

**ATTACHMENT C SERVICE NARRATIVE
STRATEGIC FRAMEWORK FOR PREVENTION OF CHILD ABUSE AND NEGLECT**

SERVICE NARRATIVE 2020-2021 (Maximum 5 pages for service narrative not including sample attachments. Narrative should be in 12 font size, 1” margins and Times New Roman font.)

Respondents should provide one service narrative. Service narrative must address the following topics:

1. HISTORY OF QUALITY SERVICES

This section should define previous work on strategic plans in the arena of Social Services with a focus towards the prevention of child abuse and/or neglect. This section should document your organization’s history of collaboration and work with DCS or other social service agencies. Document your organization’s history with DCS, regarding contracts, services, and professional relationships. If there is no prior relationship with DCS, please document your professional relationship with similar Indiana state agencies or peer agencies in other states.

2. SERVICE DETAILS

This section should define how the respondent will assist the Department of Child Services meet the project goal and deliverables as stated in the RFP. Proposal should describe how the respondent will convene stakeholders, facilitate the shared values and outcomes, identify data sources and indicators, collect data, and develop a toolkit for use in local communities. Proposal should provide evidence of previous experience regarding Project Management and/or large Group/Meeting Facilitation, demonstrating successfully meeting deadlines, producing required outcomes, and delivering complete and thorough documents/reports. The respondent should explain the plan for data collection and database maintenance, plan to travel the state for meetings and focus groups, and plan for regular communication with state staff on the strategic framework.

3. QUALIFICATIONS

This section should demonstrate what qualifications the respondent possesses regarding project management, research, marketing and utilization of best practice in the Social Services industry. Any specific training or certifications applicable should be discussed. Please describe your organization’s experience in serving clients of a similar size to the State that also had a similar scope. Please provide specific clients and detailed examples. Provide an example of when your organization engaged in strategic planning/framework development and a sample of a project report/deliverable that demonstrates prior experience in this area.

4. PROJECT PLAN

This section should detail the Respondent’s approach to the project that meets the requirements of the RFP. The proposed project plan must include a timeline, significant milestones, key staff members and their specific roles, possible challenges/barriers as well as a plan to address identified challenges.