

**Appendix II**  
**Department of Workforce Services**  
**Benefit Navigator**  
**Application Narrative**  
**Solicitation #26-DWS-S011**

**Organization Name:**

**Directions:** Narrative must be in the default size, font, and within the space provided. Additional narrative attachments are not allowed.

**1. PROGRAM OVERVIEW**

Describe your organization's mission and the population you serve.

- a. Specifically describe the need in your geographical area.
- b. What programs and services does your organization provide overall?
- c. How has your organization been shown to be successful in services provided previously?

Program Overview Continued:

## **2. ASSESSMENT PROCESS**

Provide a description of your assessment process including the tool(s) that you will use and what information will be gathered. How does that information assist you to ensure participants are better off after receiving your services?

- a. Describe any specific assessment tools being used and research supporting the use of the tools.
- b. How does your assessment process identify the needs of the family and how will you use the information to determine the appropriate support and resources to ensure families are able to navigate transitioning between receiving public assistance and becoming self-reliant?

**Assessment Process Continued:**

### 3. **SERVICE DELIVERY**

Describe the benefit navigation, financial planning and self-reliance services that your organization will provide through the grant services. Details should include what support navigators will provide to participants.

- a. Provide any research related to your program that supports your service delivery model.
- b. List your partners and describe how you coordinate your efforts to ensure customer success.
- c. Include anticipated length of time participants may be served for.

#### 4. EXPECTED OUTCOMES DURING ENTIRE GRANT PERIOD

Please define the benchmarks that your program will achieve related to the outcomes identified in the RFGA (***ALL bold and italicized items***). Include any additional outcomes that you would like DWS to consider in your application.

- a. Include in your response, your baseline, and any existing and/or historic conditions, if applicable.
- b. Provide a description of how you will meet each of those outcomes using SMART elements - Specific, Measurable, Attainable, Relevant and Trackable.
- c. Describe how you will gather data to ensure proper reporting of identified outcomes.

***\*Specific outcomes may be included in the final grant agreement Scope of Work.***

**EXPECTED OUTCOMES DURING ENTIRE GRANT PERIOD CONTINUED:**

## **5. COST INFORMATION**

Justify the program's financial need and how the need aligns with Appendix IV - Budget Narrative & Itemization

- a. Provide a summary of how the funds will be utilized over the three-year period of the grant.
- b. Identify key financial staff that will be involved with the invoice preparation processes and fiscal management of the program.
- c. If you are currently receiving another TANF grant, describe how you will ensure that funding is managed separately and there is no duplication in charges across grants.



## **6. ELIGIBILITY REQUIREMENTS**

Grantee must serve TANF eligible families and determine eligibility as outlined in the Scope of Work.

- a. How will you ensure that your staff are trained on the eligibility process?
- b. How will you ensure consistency in the eligibility process when you have staff turnover?
- c. Describe how you will organize and store your eligibility files and how you will maintain customer confidentiality.
- d. How will you ensure that data is entered accurately and timely into the TANF Eligibility Verification System (TEVS).

**7. IDENTIFIED BARRIERS TO PROPOSED SERVICES**

Describe any potential barriers you might encounter while administering the grant and how you plan to mitigate them. Barriers should be related to successful completion of grant requirements and outcomes, population served, or other barriers that would prevent the applicant from achieving their proposed metrics and outcomes.

**Barrier 1 :**

**Mitigation Plan:**

**Barrier 2:**

**Mitigation Plan:**

**Barrier 3 :**

**Mitigation Plan:**

**Plan to sustain programming beyond the grant:**

**DWS requires sensitive data to be transmitted for reporting purposes. Describe your method of transmitting information to an external organization.**