

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

**Annex A
PROGRAM DESCRIPTION
Section 2.2**

Program Name: Family Success Center (FSC) Ocean County

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 program/component description and its purpose. The description should reflect the program requirements 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 (OFSS) is responsible for the programmatic development and oversight of Family Success Centers (FSC) throughout the state of New Jersey. FSC's are multi-faceted community-based programs that offer families and individuals convenient access to information, support, and resources that help develop and maximize their potential while building self-confidence and personal empowerment.

The overarching goal of the FSC 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.

FSCs are characterized by:

- A warm, welcoming, homelike setting that reflects the community, engages its residents, and offers direct services, activities and resources that promote family well-being and empowerment.
- Collaborations 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 characterizes the community. FSCs strive to ensure that families receive the support and connections they need in the least intrusive manner possible.

All FSC's 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.

2. Identify the target population served by this program/component (i.e., individuals who have been unemployed for the past 6-12 months).

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

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

The purpose of the FSC is to:

- Enrich the lives of children by strengthening families and neighborhoods.
- Develop a network of family strengthening services that prevent child abuse and neglect and also promote optimal child, youth, family, and community development.
- Provide integrated, locally based services that are family-focused and culturally responsive.
- Reduce isolation and strengthen connections within families, and between families and communities.
- Redefine public spaces within the community as family friendly, safe and non-stigmatizing.

FSCs are expected to provide:

- Welcoming Environments: FSCs are safe, warm and welcoming places in the community where any family can come, not only in times of need, but as a part of day-to-day life. FSC locations will vary by neighborhood. What all FSCs have in common is a warm welcoming, homelike setting that reflects the local community.
- Meaningful Community Involvement and Shared Responsibility: Community residents and families take responsibility for the FSC along with the FSC staff. The expectation is for parents, caregivers and community members to have input and participate in the FSC design, governance, programming, facilitation of activities and the overall development of the center.
- Integrated Supports and Services: FSCs work collaboratively with community partners to bring together local resources and services for an accessible and responsive service system. In addition, each FSC must collaborate with local agencies implementing evidence-based programs ensuring participants have access to services with a proven track record for positive outcomes.
- Respectful Participant Relationships: The FSC design and service delivery affirm the rich ethnic and cultural diversity that characterizes each unique community. FSCs ensure

that families receive non-intrusive supports and connections while respecting participant integrity and functioning.¹

4. Describe the method of service delivery (i.e., in the community, on site, etc.).

PROGRAM PHILOSOPHY

Participation and service delivery are driven by the self-identified needs and choices of residents, all host agencies are contracted to follow DCF's lead, by maintaining and demonstrating fidelity to the program model prescribed by DCF. The service delivery frameworks embody 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*. For more detail on the prevention frameworks and NJ Practice Profile, please refer to the NJ FSC Manual.

All FSCs 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.
- 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, well-being, which results in stronger bonds between families.

NJ Standards for Prevention Programs: Building Success through Family Support

Developed in 2003 and revised in 2014 by the New Jersey Task Force on Child Abuse and Neglect in collaboration with DCF Division of Family and Community Partnerships, applicants are expected to embrace the practice and administrative standards set forth in this document.

The Principles of Family Support Practice are as follows:

- Staff and families work together in relationships based on equality and respect.
- Staff enhances families' capacity to support growth and development of all family members.
- Families are resources to their own members, other families, programs and communities.
- Programs affirm and strengthen families' cultural, racial, and linguistic identities; and enhance their ability to function in a multicultural society.
- Programs are embedded in their communities and contribute to the community building process.
- Programs advocate with families for services and systems that are fair, responsive, and accountable to families.

¹ Adapted from California Family Resource Center Learning Circle, Family Resource Centers, Vehicles for Change, April 2000.

- Staff works with families to employ formal and informal resources to support family development.
- Programs are flexible and continually responsive to emerging family and community issues.
- Family support principles are modeled in all activities, including planning, governance and administration.

The **Standards for Prevention** can be found at:

<http://nj.gov/dcf/news/reportsnewsletters/taskforce/Standards.for.Prevention.Programs.pdf>

Strengthening Families Protective Factors

The Protective Factors, which are described in New Jersey Child Abuse and Neglect Prevention Plan 2014-2017 should be incorporated into all community and family services. Protective Factors are tools that families and communities draw upon to help increase the health and well-being of children and families.

Protective Factors for Strengthening Families
Parental Resilience: A parent's ability to manage all types of challenges & find ways to solve problems, builds and sustains trusting relationships including relationships with their children
Social Connections: Friends, family & community provide emotional support, help solve problems, offer parenting advice and give concrete assistance to parents
Knowledge of parenting & child development: Information about child development and appropriate expectations for children's behavior help parents see children in a positive light and promote healthy development
Concrete Support in times of need: Meeting basic needs like food, shelter, clothing and health care is essential. Adequate services & supports must be in place to provide stability, treatment and help for families in crisis
Social & Emotional Competence of children: A child's ability to interact positively with others, self-regulate behavior & effectively communicate feelings positively impacts their relationships with family, other adults, & peers

The New Jersey Child Abuse & Neglect Prevention Plan 2014-2017 can be found at:

<http://www.state.nj.us/dcf/news/reportsnewsletters/taskforce/SupportingStrongFamiliesandCommunitiesinNew%20Jersey.pdf>

New Jersey Family Success Center Practice Profile

The Office of Family Support Services in partnership with the National Implementation Research Network (NIRN) utilized best practices from implementation science and developed the New Jersey Family Success Center Practice Profile to support the development of a well-defined FSC model and implementation supports that include training, coaching, fidelity tools, etc. FSC staff are expected to complete all FSC Practice Profile Trainings. To learn more about the Guiding Principles and the Essential Functions, listed below please reference the Family Success Center Operations Manual.

