

NARRATIVE PROPOSAL

Legal Business Name of Respondent:	
Planning and Service Area (PSA) Region:	

Address each item listed below. Please indicate each of the corresponding sections and question numbers and letters on the submitted narrative response. **Form D, Narrative Proposal** has a page limit of **thirty (30) pages**. **Section 1: Executive Summary may not exceed two (2) pages**.

SECTION 1: EXECUTIVE SUMMARY (May Not Exceed Two Pages)

1. Describe the Respondent's mission and purpose and explain how it aligns with the purpose and goal of ADRC core services.
2. Provide the Respondent's problem statement to clearly identify the need for ADRC services in the proposed ADRC PSA Region for the eligible populations. Include any supporting data related to the target population and their need for services.
3. Describe the experience and organizational capacity the Respondent has in providing services using evidence-based practices and managing projects like those within ADRC services.
4. Provide a high-level overview of the Respondent's approach to meeting the Project requirements of this RFA. The overview must demonstrate an understanding of the goals and focus of the Project as described in **Section II. Scope of Grant Project** of this RFA and in compliance with the RFA.

SECTION 2: PROJECT WORK PLAN (THREE PARTS)

This section should consist of a description of the Project's goals and major objectives. Goals should be concise, measurable and relate to the performance measures of the funding sources in the RFA, **Section II. Scope of Grant Project, Section 2.5 Eligible Activities**.

Section 2: Project Work Plan: The response is in three (3) parts to address the specific requirements in the RFA sections. The three (3) parts are as follows:

1. **Response Part 1: Composition and Structure of the Project** must address the Eligible Population and providing ADRC services in all counties identified within the ADRC PSA Region.
2. **Response Part 2: Composition and Structure of the Project** must address the ADRC service requirements in the proposed ADRC PSA Region including Specialized Information, Referral and Assistance (IR&A); Referral to Respite Care services; Local Contact Agency services; Housing Navigator activities; Outreach and Education activities under the Medicare Improvements for Patients and Providers Act (MIPPA); Pilot programs and local initiatives that target underserved populations; and Collaborative Efforts.
3. **Response Part 3: Composition and Structure of the Project** must address the Quality Monitoring Plan, and Client Feedback requirements.

A. Composition and Structure of the Project Part 1 Response:

1. Describe the Respondent's experience and capacity to provide services to the eligible population identified in the RFA, **Section II. Scope of Grant Project, Section 2.3 Eligible Population.**
2. Provide a detailed and comprehensive Project structure that demonstrates the Respondent's strategies to provide the services identified in **Section II. Scope of Grant Project, Section 2.4 Eligible Service Areas**, of the RFA within the proposed ADRC PSA Region.

B. Composition and Structure of the Project Part 2 Response:

1. Provide a detailed and comprehensive Project structure that demonstrates the Respondent's strategies to provide the services identified in **Section II. Scope of Grant Project, Section 2.5 Eligible Activities, B.** of the RFA within the proposed ADRC PSA Region.
 - a. Section 2.5 (1.) Specialized Information, Referral and Assistance (IR&A)
 - b. Section 2.5 (2.) Referral to Respite Care services
 - c. Section 2.5 (3.) Local Contact Agency services
 - d. Section 2.5 (4.) Housing Navigation activities
 - e. Section 2.5 (5.) Outreach and education activities under the Medicare Improvements for Patients and Providers Act (MIPPA)
 - f. Section 2.5 (6.) Local Initiatives, Pilot Programs, and Special Projects
 - g. Section 2.5 (7.) Collaborative Efforts

C. Composition and Structure of the Project Part 3 Response:

1. Provide a detailed and comprehensive Project structure that demonstrates the Respondent's strategies to provide the services identified in **Section II. Scope of Grant Project, Section 2.6 Program Requirements** for the following key components of the Project which include:
 - a. **Section 2.6.16 Client Feedback;** and
 - b. **Section 2.6.23 Quality Monitoring Plan.**
2. Describe the Quality Monitoring Plan method(s), techniques and tools that will be used by the Respondent to monitor the following, as requested in **Section 2.6.23 Quality Monitoring Plan** in the RFA:
 - a. Assess the overall quality for each of the core services provided by ADRC staff, including: IR&A, Respite, LCA, Housing Navigator, MIPPA, and Community Outreach and Education services.
 - b. The person-centered assistance and client-directed services implemented by the ADRCs.
 - c. Assisting individuals with food, cash, and healthcare assistance benefits applications submitted through the "Your Texas Benefits" website.
 - d. The plan must also include:
 - 1) The processes the Respondent will use to improve quality of services by revising program policies and procedures;
 - 2) Providing any identified staff or provider training needs to improve client services; and
 - 3) The process the Respondent will use to report monitoring findings and plans of improvement to HHSC.

SECTION 3: OPERATIONAL REQUIREMENTS

This section of the response will demonstrate the Respondents organizational and operational capacity required for the project.

1. Plan of Operation:

- a. Describe the Respondent's proposed Plan of Operation. **See Section II. Scope of Grant Project, Section 2.6.8 Plan of Operation** in the RFA. The Plan of Operation should include, but is not limited to, the following:
 - 1) The business days and hours of operation;
 - 2) The location where Client services will be provided;
 - 3) The job titles and contact information for administrative staff and their responsibilities related to fulfill the Grant Project obligations; and
 - 4) The number and job classification of staff delivering services.

2. Disaster Recovery and Business Continuity Plan:

- a. Describe the Respondent's disaster plan and plan for continuation of services during a disaster. **See Section 2.6.10 Disaster Recovery and Business Continuity Plan** in the RFA.
- 3. Transition Plan:**
 - a. Describe the Respondent's transition plan and strategies to ensure that service gaps do not exist with the outgoing Grantee. **See Section II. Scope of Grant Project, Section 2.6.12 Transition Plan** in the RFA.
- 4. Staffing Requirements:**
 - a. Describe how the Respondent will establish and maintain key staff and organizational requirements for this Project. **See Section II. Scope of Grant Project, Section 2.6.20 Staffing Plan** in the RFA.
- 5. Staff Development:**
 - a. Describe the Respondent's plan to develop and enhance staff professional development as required for this Project. **See Section II. Scope of Grant Project, Section 2.6.21 Staff Development and Training** in the RFA.
 - b. Describe the strategies that the Respondent will use to increase the cultural competence by ensuring all training, outreach, and assistance is delivered in a culturally appropriate manner and specifically tailored to Clients and benefits counselors with diverse values, beliefs, and behaviors. **See Section II. Scope of Grant Project, Section 2.6.21 Staff Development and Training** in the RFA.
- 6. Turnover Plan:**
 - a. Describe the strategies the Respondent will use to develop a Turnover Plan to ensure Clients do not experience any adverse impacts from the transfer of services to another entity or HHSC. **See Section II. Scope of Grant Project, Section 2.6.22 Turnover Plan** in the RFA.