

STATE OF NEW JERSEY
DEPARTMENT OF CHILDREN AND FAMILIES

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Annex A
PROGRAM NAME AND SERVICE DELIVERY INFORMATION
Section 2.1

Agency Name	Robins' Nest, Inc.				Component Ceiling		\$324,000
Contract Number	19HWDP	CMS Record #	14	Contract Period	1/1/19-12/31/19		
Program Name	Ocean Cnty Family Success Center-SEC						
Service Category	Family/Client Support Services (C)						
Service Type	Self-Help/Support (16)						
Sub-Service Type	Self-Help Centers (b)						
Geographic Area Served (Statewide, County, etc.)	Ocean County - Barnegat/Stafford and the surrounding areas						
Targeted Age Group From:	0	Thru	99	Targeted Gender	Both	Target Population	Community Members
Language(s) Spoken	English						
Site Address (Primary Site, if multiple)	175 Gunning River Rd, Bldg C				Access to Public Transportation?	☐ Yes ☐ No ☒ NA	
City, State, Zip	Barnegat, NJ 08005				Site Phone	609-994-0200	
Referral Contact (RC)	N/A				RC Phone	N/A	
Referral Contact E-Mail	N/A				RC Fax	N/A	
Program Director	Cari Burke						
Program Director Phone	856-881-8689 ex 160				Program Director Fax	856-881-0664	
Program Director E-Mail	cburke@robinsnestinc.org						
NJ SPIRIT Resource ID #					Medicaid Provider #		
Payment Type	Schedule of Estimated Claims		Rate (if applicable)		N/A	Unit Type	Individual Families Serve
Contract Administrator (CA)	Magdalena Myles				CA Phone	856-772-1549 Ext. 1029	
Contract Administrator E-Mail	magdalena.myles@dcf.nj.gov						

1. Provide a brief overview of the program component service(s):

(*Be sure to include specialty and any exclusionary criteria as applicable.)

(**See the Annex A Program Narrative for additional details that are not addressed in the brief program component services overview below.)

The Oasis Family Success Center is a community-based, family-centered, neighborhood gathering place, where any community resident can go for family support, information and services. This family-centered approach begins with the premise that the community has "ownership" of the Center, its function, programming and direction. As such, the community and its families share responsibility for designing the center through an advisory board. The Family Success Center is open to all members of the community Monday - Friday with varying hours to include some evenings and weekends. The center may be open longer on Saturdays and Sundays to accommodate special events. The Center provides an array of services adaptable to the unique needs of families, integrating the eight protective factors for strengthening families in the below core services: 1. Access to family health services; 2. Development of skills, which address strengths and challenges and goals to address challenges; 3. Economic self-reliance/employment related services; 4. Information & Referral Services (connection to off-site public and private resources); 5. Life Skills training; 6. Housing-related services; 7. Parent Education; 8. Parent-child activities; 9. Individual family and community advocacy

2. Referral Required:

☐ Yes (if "yes" please select referral method from options provided below) ☒ No

Referral Method(s):

☐ DCP&P Local Office Resource Development Specialist (RDS) or Gatekeeper

☐ DCSOC Contract System Administrator (CSA)

☐ Other (Describe):

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DEPARTMENT OF CHILDREN AND FAMILIES

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PROGRAM NAME AND SERVICE DELIVERY INFORMATION
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General Contract Information			
Agency Name	Robins' Nest, Inc.		
Contract Number	19HWDP	Contract Period	1/1/19-12/31/19
Program Name	Ocean Cnty Family Success Center-SEC	CMS Record #	14
Referral Contact Information			
Referral Contact (RC)	N/A	RC Phone	N/A
Referral Contact E-Mail	N/A	RC Fax	N/A
Program Director Information			
Program Director	Cari Burke		
Program Director Phone	856-881-8689 ex 160	Program Director Fax	856-881-0664
Program Director E-Mail	cburke@robinsnestinc.org		

Hours of Operation		
Services are available as follows (designate times below):		
	From	To
Sunday	Flexible	Flexible
Monday	11 am	5 pm
Tuesday	11 am	7 pm
Wednesday	11 am	5 pm
Thursday	11 am	7 pm
Friday	11 am	5 pm
Saturday	Flexible	Flexible

