

ATTACHMENT D – ADDENDUM #1

SERVICE NARRATIVE TEMPLATE

FAMILY PRESERVATION SERVICES

Agency Name:

Service Standard: Family Preservation Services

Region(s):

SERVICE NARRATIVE 2018-2019 (35 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 Attachment B KidTraks RFP User Guide - Appendix B.

Respondents should provide one Service Narrative regardless of how many Region(s) the Respondent is proposing services for. The State encourages providers to serve all counties within their proposed Region(s) whenever possible. The Service Narrative must address the following topics:

REGION(S) PROPOSED

- List all Region(s) in which you are proposing to provide Family Preservation Services. These Region(s) should match those listed in your Transmittal Letter. Note that the State encourages providers to serve all counties within their proposed Region(s) whenever possible.

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. If proposing services for multiple Regions, ensure you address any applicable differences across each of your proposed Regions.
- Explain your agency's current status and involvement within the community, including previous successful collaborations with community based agencies or organizations. If proposing services for multiple Regions, ensure you address any applicable differences across each of your proposed Regions.

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 Family Case Manager (FCM) and referred persons.

SERVICE DEMOGRAPHICS

- Identify your agency's local office location(s) that will serve the Region for each Region 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 a diverse cultural population. This includes the availability of multilingual staff and cultural diversity training provided by the agency. If proposing services for multiple Regions, ensure you address any applicable differences across each of your proposed Regions.

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. If proposing services for multiple Regions, describe if you will utilize the same Evidence Based/Promising Practice Model(s)/Curriculum(s) or different Model(s)/ Curriculum(s) across each Region.
 - *Requested attachment: Evidence Based/Promising Practice Documentation or Curriculum*

STAFFING STRUCTURE

- Describe how your agency assigns cases to staff and/or subcontractors 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 for staff and/or subcontractors, and how your agency determines the appropriate frequency and method.
- Describe supervision tools utilized with staff and/or subcontractors, including managing supervision logs.