

**ATTACHMENT D
SERVICE NARRATIVE
COMMUNITY BASED SERVICES**

Agency Name:
Service Standard:
Region:

SERVICE NARRATIVE 2018-2019 (40 points)

Maximum of 5 pages not including attachments, Times New Roman font, no less than 10 font, 1 inch margins.

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

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

HISTORY OF QUALITY SERVICES

- Describe your agency's experience delivering the proposed service, along with examples of successful service delivery. If your agency does not have experience delivering the proposed service, describe in detail your agency's plan to deliver the service.
- Explain your agency's current status and involvement within the community, including previous successful collaborations with community based agencies or organizations.

SERVICE STANDARD & INTAKE/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 initiate services, including key positions that ensure the initiation timeframes of referrals will be met as outlined in the DCS Service Standards and first contact with the FCM/PO and referred persons.

SERVICE DEMOGRAPHICS

- Identify your agency's local office location that will serve the county or 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 service standard, identify the number of anticipated clients your agency will serve at the initiation of DCS contract or timeframe to begin serving clients.
- Indicate your agencies ability to work with specialized populations (e.g., substance use, mental health, domestic violence, sexual abuse, etc.), including your agency's ability to remain culturally competent. If proposed service requires a training or certification, verification must be included.
 - *Requested attachment: Specialized Populations Training, Certification, or Credentials*
- Describe your agency's ability to serve diverse cultural population. This includes the availability of multilingual staff and cultural diversity training provided by the agency.

PRACTICE MODEL

- Describe how your agency determines the client's level of need for the proposed service.
- Describe any Evidence Based/Promising Practice Models or Curriculum you are incorporating into the proposed service. If proposed service requires a model or curriculum, verification must be included.
 - *Requested attachment: Evidence Based/Promising Practice Documentation or Curriculum*
- Identify your agency's process for staff development of the proposed service, including shadowing, evaluation, and training of educational and professional development.

STAFFING STRUCTURE

- 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.