Holiday Schedule	
Services are <u>not</u> available on the following occasions:	
Dates	Occasion
January 1	New Years Day
January 21	Martin Luther King Day
February 18	Presidents Day
May 27	Memorial Day
July 4	Independence Day
September 2	Labor Day
November 28	Thanksgiving
December 25	Christmas

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***If applicable, attach a list of all site addresses on a separate sheet at time of renewal. It is noted that this could change during the course of the contract term. The Contract Administrator is to be notified immediately of any changes to the site address.*

Agency Name	Robins' Nest, Inc.		
Contract Number	19HWDP	Contract Period	1/1/19-12/31/19
Program Name	Ocean Cnty Family Success Center-SEC	CMS Record #	14
Additional Site 1 Information			
Referral Contact (RC)		RC Phone	
Referral Contact E-Mail		RC Fax	
Site Address			
City, State, Zip			
Site Phone #			
NJ SPIRIT Resource ID #			
Additional Site 2 Information			
Referral Contact (RC)		RC Phone	
Referral Contact E-Mail		RC Fax	
Site Address			
City, State, Zip			
Site Phone #			
NJ SPIRIT Resource ID #			
Additional Site 3 Information			
Referral Contact (RC)		RC Phone	
Referral Contact E-Mail		RC Fax	
Site Address			
City, State, Zip			
Site Phone #			
NJ SPIRIT Resource ID #			
Additional Site 4 Information			
Referral Contact (RC)		RC Phone	
Referral Contact E-Mail		RC Fax	
Site Address			
City, State, Zip			
Site Phone #			
NJ SPIRIT Resource ID #			
Additional Site 5 Information			
Referral Contact (RC)		RC Phone	
Referral Contact E-Mail		RC Fax	
Site Address			
City, State, Zip			
Site Phone #			
NJ SPIRIT Resource ID #			

**STATE OF NEW JERSEY
DEPARTMENT OF CHILDREN AND FAMILIES**

**Annex A
PROGRAM DESCRIPTION
Section 2.2**

Program Name: Ocean Cnty Family Success Center (FSC)

Please note that additional information/addenda may be required in order to complete the contract package. Any specific requirements/stipulations pertaining to the program will be forwarded as applicable.

Label all answers clearly as outlined below:

- 1. Provide a brief description of the program/component and its purpose. The description should reflect the goals and services set forth in the initial RFP and any changes that may have resulted from negotiations.**

The Division of Family and Community Partnerships (DFCP) Office of Family Support Services is responsible for the programmatic development and oversight of Family Success Centers (FSC) throughout the State. FSCs are multi-faceted community-based programs that offer families and individuals convenient access to information, support, and resources that help develop and maximize their strengths and potential.

The overarching goal of the Family Success Center model is to prevent child maltreatment by strengthening individual and family functioning; enhancing parental capacity for growth and development; increasing the stability, health and well-being of children and families; and empowering community residents to acquire the knowledge, skills and resources they need to succeed and provide optimal outcomes for children and families.

Family Success Centers are characterized by:

- A welcoming, homelike setting that reflects the community, engages its residents and offers direct services, activities and resources that promote family well-being and empowerment

- Collaboration with community partners to assemble all available resources into an integrated service system that addresses the unique needs of the target area

- Broad-based participation and community involvement

The design and delivery of services affirm the rich ethnic and cultural diversity that characterize the community. Centers strive to ensure that families receive the support and connections they need in the least intrusive manner possible.

All Centers provide an array of education, enrichment, and support services to help strengthen families and improve the quality of life and wellbeing for all community residents. Depending on available resources, some services are provided directly by the FSC and others are offered through collaborative relationships with other community based groups and organizations.

Program Description cont.

