

ATTACHMENT C
SERVICE NARRATIVE
COMMUNITY PARTNERS FOR CHILD SAFETY SERVICES

Agency Name:

Region:

SERVICE NARRATIVE FY 2020-2021 (40 points)

Maximum of 5 pages, not including attachments, Times New Roman, at least 10 font, 1 inch margins.

Description of required attachments can be found in KidTraks RFP User Guide- Appendix B.

Respondents should provide one service narrative for each Region included in the proposal. Each service narrative must address the following topics:

1. HISTORY OF QUALITY PREVENTION SERVICES

- This section of the narrative should describe your agency's ability to deliver community-based child abuse and neglect prevention services to at-risk children and their families.
- Explain your agency's current status and involvement within the community, including previous successful collaborations with community based agencies or organizations. Information should be specific to region proposed.

2. SERVICE STANDARD & INTAKE/REFERRAL PROCESS

The Service Narrative should identify the service standard and description of the intake/referral process. Description of the intake/referral process should include from the time an agency receives the referral to the initiation of services for the referral. Identify key positions that ensure the initiation timeframes of referrals will be met as outlined in DCS service standards. (e.g., how is the referral email monitored? timeframes, family contact, referral initiation, follow up with referral source if needed).

3. SERVICE DEMOGRAPHICS

- Describe the capacity of your agency to provide the service within all the counties for the Region you are proposing. Identify your agency's local office location that will serve the region. How will this location best serve clients in this area?
- Identify the number of clients your agency is currently serving. If new agency or proposing for new region, identify the number of anticipated clients your agency will serve at the initiation of DCS contract or timeframe to begin serving clients.
- Please indicate any specialized populations your agency is able to serve or specialized staff expertise (e.g., clients suffering from substance use disorders, mental health issues, multilingual staff availability, special training or credentials).
- Describe your agency's ability to serve diverse cultural populations. This includes the availability of multilingual staff and cultural diversity training provided by the agency.

4. PRACTICE MODEL

- Describe how your agency determines the client's level of need for the proposed service.
- Describe the Evidence-Based and/or Promising Practice Models to be utilized in delivering the proposed service.
- Describe agency's experience and training related to the service delivery model.
 - What are the specific certifications that your staff have to provide this service, if applicable? Please attach a copy of your staff's certification or licensing agreement. (e.g., accreditation or certification in a particular Evidence Based Practice).
 - Identify your agency's process for staff development of the proposed service, including shadowing, evaluation, and training for educational and professional development. Describe training for parents and families if applicable.

- Include estimated length of service, methods (i.e. in home, office-based, individual, family, group, etc.). The method or model utilized must be consistent with the DCS Service Principles and the Service Standard for Community Partners for Child Safety.
- Describe the supervision structure including how your agency assigns cases to staff to ensure client's needs are met; 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.