**HOMEBUILDERS®**

**SERVICE NARRATIVE**

**Agency Name:**

**Service Standard:**

**Region:**

**SERVICE NARRATIVE FY 2015-20117 (Maximum 3 pages for each service narrative, 1 service narrative per team proposed)**

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

1. **HISTORY OF QUALITY SERVICES**

* This section of the narrative should describe your agency’s ability to deliver community-based services to at-risk children and their families.
* 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. **PROGRAM NAME/SERVICE STANDARD & INTAKE/REFERRAL PROCESS**

The Service Narrative should identify the service standard and description of the intake/ referral process.  Description of the intake/ referral process should include from the time an 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 standards.  (e.g., how is referral email monitored, timeframes, FCM or Probation Officer first contact, family contact, referral initiation)

1. **SERVICE DEMOGRAPHICS**

Describe the capacity of your agency to provide the service within the county you are proposing.

1. **PRACTICE MODEL**

* Provider must agree to provide Homebuilders ® Services according to the Homebuilder® Model and Fidelity Measures. The Homebuilder ® model requires providers to attend Homebuilders training. Describe each respondent’s experience and training related to the service delivery model. Experience of Direct Staff providing service and hiring practices used by the agency. Describe the supervision structure (e.g., ratio of supervisors to direct workers, frequency and method of supervision, supervision tools, communication tools, supervisor experience ect.)

1. **PROGRAM EVALUATION**

The Service Narrative should describe the agency’s prior years’ outcome related to the corresponding service standard.  If the program measures additional outcomes please identify and describe those and the measurement process. Please include a description of any specific quality improvement/ assurance plan that the agency has implemented to ensure quality service delivery.  Provide an example of when your agency has used data to make decisions about the program.