2. **Identify the target population served by this program/component (i.e. individuals who have been unemployed for the past 6-12 months).**
 - **Provide a brief outline or snapshot of the characteristics, needs, and current circumstances of the population the program intends to serve.**
 - **Explain how these customers are distinct in any way from the general population. It is generally viewed as a sign of strength when a program is able to identify the population that will benefit the most from the services provided.**

The target population is children, families and community residents in the following geographic area: Ocean County with an emphasis on Barnegat and surrounding communities. There will be additional outreach programming focusing on the town of Stafford.

3. **Detail what the program intends to address through service delivery. State the results the program intends to achieve.**

The purpose of Family Success Centers is to:

- Develop networks of family strengthening services intended to enhance parental capacity and prevent or reduce the incidence of child abuse and neglect
- Enrich the lives of children by strengthening families and neighborhoods
- Provide integrated, locally-based services that are family focused and culturally responsive
- Reduce isolation and strengthen connections within families, between families and among all members of the community
- Improve each family's ability to provide for their children by establishing successful linkages to formal and informal supports
- Redefine public spaces within the community as family friendly, safe and non-stigmatizing
- Improve the quality of life for all community residents

4. **Describe the program approach and method of service delivery.**

PROGRAM APPROACH

Because participation and service delivery are driven by the self-identified needs and choices of local residents, all Family Success Centers are contracted to maintain and demonstrate fidelity to the program model prescribed by DCF. This framework for service delivery embodies the Department of Children and Families' Core Values and is grounded in the New Jersey Standards for Prevention Programs: Building Success through Family Support, the Protective Factors outlined in the nationally recognized Strengthening Families Program, and the principles of family support practice. All Family Success Centers are expected to integrate these defining elements into their direct service operations:

DCF Core Values

- Children are, first and foremost, protected from abuse and neglect
- Children do best when they have strong families, preferably their own, and when that is not possible, a stable relative, foster or adoptive family
- Relevant services are offered to meet the identified needs of children and families and promote child development, education, physical and mental health

Program Description cont.

- Most families have the capability to change with the support of individualized services
- Partnerships with people and agencies involved in a child's life are essential to ensure child safety, permanency and well-being, and build strong families

FSC OPERATING PROCEDURES

-All sites have a clearly defined FSC identity, are non-stigmatizing and reflective of their communities. Signs in or around the neighborhood are readily visible to assist residents in locating and accessing the program. The FSC space is designed and organized with the input of residents and families. The atmosphere and décor is professional, community appropriate, welcoming and non-stigmatizing. All sites provide sufficient space to accommodate the provision of FSC services. Such accommodations minimally include:

- Designated area for confidential or private communications
- Public access to informational materials and relevant resources
- Recreational/Communal gathering space
- Work space for program staff
- Dedicated phone lines, voice mail, email, internet capabilities, and essential office automation equipment including computer, copier and fax machines

-Family Success Centers are flexible and responsive to the unique circumstances, characteristics and needs of families and their communities. Services are provided at no cost and with sufficient time and intensity to achieve and maintain positive outcomes for diverse populations.

-FSCs affirm and strengthen cultural identity, are culturally sensitive, culturally responsive and culturally fluent in the diverse nature of New Jersey families, their structure, cultural values and life stages.

-All programs develop sustainable collaborative relationships with diverse community groups, organizations, and public and private agencies to provide relevant services to families. These include but are not limited to affiliations with informal or natural helping networks such as language services, neighborhood and civic associations, faith based organizations, and recreational programs as appropriate.

-All Centers maintain a DCF approved Cultural Competency Plan that outlines the methods employed by the managing agency to ensure that policies, materials, environment, recruitment, hiring, promotion, training and Advisory Board membership reflect the community and promote the cultural competency of the organization. Cultural Competency Plans are maintained on site and available for inspection.

-Each community and its families share responsibility for designing, operating, and overseeing the FSC through a Parent/Community Advisory Board. Studies indicate that successful child abuse prevention initiatives are community-led and community-driven since area residents are better able to identify the strengths and challenges facing neighborhood families. Empowering local residents with a voice in decision-making ensures that FSCs offer services that are both meaningful and accessible.

Program Description cont.

Parent/Community Advisory Boards meet once per month and serve in a consultative capacity without legal responsibility. Participation is voluntary and the majority of members (51% or more) are parents and/or community residents who reflect the diversity of the communities they serve.

