

Attachment E

Service Narrative

Youth Service Bureau and Safe Place Administration Coordination

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 only submit one Service Narrative and must address the following topics:

1. Administer the YSB Certification Process

This section should document plan for certification process of YSB Fund Grantees across the state in accordance with IC 31-26-1. Proposal should include an outline of method and timeline of submitting certification recommendations to DCS. This section should outline the review process, including the respondent's role, who will be responsible for conducting the review, what practices/programs/documentation will be reviewed, a timeline for when agencies will be reviewed annually, and the process for follow-up and remediation, if needed.

2. Develop, Distribute and Review of Service Standards and a Request for Proposals for the Youth Service Bureau Fund

a. RFP process:

This section should include plan for developing the RFP process, including creating the RFP, timeline, scoring criteria, and announcing RFP and award recipients to accredited YSBs.

b. Adherence to state processes:

Proposal should include how this process will adhere to IC 31-26-1 as well as the state RFP and contracting processes.

c. Service Standards:

Proposal should include how suggestions for edits to the YSB Service Standards will be gathered, vetted, implemented and communicated back to the YSB sites.

d. Funding Allocation

Proposal should include proposed funding allocation methodology.

e. Reporting to DCS:

Proposal should also include proposed process to submit recommendations for the following to DCS:

- RFP plan and process including scoring
- Funding allocation methodology
- Recommended RFP award recipients
- Proposed edits to the YSB Service Standards

3. Oversee Service Provision of YSB Fund Grantees

a. Contract and Service Standard Compliance:

This section should include a description of how respondent will ensure YSB Fund Grantees will adhere to YSB contract and Service Standard.

b. Training:

This section should include plan for providing trainings to YSB Fund Grantees including potential topics to be covered, plan for providing trainings across the state, plan for ensuring attendance of YSB Fund Grantees, plan for offering trainings beyond the YSB Fund Grantees, training evaluation plan, and how respondent will seek additional funding for training outside of DCS resources.

This section should also include a plan for reports to DCS regarding the training schedule, topics covered, and attendees.

c. Outcomes:

This section should include description of process to develop outcomes measures for the direct service provided by the YSB Fund Grantees. Proposals should include how input from YSB Fund Grantees will be gathered.

This section should include plan for developing a comprehensive, outcome report tool to be used by the YSB Fund Grantees for reporting direct services for billing. Proposal should include plan and timeline. Proposal should include description of roles and responsibilities of respondent and any sub-contractors, if applicable.

This section should include a process to gather data/outcomes from the YSB Fund Grantees, data analysis methodology, and plan to report outcomes to DCS. Proposal should include a proposed example quarterly and annual reports for DCS that includes quantitative and qualitative data on outcomes. Proposal may include a sample report. Proposal should include the method data will be collected by the YSB Fund Grantees.

d. YSB Fund Grantee Billing:

This section should include a description of the YSB Fund Grantees monthly claiming process to ensure claims are paid timely. Proposal should include how reports will be used in the billing process and how any late billing will be handled.

e. Growing YSB Fund Grantees

This section should include creative ideas for capacity building and expanding the number of YSB Fund Grantees. Proposal may include ideas on how to increase the fund, pursuant to IC 31-26-1-4, by fundraising, supplementing state revenue, etc.

4. Administer the Safe Place Program

This section should include a plan to administer the Safe Place program according to the Scope of Work (Attachment C). Proposal should include:

- a. Details on the Request for Proposals (RFP) for the Safe Place Program, including development of the RFP, timeline, scoring criteria, and announcement of recipients.
- b. Plan for reporting quarterly outcomes to DCS based on data required by the National Safe Place Program.

c. Plan to submit fees to the National Safe Place Program on behalf of the agencies.