**Attachment B**

**Service Narrative**

**Education and Training Voucher Program**

**AND**

**Administration of College Dorm Placement Per Diem**

**Agency Name:**

**SERVICE NARRATIVE** Respondents must provide a service narrative that addresses the following topics:

1. **HISTORY OF QUALITY SERVICES**

This section of the narrative should describe your agency’s ability to deliver services outlined in the Scope of Work section of this RFP. This section should document your agency’s history of collaboration and work with DCS, Probation, Schools or other community agencies. Information should be specific to county/agency/region served.

1. **SERVICE DELIVERY PLAN**

Describe your agency’s service delivery plan, including documentation of your agency’s ability to determine the ETV funding matrix, taking cost of attendance of each student into consideration. Describe the proposed services to be provided as academic support. Describe your agency’s ability to disburse funding to students across the state for both ETV funding and College Dorm Per Diem funding.

1. **EVALUATION**

The Service Narrative should describe the agency’s prior years’ outcomes related to serving the proposed target population or a similar target population and program.  If outcomes are not available, describe the agency’s plan to capture clients’ outcomes.  Description should also include specific quality improvement/ assurance plans that the agency has implemented to ensure quality service delivery.  Provide an example of when your agency has used data to make decisions about programming.