Advisory Board members serve as ambassadors and help build bridges into the community. Board activities include but are not limited to:

- Conducting surveys of local needs
- Developing recommendations for continued program improvement
- Assisting the FSC in attracting resources and community participation
- Participating in FSC activities and events
- Conducting evaluations and satisfaction surveys

Conflict of interest policies are in place prohibiting anyone who is affiliated with an agency that serves families either on site or by referral, from participating on the Advisory Board. Source documentation, including current membership listings that specify the names and addresses of all members, operational guidelines, meeting minutes and attendance records are retained on site and available for annual inspection.

- All FSC staff and Advisory Board members are encouraged to attend specialized training regarding Standards for Prevention Programs, the Principles of Family Support, and Protective Factors for Strengthening Families.

FSC CONTRACTED SERVICES

Family Success Centers utilize a strength-based approach and seek active collaboration with parents, youth, community partners, stakeholders, service providers and public agencies to provide a seamless network of education, enrichment and support services.

All FSC services support the overarching goal to strengthen individual and family functioning and empower community residents to acquire the knowledge, skills and resources they need to succeed and achieve optimal outcomes for children. Service delivery is directly linked to DCF core values and fixed on the premise that engaging, involving, strengthening and supporting families is the most effective approach to ensuring safety, stability and well-being. FSC services include but are not limited to:

-Access to Child, Maternal and Family Health Services: Preventative and primary health services are offered to all community residents either on-site or through linkages to other agencies. Related topics and activities include: pre- and post-natal care; nutritional health; home-based life-saving skills; smoking cessation programs; immunizations; blood pressure screening; wellness checks; exams; etc. FSCs also assist families in navigating the various health and medical service systems and completing relevant paper work when needed, including NJ Family Care Applications.

List any on-going groups or activities that will be provided within the contract term. Indicate either On Site or Off Site: (i.e. blood pressure screening - On Site; flu shots - Off Site, etc.)

1. Blood pressure checks
2. Cholesterol screenings
3. Children's dental screenings
4. ACA Application assistance, NJ FamCare application assistance

Program Description cont.

5. Cooking Matters
6. Family Yoga
8. Family Zumba
9. Walking Club (off-site)
10. Ladies Night In
11. Breast Cancer Awareness Program and Support Group
12. Smoking Cessation Informaiton Session
13. Diet Focused Eating (i.e. Gluten Free)

Note: All activities will be on-site unless otherwise indicated.

Parent Education: Parenting education is an essential component of FSC programs and offered to all residents via a combination of information, skill-building and supportive services. Emphasis is placed on healthy child development and the use of positive parenting techniques. Services are intended to help strengthen families by enhancing parental resilience and social connections. All Family Success Centers are expected to conduct or sponsor at least one activity per month that promotes positive interaction between parents and children. Related topics, services, and activities include but are not limited to: mentoring programs, teen parenting; grandparents raising children; and information regarding relevant issues that impact family life.

List any on-going groups or activities that will be provided within the contract term. Indicate either On Site or Off Site:

1. County Council for Young Children
2. Tots Tumble Time
3. Early Childhood Education
4. Fatherhood events
5. Family Game Night
6. Caregiver's Appreciation Breakfast
7. Family Movie Night
8. New Mom's series
9. SPAN Information Sessions
10. Read to Succeed
11. Summer Reading Program

Note: All activities will be on-site unless otherwise indicated

All Centers are encouraged to use evidence based, evidence emerging, or evidence informed parent education programs. Identify the parent education program provided under this contract. Specify the frequency with which it is offered and the target population, i.e. education for parents of infants, toddlers, school age children, and adolescents:

Parents as Teachers will meet throughout the year to educate parents of infants and toddlers. PAT curriculum is used for guidance on groups each month as well as client interests. They are focused on family well being, parent-child interaction, and development centered parenting. Groups are not limited to PAT clients, all who are interested can attend.

