**RFP TITLE**

**RFP INTERNAL NUMBER FROM KIDTRAKS**

**TECHNICAL PROPOSAL TEMPLATE**

**Section 2.4**

**ATTACHMENT C**

***Technical Proposal***

**Instructions: Please supply all requested information in the areas shaded yellow and indicate any attachments that have been included. Document all attachments and which Section and question they pertain to in Attachment C. DCS is expecting creative cost saving solutions from all Respondents in an effort to distinguish the best partner(s) to select.**

**Provide the Technical Proposal Section number and name for which this Attachment C is being completed.**

**HISTORY OF QUALITY PREVENTION SERVICES**

* 1. Respondent will provide the agency’s history of services in the Region for which they are bidding on for this RFP including but not limited to what services are provided and to whom the services are provided.

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* + 1. Describe all local prevention efforts that respondent has funded during the previous contract as well as plans for the next two years of the new contract to be awarded from this RFP.

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* + 1. Respondent will provide a history of your agency’s participation in local level councils, such as fatality review teams and child protection teams, system of care, FEMR teams, regional service councils, etc. and describe how your agency will participate in these efforts in the future.

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* + 1. Explain your agency’s current status and involvement within the community, including previous successful collaborations with community-based agencies or organizations. Information should be specific to Region proposed to serve.

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* + 1. Describe how your agency has utilized customer service survey feedback to adjust services to meet community needs in the past and how your agency plans to ensure services are meeting the needs of the local community during the contract period awarded from this RFP.

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2.4.5 Respondent will describe your agency’s leadership and involvement at the region’s local level in Child Abuse Prevention Month events and activities. In addition, include your agency’s history of involvement in these activities in the region as well as your agency’s plan for these events during the contract awarded under this RFP.

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**SERVICE STANDARD & INTAKE/REFERRAL PROCESS**

2.4.6 Respondent should respond in the affirmative that they have read the CPCS service standard and understand the service standard response timeline outline within the CPCS service standard.

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* + 1. Respondent must have an established process to review and accept appropriate referrals and reject referrals that respondent is not qualified to facilitate or do not have capacity to serve. Describe the intake/referral process for your agency. Your response should include from the time your agency receives the referral to the initiation of services for the referral. Identify key positions that ensure the initiation timeframes of referrals will be met as outlined in DCS service standard (e.g., how is the referral email monitored? timeframes, family contact, referral initiation, follow up with referral source if needed). Also, describe the agency’s process for referrals out to another program when there is not capacity to serve a family.

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* + 1. Describe how your agency will monitor the service delivery of any subcontracted agency to ensure that the agency’s service delivery meets the requirements of the CPCS service standard.

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* + 1. Respondent will provide the number of clients your agency is currently serving. If you are a new agency or proposing a new service standard, identify the number of anticipated clients your agency will serve at the initiation of the contract or the timeframe to begin servicing clients.

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* + 1. Respondent will provide a narrative of your agency’s ability to deliver community-based child abuse and neglect prevention services to at-risk children and their families.

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* + 1. Respondent will provide demographics related to the population being served in the region including but not limited to total number of children in the region and other data outcomes related to the services that your agency provides.

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* + 1. Respondent will describe how your agency will provide a local Community Partners for Child Safety office within the specific Region for which you are bidding to serve under this RFP. This response must include your capacity to provide the service within all counties for the Region you wish to serve under this RFP response.

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* + 1. Please describe your agency’s ability to host community events (family fun events, regional provider fairs, community baby showers and safety fairs, etc.) as well as coordinate and lead in community collaboration and innovative outreach. In addition, include your agency’s history of involvement in these community events and activities in this region as well as potential plans for the next two years if awarded a contract from this RFP.

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**DIVERSITY, EQUITY & INCLUSION (DEI) / PARENT INVOLVEMENT**

* + 1. Describe your agency’s history and ability to provide outreach to federally defined special populations such as but not limited to: Parents, Adult former victims of child abuse and neglect or domestic violence, Racial and ethnic minorities, Children and adults with disabilities, Members of other underserved populations and underrepresented groups such as Fathers.

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* + 1. Respondent must create and promote a culture of diversity, equity, and inclusion within their agency and in the work with families. Respondent should describe their ability to service diverse cultural populations. This includes the ability of multilingual staff and cultural diversity training provided by the respondent.

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* + 1. Describe your agency’s history of specific efforts in this region to serve non-English speaking families within the region including but not limited to translation services and translated documents.

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* + 1. Respondent will describe your agency’s plans for parent involvement and an overview of your agency’s readiness to include parents at all levels, including policy development that includes parent involvement and voices.

If you are an existing CPCS contract holder, please provide specific examples of your agency’s utilization of the service standard’s parent partner role during your last contract and provide plans to utilize the parent partner role during the contract period awarded under this RFP.

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**FAMILY RESOURCE CENTERS (FRC)**

* + 1. For agencies applying in regions 2, 3, 5, 7, 11, 12, 18, please describe your agency’s ability to maintain the established family resource center.

Include plans to provide co-located services and facilitate monthly family fun events through the region’s Family Resource Center.

Will your agency fund a Family Resource Center or self-establish and sustain a Family Resource Center?

If your agency is funding or has self-established a Family Resource Center in a region not specified above then describe your agency’s plan to maintain the center.

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**PRACTICE MODEL**

* + 1. Respondent will describe how they will determine a client’s level of need for the proposed services being requested.

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* + 1. Respondent will describe their experience and training related to the service delivery model.

What are the specific certifications that your staff needs to provide this service, if applicable? Respondent will attach all certificates or licensing agreements (e.g. accreditation or certification in a particular Evidence Based Practice).

Identify your agency’s process for staff development of the proposed service, including shadowing, evaluation, and training for educational and professional development. Describe training for parents and families if applicable.

Include estimated length of service, methods (i.e. in-home, office-based, individual, family, group etc.). The method or model utilized must be consistent with the DCS Service Principles and the Service Standard for Community Partners for Child Safety.

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* + 1. Respondent will describe the Evidence Based Models/or promising practices utilized by their agency for services being provided. If no Evidence Based Model is required provide what curricula or other model will be utilized.

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* + 1. Respondent will describe how they monitor staff qualifications for each service being bid under the RFP to meet the Service Standards expectations.

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* + 1. Respondent will provide an organizational chart with description of roles to include staffing structure for administration of Community Partners for Child Safety program including subcontractors utilized. Respondent will provide an organizational chart as described above for the region’s Family Resource Center if applicable.

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* + 1. Respondent will describe the supervision structure including how your agency assigns cases to staff to ensure client’s needs are met; how your agency tracks, monitors, and adjusts caseload sizes; describe your agency’s frequency and method of supervision; and how your agency determine the appropriate frequency and method. Describe supervision tools utilized with staff.

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* + 1. Respondent will describe how you will provide support and supervision for your staff.

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