianalegalservices.org/">https://www.indianalegalservices.org/</a>
Federal Tax Identification Number (FTIN)	35-6059654
Number of Employees (company)	190
Years of Experience	57
Number of U.S. Offices	8
Year Indiana Office Established (if applicable)	1966 (as Legal Services Organization of Indiana)
Parent Company (if applicable)	n/a
Revenues (\$MM, previous year)	16,079,671 (2022 unaudited)
Revenues (\$MM, 2 years prior)	15,104,442 (2021 audited)
% Of Revenue from Indiana customers	23% Indiana (non-federal or LSC support) 18% Federal support 41% Legal Services Corporation

- a. Does your Company have a formal disaster recovery plan? Please provide a yes/no response. If no, please provide an explanation of any alternative solution your company has to offer. If yes, please note and include as an attachment.

ILS Disaster Plan is currently under active review. An updated policy is expected to be announced in the next 4-8 weeks. The current plan is attached as Attachment E-8.

- b. What is your company's technology and process for securing any State information that is maintained within your company?

Legal Server is the case management system ILS proposes using for the Pathways Project. Legal Server, provides two backups, and it is secured using VDI, SecureW2 for authentication, Azure security & compliance policies.

We have also proposed to store data on GovCloud, a more secure isolated server.

**2.3.13 Experience Serving State Governments** - Please provide a brief description of your company's experience in serving state governments and/or quasi-governmental accounts.

ILS's primary relationship with governmental entities is as a grantee. The majority of ILS's funding comes from government grants, most of which we must apply for annually and all of which we must report on regularly. We have a long history of continuous and successful funding relationships with governmental entities because we deliver what we promise, generally excellent services that improve our clients' lives. Here are a few examples:

- For 49 years, we have received funding from the Legal Services Corporation (LSC). This quasi-governmental entity receives a congressional appropriation, to provide basic legal services across the State of Indiana. In 2023, we will receive \$9 million. We provide a detailed annual report on our activities to LSC, and each year we complete a detailed, multi-part application for LSC funds.
- For the past several years, we have received funding (currently over \$1 million annually) in federal Victims of Crime Act funding from the Department of Justice, administered by the Indiana Criminal Justice Institute. We apply for this funding in a two-year cycle and provide detailed monthly reports on our activities and expenses.
- We receive funding from the federal Veterans Administration and the Indiana Department of Veterans Affairs for our Military Assistance Project, which serves veterans and their families across the state. Our VA funding became available only in the last 18 months, allowing us to double the size of this project's staff.
- Ryan White HIV Program through the Indiana State Department of Health to provide legal services to persons living with HIV to address legal matters directly necessitated by the individual's HIV status.

- We have received state funding through the Civil Legal Aid Fund, an appropriation through the courts, since its inception in 1999. This program, administered by the Indiana Bar Foundation, requires an annual application/report of our activities county-by-county, including legal services provided, partnerships, and outreach activities. After the last legislative session, this appropriation will provide us with more than \$1 million in 2024.
- We receive funding for our Long Term Support Services ombudsmen from HHS, administered through FSSA and local Area Agencies on Aging. Our ombudsman program has continued to grow over the past few years because of our reputation for providing good services to long term care residents and treating our employees professionally and compassionately. We provide detailed reporting on these services to AAAs, and our ombudsmen's professional work is supervised by the State Ombudsman, an employee of FSSA.

We have maintained these relationships over many years because we provide excellent services; we are good stewards of government funds; and we are valued partners for government agencies and non-profits. We know how to track data, expenses, and outcomes. We can tell the stories of how funders' dollars are put to good use and change lives.

**2.3.14 General Information Experience Serving Similar Clients** - Please describe your company's experience in serving customers of a similar size to the State with similar scope. Please provide specific clients and detailed examples.

As described in the prior response, ILS has a long history of receiving government grants, and in many of those projects, we have served customers of a similar size on projects of similar scope to this one. Several of these grants have been made by state agencies, using state or federal funds. As background before providing examples, ILS serves all 92 counties from its 8 offices (last year, we served over 15,000 clients, including clients from every county). Our primary product is legal advice and representation in areas of basic needs: physical safety from an abusive spouse or partner, family integrity, habitable housing, decent medical care, public benefits for which clients are eligible, consumer rights, and employability, including expungement of convictions and assistance obtaining driver's licenses.