According to the U.S. Department of Health and Human Services, children with involved, loving fathers are significantly more likely to do well in school, have healthier self-esteem, and exhibit more empathy and pro-social behavior when compared to children

Program Description cont.

who have uninvolved fathers. List any fatherhood related activities, events or programs that will be provided within the contract term:

Father's Day BBQ and Games to honor all the father's and father figures.

Employment-Related Services: FSCs promote economic self-reliance by providing assistance with or access to services and supports that lead to employment including but not limited to: job readiness skills such as resume writing and interviewing techniques; employment counseling; training programs; job development and placement services; etc.

List any on-going groups or activities that will be provided within the contract term. Indicate either On Site or Off Site:

1. County Career Fairs (off-site)
2. Employment Recruitment Events (targeted career fields)
3. College Prep
4. Interview Prep
5. Resume and Cover Letter writing
6. Dress for Success
7. Social Media for Job Seekers
8. Youth Career Planning

Note: All activities will be on-site unless otherwise indicated

-Life Skills: All Centers provide educational programs, workshops or individual instruction designed to enhance skills, overcome barriers to success, and improve the quality of life for children, families and individuals. Emphasis is placed on asset and skill development topics and activities including but not limited to: education and literacy services (GED, ESL, tutoring, etc.); financial management; communication; daily living; computer skills; etc.

List any on-going groups or activities that will be provided within the contract term. Indicate either On Site or Off Site:

1. Basic ESL, Conversational ESL
2. GED/SAT prep
3. Homework Helpers
4. MoneyManagement, Financial Literacy
5. Basic Computers
6. Homework Helpers Support Group for Parents
7. College and Career Gameplan
8. Family Cooking Class
9. Domestic Violence and Victim's Rights
10. Healthy Relationships

Note: Activities are held on-site unless otherwise indicated.

-Housing Related Services: Adequate housing is essential to establishing family stability, child safety and well-being, and community viability. Family Success Centers provide information about housing resources, leasing and tenant rights; assistance completing applications for various federal, state and local programs that assist with or provide affordable housing, emergency shelter, home energy, weatherization, and homelessness prevention programs; and access to tangible supports that address basic needs such as utilities, household furnishings, and home repair.

Program Description cont.

List any on-going groups or activities that will be provided within the contract term. Indicate either On Site or Off Site:

1. Landlord Tenant Rights
2. Purchasing your First Home
3. Basic Home Repair
4. Utility Assistance program information session and application assistance
5. Weatherization
6. Finding a Contractor
7. Establishing Your Credit
8. De-Cluttering Your Home
9. Understanding Your Lease
10. Simple DIY for the Home

Note: Activities are held on-site unless otherwise indicated.

-Advocacy & Related Support: Center staff advocate for all community residents as needed and appropriate by interceding, supporting or advancing the cause of individuals and families in their dealings with public and private entities. Advocacy takes many forms including accompanying families/individuals to meetings, appointments, or visits with other service providers to assist them in navigating the system and facilitating direct linkages, communication and/or problem solving. Advocacy not related to any of the FSC Contracted Services listed above is recorded separately. (Note: Contracted agencies are prohibited from using DCF funds for lobbying activities including any written, verbal or non-verbal acts that seek to influence legislation, regulation or governmental process).

-General Information and Referral/Linkages: All programs maintain an up to date information and referral directory of available local, county, and state supported services as well as "primary" and "secondary" prevention resources and non-traditional service providers such as houses of worship and grassroots organizations. Information & Referrals/Linkages not related to any of the FSC Contracted Services listed above is recorded separately. FSC staff follow-up with residents on all referrals/linkages to ensure that services are accessible, appropriate and responsive to the needs of the community.

-Special Assistance: FSC programs may provide very limited financial assistance to address emergent needs, ensure child safety and well-being, and help families overcome tangible barriers to success.

FSC programs are authorized to allot up to \$5,000 per year in financial assistance funding for this purpose. This allotment is considered "Specific Assistance to Clients" and must be specified in the approved budget (DCF Contract Annex B).

Funds, including gift cards, are dispersed at the discretion of the FSC on an as needed basis. All disbursements are directly related to the goals and objectives of the program and may not exceed \$200 per household per year. Allowable expenditures include but are not limited to: essential household items; food; clothing; and other necessities. If gift cards are used, the retail outlet must be appropriate and provide goods or services that fall within the parameters of allowable expenditures.

