

ATTACHMENT C
SERVICE NARRATIVE TEMPLATE
INTENSIVE FOSTER CARE SERVICES

Agency Name:

Service Standard: Intensive Foster Care Services

Region(s):

SERVICE NARRATIVE (50 points)

Provider Narrative Format Requirements: Maximum of 10 pages, not including attachments, minimum size 10 Times New Roman font, and 1-inch margins.

Respondents should provide one Service Narrative regardless of the number of Region(s) the Respondent for which the Respondent is proposing services. The State is interested in receiving proposals with innovative ideas and solutions for Intensive Foster Care Services.

The Service Narrative must address all topics listed below. **For each topic, if your agency is proposing services for multiple Regions, ensure that you address any applicable differences across each of your proposed Regions.**

REGION(S) PROPOSED

- List all Region(s) in which you are proposing to provide Intensive Foster Care Services. These Region(s) should match those listed in your Executive Summary. Please note that DCS is seeking statewide coverage for these services and encourages providers to propose services for as many regions as they can serve.

HISTORY OF QUALITY SERVICES

- Describe your agency's experience delivering services similar to Intensive Foster Care, along with examples of successful service delivery. If your agency does not have experience delivering services similar to the proposed service, describe in detail your agency's plan to deliver the service and applicable experience.
- Describe your agency's experience delivering services similar to Intensive Respite Care, along with examples of successful service delivery. If your agency does not have experience delivering services similar to the proposed service, describe in detail your agency's plan to deliver the service and applicable experience.
- If applicable, describe your agency's experience recruiting and retaining foster parents, including specific recruitment and/or retention strategies for identifying families that can provide therapeutic foster care support for children.
- Explain your agency's current status and involvement within the community, including previous successful collaborations with community-based agencies or organizations.

SERVICE PROVISION AND DELIVERY

- Describe your agency's proposed services for the Intensive Foster Care program, including specific details around the following components of service provision:
 - Identification of intensity and frequency of services based on the individualized needs of the child(ren) and families, including description of any proposed assessment tools
 - Engagement with residential providers to support discharge planning
 - Service delivery targeted for children in care
 - Support services provided to foster parent(s)
 - Family and community engagement
 - Training available for foster parents, including information on required and/or optional training
 - Safety planning and crisis intervention/response
 - Any enhanced/additional services
- Describe your agency's proposed services for the Intensive Respite Care program, including specific

details around the following components of service provision:

- Identification of intensity and frequency of services based on the individualized needs of the child(ren) and families, including description of any proposed assessment tools
 - Service delivery targeted for children in care
 - Support services provided to foster parent(s)
 - Family and community engagement
 - Training available for foster parents, including information on required and/or optional training
 - Safety planning and crisis intervention/response
 - Any enhanced/additional services
- Provide your agency's plan for recruitment and retention of foster parents that meet the foster parent requirements for the Intensive Foster Care program, including specific information on how your agency will prioritize diversity and inclusion throughout foster parent recruitment and retention for this program. If applicable, provide the additional foster parent requirements your agency proposes to leverage for foster parent recruitment, pending DCS approval.
 - Provide a sample treatment plan for a child enrolled in the Intensive Foster Care program and a corresponding Intensive Foster Family support plan (these items may be included as attachments and will not count toward the page limit).
 - Demonstrate your agency's plan to prioritize placement and service provision for children and their siblings (if applicable) in their community of origin (when possible).
 - Demonstrate how your agency will meet each of the Goals and Outcomes outlined in Service Standard Sections V and VI, including detailed information on how your agency will collect, track, and report all requested data.
 - Describe how your agency will assist in the development of and cooperate with the child(ren)s' visitation plan (when applicable), including but not limited to, how your agency will provide/coordinate transportation, visitation space, and qualified staff for supervision of visitation. In addition, please provide specific detail around how your agency will assist foster parents in supporting the child(ren)'s visitation plan.
 - For the delivery of Intensive Respite Care services, please describe your process for scheduling, the services offered, and how you plan to ensure that there is sufficient capacity to accept children quickly and efficiently.

INTAKE AND REFERRAL PROCESS

- Describe the internal Accept/Reject referral process for the proposed service, including how the email notifications are monitored and how the decision is made to either Accept or Reject the referral.
- Describe the process to accept referrals and initiate services, including key positions that ensure the initiation timeframes of referrals will be met as outlined in the Intensive Foster Care Service Standard and first contact with the Family Case Manager (FCM) and referred persons.
- Describe how your agency will identify a new Intensive Foster Care Services placement for a child(ren) whose placement disrupts, if directed by DCS, including detailed information on the timeline and potential barriers to identification of an appropriate placement.
- Describe how your agency will work with residential providers to assist and comply with a child's discharge plan.

SERVICE DEMOGRAPHICS

- Identify your agency's local office location(s) that will serve each Region(s) you are proposing to provide services for. How will this location(s) best serve clients in this Region(s)?
- Describe your agency's ability to serve children and families with diverse cultural, ethnic, sexual orientations and gender identities. This includes the availability of multilingual staff and cultural diversity training provided by the agency.
- Describe your agency's ability to serve children with high acuity needs (e.g., children diagnosed with Autism Spectrum Disorder, Serious Emotional Disturbances, Substance Use Disorder, Intellectual and/or Developmental Disabilities, and other needs detailed in the Service Standard). Additionally, describe how you will ensure that Intensive Foster Parents are able to serve this population.

PRACTICE MODEL

- Describe any Evidence Based/Promising Practice Models or Curriculum you are incorporating into the proposed service. If proposing multiple Evidence Based/Promising Practice Model(s)/Curriculum(s) or different Model(s)/ Curriculum(s) to be used based on the individualized needs of the child(ren) and/or family, please provide detailed information on how you will identify which Evidence Based/Promising Practice Model(s)/Curriculum(s) or different Model(s)/ Curriculum(s) to use.
 - *Requested attachment: Evidence Based/Promising Practice Documentation or Curriculum*
- Describe any innovative Practice Models or Curriculum(s) that you may incorporate into the proposed service and provide justification for the utilization of these innovative Practice Models or Curriculum(s) in the Intensive Foster Care program. Please provide a sample written plan for the use of a proposed innovative Practice Model or Curriculum, including information on how this tool will assist with successfully accomplishing the child(ren)'s identified goals.
 - *Requested attachment: Sample written plan for innovative Practice Model or Curriculum*

STAFFING STRUCTURE

- Provide a detailed Staffing Plan containing all proposed staff positions, including minimum experience and education requirements for each proposed staff position, and an organizational chart. Indicate which staff positions (if any) will be provided by subcontractors. Please provide detail around the expected utilization of each position based on your proposed services for the Intensive Foster Care and Intensive Respite Care programs.
 - *Requested attachment: Staffing plan*
- Describe the professional training that your staff receives, indicating whether this training is mandatory or optional, and include information on any specific training that will be offered to staff that are supporting the Intensive Foster Care program.
- Describe how your agency assigns cases to staff to ensure client's needs are met.
- Describe how your agency tracks, monitors, and adjusts caseload sizes.
- Describe your agency's frequency and method of supervision, and how your agency determines the appropriate frequency and method. Describe supervision tools utilized with staff, including managing supervision logs.