

## **Veteran Needs Assessment Scope of Work**

### **I. Introduction, Purpose and Intent**

The City of Dallas is seeking proposals from qualified and experienced consultants or firms to conduct a comprehensive needs assessment for veterans in Dallas, Texas. The purpose of this assessment is to identify the unique needs, challenges, and opportunities for improvement in services and support for veterans in our community.

#### **Project Objectives:**

- To assess the current needs and challenges faced by veterans in Dallas, Texas
- To identify gaps in existing services and support systems for veterans, especially in education & workforce training, employment, health, particularly mental health, housing,
- To create an inventory of what current services are operating and offering support for veterans and how the City of Dallas can better partner to expand capacity
- To assess what municipal departments currently are doing to support veterans
- To recommend strategies that municipal departments can implement to enhance and equitably improve services for veterans based on the assessment findings.
- To provide actionable insights for policymakers and service providers to better meet the needs of veterans.

### **II. Background**

#### **Veteran Affairs Commission:**

City Council passed the ordinance to establish the Veteran Affairs Commission (VAC) in January 2021 with a mission to represent Dallas' military veteran community. The VAC is responsible for evaluating and recommending programs, policies, and practices to alleviate veteran difficulty in meeting basic needs, obtaining housing, employment, and comprehensive mental health assistance, as well as serve as a clearinghouse for information relating to the status of veterans in the Dallas community. Convening on a monthly basis, the VAC has been committed to enhancing awareness for resources and advocating for improved housing options for veterans. The City of Dallas Office of Equity and Inclusion supports the VAC with coordination efforts.

### **III. Bid Submittal Requirements**

#### **A. Eligibility Requirements**

Eligible applicants must meet the following minimum qualifications:

- Demonstrate a strong record of providing high quality research and needs assessments.
- Ability to collaborate with relevant stakeholders (veteran residents, City staff, local nonprofits, veteran serving organizations etc.)
- Have experience applying an equity lens to projects, including disaggregated data in reports and taking into consideration intersectional identities, including race/ethnicity, socioeconomic status, gender/sexual orientation, religion, disability, etc.

#### **IV. Specifications or Scope of Work**

Proposals should include a timeline and description of how the following will be accomplished:

##### **A. Project Planning and Kickoff:**

- Develop a detailed project plan, including timelines and milestones.
- Conduct a project kickoff meeting with key stakeholders to discuss goals and expectations.

##### **B. Literature Review:**

- Review existing literature, research, and reports related to veterans' needs and services.

##### **C. Stakeholder Engagement:**

- Identify and engage key stakeholders, including veterans, veteran service organizations, government agencies, and other relevant entities.
- Conduct interviews, focus groups, or surveys to gather input from veterans and stakeholders.

##### **D. Data Collection:**

- Conduct a thorough analysis of the current landscape and envisioned objectives to guarantee veterans enjoy unobstructed access to essential support services.
- Gather both quantitative and qualitative data encompassing veterans' demographics, challenges, health, employment, housing, education, and other pertinent factors.
- Facilitate focused discussions with key stakeholders, including veteran-serving organizations in Dallas, veteran residents, families of veterans, and caregivers.
- Engage with municipal departments to compile information on the existing services provided to veterans.
- Employ a mixed-methods approach to ensure a holistic and comprehensive collection of data.

##### **E. Analysis and Reporting:**

- Analyze collected data to identify trends and patterns
- Name actionable ways that City of Dallas can better partner with external agencies including veteran serving organizations and government agencies
- Data triangulation for key findings and recommendations, for example, identify how City of Dallas departments can leverage current operations to equitably serve veterans (e.g. recruiting and hiring)

**F. Recommendations and Action Plan:**

- Provide actionable recommendations for addressing identified needs and challenges.
- Prepare a detailed report summarizing the assessment results, including a scoring method for prioritization of action items and/or recommended policies
- Identify standards that could ensure that service delivery is best in class for veterans and aligned with City's values of service.
- Develop an action plan outlining steps for implementation.

**G. Presentation:**

- Deliver a presentation of the assessment findings to key stakeholders, such as Veteran Affairs Commission and City Council, including visual aids