Programs are expected to maintain a system with appropriate documentation and strict internal controls that satisfy established financial management and accounting standards

Program Description cont.

as outlined in the DCF Contract Reimbursement Manual; Section 2.2; Internal Controls <http://www.nj.gov/dcf/providers/contracting/manuals/>. Written policies and procedures for accessing and dispersing Special Assistance funds are retained on file.

____ Check if Special Assistance will be available and specify the amount of DCF funds allotted in the Contract Annex B for this purpose:

-Engagement: All programs employ a variety of engagement strategies to enlist community participation. Such strategies are essential to the FSC model as they seek public involvement that promotes relationship building through learning, action, recreation and the expression of needs and values. Community engagement tools vary from traditional activities such as home visits, surveys, and town hall-type meetings to more contemporary approaches that utilize innovative outreach techniques like social networking technology. Public events and activities such as neighborhood festivals, resource fairs, and community gatherings encourage social interactions, promote a local sense of identity, help forge connections, and communicate that FSCs are committed to making participation as easy as possible.

The use of DCF funds for client-centered events is permissible provided that:

- DCF clients are the sole beneficiaries of the events or activities;
- Such events or activities are specified in the space provided in this section of the contract document* and included in the approved budget (DCF Contract Annex B);
- Adequate documentation is retained on file including: a description of the event, its purpose and target population; the actual number of attendees including DCF clients and any FSC staff; an itemized list of all costs; and any receipts or invoices; and
- As a general guideline, no more than \$350 is allocated per event. Costs that exceed \$350 require written approval from the FSC Regional Coordinator.

DCF funds may not be used for costs associated with events in which agency staff is the direct beneficiary. Incentives (i.e. meals or refreshments) provided to community members who participate on FSC Advisory Boards are considered Engagement activities.

*List any planned activities or events that will be provided during the contract term:

- Strengthening Families Event: All FSCs conduct an annual Strengthening Families event during the month of April. The purpose of the event is to promote community education and public awareness regarding the importance of positive child development, child health, parenting, safety, and the prevention of child maltreatment. Forums vary in scope and topic and include such activities as resource fairs, workshops, focus groups, etc. The use of DCF funds to offset the costs of this event is permissible provided that the agency complies with the same terms and conditions specified in the preceding section regarding Engagement activities.

OTHER FSC SERVICE OPTIONS

Some Centers provide additional services either on or off-site in an effort to meet the unique needs of families and residents. These services exceed the minimum expectations outlined above and are not provided by all Family Success Centers. Examples of expanded FSC service options include outreach to senior citizens; mentoring, community gardening, healthy relationships; etc. If applicable, describe any expanded services that will be provided during the contract term:

Program Description cont.

Programs offering activities targeted specifically to youth (i.e. tutoring, mentoring, homework club, etc.) require parental consent for all participants under the age of 18 who are unaccompanied by an adult. All consent forms are signed by a parent or caretaker and retained on file.

STAFF REQUIREMENTS

At a minimum, FSCs employ one (1) Program Director; two (2) Family Partners; and one (1) Volunteer and Community Partnership Coordinator. Because some programs were established prior to the implementation of these requirements, the qualifications specified in this section apply to new hires:

-Family Success Center Director: A Bachelor's degree is required. Additional education and related experience is preferred. Staff who do not possess a Bachelor's Degree may substitute an Associate's Degree and 2 years of related experience

-Family Partner: An Associate's degree or 60 semester hours from an accredited institution of higher learning is required. Additional education and related experience is preferred.

-Volunteer and Community Partnership Coordinator: An Associate's Degree or 60 semester hours from an accredited institution of higher learning is required. Additional education and experience in recruiting, training and coordinating volunteers for community-based organizations, charities, etc. is preferred. Volunteer/Community Coordinators provide a minimum 25 hours of service per week.

The Office of Family Support Services and DCF Contract Administrator are notified of all personnel changes.

