**ATTACHMENT C**

**SERVICE NARRATIVE**

**CHILD ADVOCACY CENTER SERVICES**

**Agency Name:**

**Service Standard:**

**County:**

**SERVICE NARRATIVE FY 2016 to 2018 (Maximum 3 pages for each service narrative)**

Respondents should provide one service narrative for each county for which your agency is proposing. The 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 forensic interviews for at-risk children and their families.

 This section should document your agency’s history of collaboration and work with DCS, Probation, law enforcement, prosecutors, and/or other community agencies. Information should be specific to the county for which the agency is proposing.

**2. PROGRAM NAME/SERVICE STANDARD & INTAKE/REFERRAL PROCESS**

The Service Narrative should highlight 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 from DCS or probation to the initiation of the forensic interview. Identify key positions that ensure the initiation timeframes of referrals and forensic interviews will be met as outlined in DCS service standards. (e.g., how is the referral email address monitored, timeframes to when interviews will take place, FCM or Probation Officer first contact, family contact, service initiation for the forensic interview). Please include how the center’s staff will obtain parental consent for services and sharing of information within the multidisciplinary team.

**3. SERVICE DEMOGRAPHICS**

Describe the capacity of your agency to provide the service within the county you are proposing. What are the operating hours and location of the CAC and time availability of the CAC staff to do forensic interviews? Please indicate any specialized populations you are able to serve or specialized staff expertise (e.g., clients suffering from substance use disorders, mental health issues, multilingual staff availability, special training or credentials). Describe your agency’s ability to serve diverse cultural populations.

**4. PRACTICE MODEL**

 Describe the training that staff (will have) received to be certified as a forensic interviewer that will be utilized in delivering the proposed service as well as additional training to be provided for the local Multidisciplinary Team (MDT) members.

 Describe Respondent’s experience related to the service delivery model and standards for the CAC that will be followed. Please attach a copy of your staff members’ certification and/or accreditation as a Child Advocacy Center if applicable.

 Describe how the standards or practices used in the CAC are implemented and followed.

**5. PROGRAM EVALUATION**

The Service Narrative should describe the agency’s outcomes from prior years related to serving the proposed target population and county. Please provide information on how the agency will ensure the forensic interviews are tracked and the quarterly reports are completed as well as the response to referrals, timeliness of forensic interviews, and the impact of the agency on the community. If the proposal is from a newly developed center/agency, describe the agency’s plan to measure the agency’s service delivery to clients. Description should also include specific quality improvement/assurance plans that the agency has implemented to ensure quality service delivery such as the role of the peer reviews and/or MDTs in improving the quality of the forensic interviews. Provide an example of when your agency has used data to make decisions about the program.