# FORM C: NARRATIVE PROPOSAL

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| **Legal Business Name**  **of Applicant:** |  |
| **Grant Program:** |  |
| **RFA No.** |  |

Address each item listed below. Please reference each corresponding section, question number, and letter to identify the items addressed in the narrative response. **Form C, Narrative Proposal**, must not exceed forty (40) pages.

# Section 1: Executive Summary and Organizational Capacity

Applicant must provide a high-level overview that describes the Applicant’s approach and capacity to meet the requirements outlined in the RFA.

* 1. Describe the Applicant’s mission and purpose and explain how it aligns with the purpose and goals of the 2-1-1 Texas Information and Referral Network (TIRN) to provide Information & Referral services.
  2. Describe the Applicant’s experience providing services and managing projects like the 2-1-1 Texas Information and Referral Network and the Applicant’s capacity to provide Information & Referral services in accordance with the requirements in the RFA.
     1. To demonstrate the Applicant’s capacity, describe any service similar to the 2-1-1 TIRN services the Applicant has contracted with a state or local governmental agency or other entity to provide services within the past five years. For each service or project, the Applicant must include the following:
        1. Describe the services/project.
        2. The name of the agency the Applicant contracted with.
        3. The funding amount.
        4. Establish if the staff is proposed to be used in previous projects will be used to provide 2-1-1 TIRN Services.
        5. Provide a list of the contact information the Applicant previously contracted with to provide similar services to include Applicant's contract/project manager name, telephone number, and email address.
     2. Applicants that do not have specific references or contracted similar services, must describe their agency’s capacity to provide the 2-1-1 TIRN services, based on the agency’s organizational structure, capacity, and experience providing similar services directly.
  3. Applicants must indicate in the which region(s) they would like to be considered, and if the Applicant would like to be considered an ESEC
     1. Describe the Applicant's assessment of needs and resources in the region where services are proposed. Include the following:
        1. Describe the region and geographical location.
        2. Identify the target population and demographics of individuals in need of services within the region.
        3. Identify needs and gaps in services; and
        4. Identify resources that will support the purpose and goals of the 2-1-1 TIRN
     2. Provide a high-level overview of the Applicant’s approach to meet the grant requirements in this RFA for the region where services are proposed. The overview must demonstrate the Applicant’s understanding of the grant requirements described in RFA **Article II, Scope of Grant Award, Exhibit C, Grant Requirements, Exhibit F, Deliverables** and **Exhibit G, Key Performance Requirements(KPRs).**

# Section 2: Performance Requirements/Project Work Plan

2.1 Applicant must describe the proposed services, processes, methodologies, and evidence-based practices for meeting all components described in **Section II. Scope of Grant Project, of this RFA**, including the Applicant’s approach to meeting the timeline and associated milestones to provide and meet the Grant requirements listed in **Exhibit C, Grant Requirements, Exhibit F, Deliverables**, and **Exhibit G, Key Performance Requirements(KPRs). If applying for an Emergency Services and Escalation Center, Applicant must also refer to Exhibit D, Emergency Services and Escalation Centers Grant Requirements(ESEC)**.

2.2 The Applicant’s response must highlight strategies for the five (5) core functions in **Exhibit C, Grant Requirements**, Section 1 Overviewas follows:

Section 3.3 Data Resource Management

Section 3.4.1 Information and Referral Services

Section 3.4.2 Disaster Preparedness and Response

Section 3.4.3 Focused Initiatives Mandated by HHSC/TIRN

Section 3.4.6 Outreach Activities

2.3 Applicant must include additional strategy details as follows:

* + 1. Describe the Applicant’s transition plan and strategies to ensure that service gaps do not occur with the outgoing Grantee.
    2. Describe the strategies the Applicant 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.
    3. Describe how the Applicant will continue the project if there is a loss or reduction in grant funding.
    4. Identify all tasks to be performed, including all Project activities, to take place during the grant funding period.

**Section 3: Key Personnel and Organizational Structure**

Applicants must provide an organizational structure for successful fulfillment of Grant and performance requirements (if 100% of a staff person’s time will be dedicated to the contract, they would not be permitted to manage, oversee, or participate in other projects, contracts, etc.). Key Personnel is defined as all executive, director or management level positions assigned to this Grant. Resumes and references for Key Personnel must be provided to HHSC for evaluation and approval as part of the Applicant’s proposal.

* + 1. Describe how the Applicant will establish and maintain adequate staffing, key personnel, and organizational requirements.
    2. Describe the Applicant’s plan to ensure staff meet specific qualifications for the various key personnel.

Applicants must have or propose staff in the AIC Region(s) in which they propose to provide services at the time of Grant execution before fully operational date. Additionally, the Grantee must notify HHSC of any changes in Key Personnel during the term of the Grant and any renewal or extension.

See **Exhibit C, Grant Requirements**, for Post-Award Staffing Requirements associated with this Solicitation.

**Section 4: Expenditure Proposal**

See the RFA, **Section 6.2 Requested Budget**.

4.1 The Applicant must propose the total cost to provide Area Information Center (AIC) services.

4.2 The Applicant must outline costs within the Exhibit E, Expenditure Proposal budget categories that are allowable and reasonable.

**Section 5: Emergency Services and Escalation Centers (ESEC)**

If the Applicant proposes to provide Emergency Services and Escalation Centers (ESEC), the Applicant must provide a high-level overview that describes the Applicant’s approach and capacity to meet the requirements outlined in **Exhibit D, Emergency Services and Escalation Centers Grant Requirements(ESEC).**

5.1 The Applicant will propose an approach for Emergency Management Preparedness.

1. Describe the applicant's knowledge and experience with local and statewide emergency management organizations.
2. Describe the applicant’s approach or strategies for training related to Emergency Management.
3. Provide a high-level overview of the Applicant’s experience and approach to maintaining and communication disaster-related information.

5.2 The Applicant will propose an approach for Emergency Management Escalation.

1. Describe the Applicant’s plan to recruit volunteers and maintain staffing to ramp up call handling.
2. Describe the Applicant’s capacity and approach to provide the infrastructure and provision to support continuity of operations and escalation processes

5.3 Applicant must describe the proposed services, processes, methodologies, and evidence-based practices for meeting all components described in **Exhibit D - Emergency Services and Escalation Centers Grant Requirements** **Grant Requirements(ESEC),** Section 2.1.4.1 STEAR Program.

5.4 Applicant must propose the costs budgeted to be an ESEC in the Applicant’s Exhibit E, Expenditure Proposal. See the RFA, **Section 6.2 Requested Budget.**

A. The Applicant must propose the total cost to provide ESEC services.

B. The Applicant must outline ESEC costs within the Exhibit E, Expenditure Proposal budget categories items that are allowable and reasonable.