5. Detail how customers access services.

- Cite any physical limitations that might preclude program admission or referral acceptance
- Indicate specific documents needed for referrals, when applicable
- Discuss referral procedures and discharge planning with respect to the continuum of care
- Cite negative and planned discharge procedures

Family Success Centers are designed to be easily accessible, non-threatening, unintrusive, and welcoming to all who seek their services. Referrals from public and private agencies are accepted but not required, eligibility is unrestricted, formal intake procedures are not in place, and program participation is voluntary.

A voluntary Registration process is instituted in lieu of a formal social services intake. All community participants with whom the program has face-to-face contact are asked to complete a brief information profile that includes:

- Name
- Address
- Age

Program Description cont.

- Family size (total number of adults & children in household)
- Ethnicity
- Primary Language
- Phone number and/or Email address (if available)

Registration data is retained on file, up-dated annually, and compiled for contracted Level of Service (LOS) reporting purposes. Residents who do not wish to complete a participant profile are not denied services.

Hours of operation meet the needs of the community and include evenings and/or weekends as appropriate.

- 6. Describe the neighborhood(s) and the building(s) where each program site(s) is located. Detail accessibility to mass transportation. Identify the program catchment area.**

As part of the Standards for Prevention, program accessibility and location are critical and were considered when the agency was selected during the initial Request For Proposals (RFP) process.

All Centers have a separate and distinct identity apart from their respective managing agencies. Whether stand alone or physically located in the same facility as the managing agency or another program, FSCs have a dedicated, clearly identifiable space and welcoming atmosphere that embodies the look and feel of the community.

The DFCP Office of Family Support Services is notified of any relocation plans

- 7. Detail the program's emergency procedures. Provide any after-hours telephone numbers, emergency contacts, and special instructions.**

All programs maintain an answering service to communicate important information regarding emergency closings or event cancellations in languages appropriate to the community.

In the event of a statewide or local emergency, DCF may contact the Executive Director or Chief program official at the following cellular telephone number: Program Director, Cari Burke may be reached by cell phone at (856)217-9384.

- 8. Provide the total number of unduplicated customers served in the previous contract period for each of the contracted programs. Unduplicated customers refers to the practice of counting a customer receiving services only once within a service cycle.**

- **Indicate the number of unduplicated customers achieving results.**
- **Indicate how the information was captured and measured.**

The FSC program model and service approach is open and unconstrained by formality. As a result, traditional intakes are not completed, program participation is voluntary, and residents are encouraged to "stop in" spontaneously and frequently. This open and informal design precludes programs from accurately identifying and tracking unduplicated service recipients.

Program Description cont.

Programs record the number of community participants served and aggregate utilization rates in order to provide a broad view of service delivery across the (annual) contract term.

For Level of Service (LOS) purposes, all Family Success Centers are contracted to serve 250 registered community participants within a contract year. Community residents with whom the program has at least one face-to-face contact while receiving any of the enumerated FSC Contracted Services are registered.

Indicate the Actual LOS achieved for the previous contract term: As of September 30, 2018 we have achieved an LOS of 186 families.

REPORTING REQUIREMENTS

All programmatic reports are submitted electronically to DCF in accordance with the guidelines specified below:

Monthly Reports

Monthly Reports are completed and submitted electronically to the Office of Family Support Services by the fifteenth day of each month for the preceding month in which services were provided. All data is submitted in the format prescribed by the Department.

Quarterly Service Reports

Quarterly Reports are completed and submitted electronically to the Office of Family Support Services and the DCF Contract Administrator by the fifteenth of the month following each quarter. All information is submitted in the format prescribed by the Department.

STATE OF NEW JERSEY
DEPARTMENT OF CHILDREN AND FAMILIES

Annex A
SERVICE OUTCOMES
Section 2.3

Program Name: Ocean Cnty Family Success Center

For each program component please identify goals, objectives, activities, outcomes, supporting documentation and reporting timeframes using the following definitions and template:

GOALS:

Goals articulate the desired results or end point that DCF expects will be achieved through the provision of contracted services. Goal statements speak to the overarching impact that services will have on recipients over a period of time that may reach beyond the contract term.

