

**ATTACHMENT-C
SERVICE NARRATIVE
HEALTHY FAMILIES INDIANA**

Agency Name:

County:

SERVICE NARRATIVE FY 2016-2018 (Maximum 6 pages for each service narrative. Narrative should be in 11.5 font size, 1" margins and Times New Roman font.)

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

1. HISTORY OF QUALITY SERVICES

This section should cover all important history and development of the organization to date, along with the organizational chart. The organizational history and your agency's ability to deliver home visiting services to at-risk children and their families. Include the program name(s). This section of the narrative should also document how the provider has been able to provide Healthy Families home visiting services to at-risk children and families. This section should document your agency's history of collaboration and work with DCS or other community agencies. Information should be specific to county/agency served. An organizational chart including the Board of Directors and any other affiliates should be included in this section.

2. PROGRAM NAME/SCREENING/REFERRAL PROCESS

The section should describe the intake and referral process to be utilized in the program including respondent's procedure/methods for a guaranteed time frame for initiation of services. This section should include information on what is done when the site is unable to service a referral.

3. SERVICE DEMOGRAPHICS

This section should define the priority target population, the geographical service area, and provide the projected number of clients the provider/agency intends to serve. Describe how the agency meets the capacity needs in the service area.

4. PRACTICE MODEL

Describe how the service delivery model is consistent with Principles of Child Welfare, Healthy Families America Critical Elements and Healthy Families Indiana Policy Manual.

5. PROGRAM EVALUATION

Describe adherence to Quality Assurance, discuss any corrective action plans undertaken, and any outcomes that should be highlighted. Description should also include specific quality improvement/assurance plans that the agency has implemented to ensure quality service delivery.