One project similar to Pathways to Aging Member Support Services, on which a state agency is our funder is our Ryan White grant to provide legal assistance to individuals with HIV/AIDS. This grant, administered by the Indiana State Department of Health, funds staff connected to clients through the state's network of AIDS services agencies. These agencies provide case management, and they connect appropriate clients with

ILS to address legal needs connected to their illness, including access to medical care, discrimination, safety, end-of-life documents, and benefits.

Similarly, much of our eviction defense work across the state is supported by funds provided through the Indiana Housing and Community Development Authority. These are federal funds which ICDVA has granted to the Indiana Bar Foundation for disbursement to legal aid agencies representing tenants in evictions. This money funds our eviction defense work in 90 counties (Marion and Allen have their programs, where we also are a grantee). We use these funds to seek to meet a statewide need for legal counsel in eviction proceedings. We operate more than 40 clinics monthly in courthouses, and we connect with and represent clients who contact our telephone or online intake systems. A similarity to this grant is that ILS is required to do outreach and publicize the availability of our services; we have done that through community partnerships, social media, advertising, and other avenues. ILS expended more than \$700,000 in funds from these grants to provide eviction defense in 2022 and we expect to spend more in 2023. This set of grants (from the state and two counties) is similar in scope and size to the proposal ILS makes in this RFP response.

Most relevant, however, is ILS's work for seniors, including our ombudsman program. ILS receives funds from 8 Area Agencies on Aging that support 8.5 FTE long-term care ombudsmen. We receive separate funds from several AAAs that support several lawyers across the state who serve the legal needs of seniors. Our ombudsman program provides excellent services in part because of its close connection to our legal services, to which ombudsmen can refer clients and ILS's longstanding relationships with the Hoosier elder law community. These connections enrich the services our ombudsmen can provide, including information and advocacy that most seniors otherwise would be unable to access. ILS's expertise and connections are displayed annually when we provide a daylong training for lawyers and others on Medicaid changes and developments. This training attracts attorneys from across the state, including hundreds in private practice (and several state employees working for the Medicaid program). Dennis Frick, who directs our Senior Law Project (SLP), is past chair of the Elder Law Section of the state bar and active with the Indiana Chapter of the National Academy of Elder Law Attorneys. He and other SLP staff regularly train lawyers nationwide on Medicaid, advance directives, and other elder law topics.

Our ombudsman and SLP, along with the other programs described above, all demonstrate ILS's history of serving grantors similar to (or agencies of) the State in projects with a scope similar to the scope of the Pathways to Aging Member Support Services project.

**2.3.15 Indiana Preferences** - Pursuant to IC 5-22-15-7, Respondent may claim only one (1) preference. For the purposes of this RFP, this limitation to claiming one (1) preference applies to Respondent's ability to claim eligibility for Buy Indiana points. **Respondent must clearly indicate which preference(s) they intend to claim. Additionally, the Respondent's Buy Indiana status must be finalized when the RFP response is submitted to the State.**

Approval will be system generated and sent to the point of contact email address provided within the Bidder Registration profile. This is to be attached as a screenshot (copied/pasted) for response evaluation.

Buy Indiana

Refer to Section 2.7 for additional information.

Indiana Legal Services, Inc. claims its preference under Indiana Code 5-22-15-20.5(b)(1) as a business whose principal place of business is in Indiana, in our case at 151 N. Delaware St. Suite 1850, Indianapolis 46204. ILS also qualifies under subsections (b)(2) and (b)(3) of the statute.

Indiana Legal Services, Inc. currently holds a Buy Indiana Certification as bidder number 5692 with certification dates of 4-17-2019 to 4-17-2024. Proof of certification is attached as Attachment E-9

**2.3.16 Payment** – removed at request of agency

**2.3.17 Extending Pricing to Other Governmental Entities** – removed at request of agency