OBJECTIVES:

Objectives define services in qualitative terms. They detail the purpose of program activities and impart a clear understanding of contracted services. Objectives are short term milestones to be achieved during the contract period; they are easy to understand, specific, attainable and they reflect the overarching goals of the program component.

SERVICE ACTIVITIES:

Service Activities specify the tasks performed to achieve the identified goals and objectives. They reflect program operations and functionally define contracted services. All service activities are tangible, observable and measurable.

OUTCOMES:

Outcomes quantify the program's impact on the target population. They are tied directly to program goals rather than to each objective or service activity. Benchmarks are established to indicate successful program performance in achieving the specified goals. Outcomes may be attainable during the contract period or it may be necessary to track impact data at intervals that extend beyond the contract term (i.e. follow-up data obtained 1 year post discharge).

REPORTING:

This section is still under development and should remain blank

SUPPORTING DOCUMENTATION:

Supporting documentation refers to any source documents, records or data that reasonably prove or verify outcome reporting. Supporting documentation is retained on file and available for inspection as part of contract monitoring and auditing procedures.

Program Name: Ocean Cnty Family Success Center

Annex A
SERVICE OUTCOMES
Section 2.3

GOALS	OBJECTIVES	SERVICE ACTIVITIES	OUTCOMES	REPORTING	SUPPORTING DOCUMENTATION
Families requesting information and referrals are appropriately connected to resources	Families will be provided with access to resources	FSC staff/volunteer will provide the family with the on-line resource directory: www.sjresourcedirectory.org and provide assistance with navigating the directory as needed	70% of families improve their ability to provide for their children as evidenced by successful linkages to formal and informal support		
	Families will be provided with flyer, brochure, etc for appropriate resources	FSC staff/volunteer will provide family with the contact information for resources and services to meet their needs			
	Families will contact resources	Families will be assisted by FSC staff/volunteers, as needed to access the resource. Families will make contact with the resource(s) provided			
	Families will actively utilize resources	FSC staff/volunteers will follow-up with families to ensure they connected with the resource			
	Families will report on effectiveness of resource	FSC staff/volunteers will contact family to confirm that			

		the family connected to the service and that the resource was helpful to the family.			
		FSC staff and family will discuss family needs and interests, and culture. Family will identify a goal(s) that the family is interested in achieving; FSC staff will assist as needed. Family will define small steps to reach the goal(s); FSC staff will assist as needed. Family will define small steps to reach the goal(s); FSC staff will assist as needed. FSC staff will use positive reinforcement and encouragement to empower families to reach their goals FSC staff will ask family about progress with goal and track accomplishment of goals FSC staff will celebrate with families in the accomplishment of their goals FSC staff and family will discuss new needs and	70% of families are strengthened as evidenced in their ability to reach goals on their family success plan		
Families participating in the development of family plans will show improvement or reach stated goals	Families will set a goal(s) Families will make progress toward achieving the goal(s) by achieving small steps Families will communicate progress with goals Families will achieve their goal(s)				

	Families will establish a new goal(s) if needed	interests of the family. Family will identify new goal(s) that the family is interested in achieving). FSC staff will assist as needed			
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GOALS	OBJECTIVES	SERVICE ACTIVITIES	OUTCOMES	REPORTING	SUPPORTING DOCUMENTATION

**STATE OF NEW JERSEY
DEPARTMENT OF CHILDREN AND FAMILIES**

**Annex A
LEVEL OF SERVICE
Section 2.5**

Program/Component Name: Ocean Cnty Family Success Center
Service Type: Self-Help/Support
Description of Unit Measurement: Families
Number of Contracted Slots/Units: 250
Number of Annualized Units: 250

Numbers should reflect unduplicated service counts

	1	2	3
	MONTH	MONTHLY SERVICE DAYS OR UNITS	MONTHLY CONTRACT LOS
1	January	31	21
2	February	28	21
3	March	31	21
4	April	30	21
5	May	31	21
6	June	30	21
7	July	31	21
8	August	31	21
9	September	30	21
10	October	31	21
11	November	30	20
12	December	31	20
	ANNUAL TOTALS	365	250