**Instructions**: Provide detailed responses in the text boxes to the questions below. If additional attachments are required as specified below, submit the attachments in the order they are requested below. There is no page limit for this Appendix E – Technical Response to Questions or any associated attachments.

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| **Vendor Name** |  |

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| Describe the structure of the team that would directly operate, facilitate and oversee the Community Navigators, including (a) the anticipated roles and staff types that your agency will use and (b) the specific duties and responsibilities that will be assigned to each of those roles.  |

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| Please provide a detailed description of how your agency will implement the Community Navigator Program for a family that has been referred for the program, including but not limited to:* 1. How will your agency participate in pre-referral “handoffs” from DCYF, process referrals, and initially engage families referred to your program. What strategies will your agency use to ensure families seamlessly transition and successfully engage in the service?
	2. What is your agency’s experience with engaging clients on a voluntary level and making a cold call? What is your experience in working with resistant clients? What is your experience in working with a diverse population to include families who do not speak English?
	3. Timeline such that Community Navigators would be operational within thirty days of the contract effective date.
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| Please provide your agency’s experience in the following areas:1. Successfully launching a new service, business unit, or program or adding a significant new component or practice to an existing service, business unit or program?
2. Any notable successes providing services to the target population or similar populations. Based on your experience or research, what do you see as the key needs of the population?
3. Providing outreach services to one or more regions, specifically addressing the challenges and potential solutions for delivering such services in different population constructs. If you do not have experience in these specific areas, what capacity does your organization have that would lend itself to executing on this service?
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| How will you provide outreach and educational services? Include your proposed plan that ensures you will reach a diverse population within the covered population. Include the anticipated number of individuals to be served. |

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| Please provide your proposed staffing plan including but not limited to the following:1. If you are planning on using existing staff for this service, what are the most important capacities they have in order to execute the Community Navigator Program and supervisory functions detailed in this RFP? Please describe their qualifications and experience.
2. If you are planning on hiring any new staff, describe your plan for recruiting and hiring staff with the qualifications, capabilities and experience needed to perform the duties described in this RFP.
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| What is your plan to stay current on available services and access to available services? |