Guiding Principles of Family Success Centers

Collaborative
Community-based
Culturally Responsive

Essential Functions of Family Success Centers

Engagement
Active Listening
Connecting

Family-Focused
Flexible
Strengths-Based
Voluntary
Welcoming
Holistic

Advocacy
Coordination
Leadership
Skill Building

Cultural Competency

Policies and programs must affirm and strengthen cultural identity and be culturally sensitive and responsive to the full diversity of New Jersey families in structure, cultural values or life stage. Policies and programs must be flexible and tailored to the unique needs of families and must be provided with enough time and intensity to achieve and maintain positive outcomes over time for diverse families.

The provider shall identify and develop, as needed, accessible culturally responsive services and supports. These shall include, but are not limited to, employing bilingual staff, hiring staff that reflects the diversity of the community they serve to establish collaborations with formal and informal partners, neighborhood and civic associations, faith-based organizations, and recreational programs determined to be appropriate.

Standard FSC operating procedures

All host agencies are contracted to follow the *New Jersey Department of Children and Families, Division of Family and Community Partnerships'* lead, maintain and demonstrate fidelity to the FSC model prescribed by DCF. The role of the host agency is to nurture the growth and development of the Family Success Center.

Program Space: FSCs are community-based, family-centered neighborhood gathering places where community residents can go for family support, information, and services. The FSCs serve individuals and families in safe and supportive, non-stigmatizing home-like environments designed to strengthen the family unit, build relationships, enrich the lives of community members, and make families and neighborhoods stronger.

Site Name: The name of the FSC must include "Family Success Center" and should not include the name of the town, municipality, county or managing agency. All name changes must receive approval from your regional coordinator in FCP.

FSC Advisory Boards/Committees: Meet at least once per month and serve in a consultative capacity (without legal responsibility). Participation is voluntary and most members (51% or more) are registered FSC participants and/or community stakeholders. FSC Advisory members serve as ambassadors to help build bridges within the community. Board activities include but are not limited to:

- Developing recommendations for continued program improvement.
- Assisting the FSC in identifying resources and community participation.
- Participating in FSC activities and events.
- Assist in recommending program outcome measures.

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 FSC 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.

Promotional Materials: FSCs utilize an array of outreach, program marketing and resource connection strategies to inform and educate the neighborhood and community about FSC services. All promotional materials must advertise the services of the FSC not the host agency. Reference the FSC manual for a complete guide to promotional materials.

FSC Contracted Services: FSCs 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. Service delivery is directly linked to DCF core values and the Strengthening Families Protective Factors. All FSC's are expected to offer a baseline of services that include but are not limited to:

1. **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 paperwork 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
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 Information Session
13. Diet Focused Eating (i.e., Gluten Free)
14. COVID-19 safe workshops/drive-up and drive-thru events (on-site and off-site)
15. Covid-19 Vaccination Events/Pop-up Events (off-site)
16. Back-to-School Events

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

2. **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 FSCs are expected to conduct or sponsor activities that promotes positive interaction between parents and children. All FSC's are expected to establish partnerships and collaborate with county Home Visiting Programs, Community Health Workers, County New Jersey Child Assault Program coordinators, Kinship Navigator Programs, etc. as well as, assist families with linkages to services. Related topics, services, and activities include but are not limited to mentoring programs, teen parenting; grandparent and kinship caregiver support groups; 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. Blood Pressure Checks
2. Cholesterol Screenings
3. Children's Dental Screenings
4. ACA Application assistance, NJ FamCare Application Assistance
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 Information Session
13. Diet Focused Eating (i.e., Gluten Free)

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

All FSCs 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:*

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 who have uninvolved fathers. All FSC's are expected to engage fathers in the life of the center. This could look like calendar activities that promote father and child bonding, recruitment of fathers and/or father-figures on the parent advisory board, volunteer groups, connection to information and services, assistance with navigating systems, etc.

List any fatherhood related activities, events or programs that will be provided and any efforts that will be made to include fathers and/or father-figures into the life of the center during the contract term:

Father's Day - Fries with the Guys is one of the ongoing events at the center

3. **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

4. **Life Skills:** All FSCs 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. Money Management, Financial Literacy
5. Basic Computers
6. Homework Helpers Support Group for Parents
7. College and Career Game Plan
8. Family Cooking Class
9. Domestic Violence and Victim's Rights
10. Healthy Relationships

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

5. **Housing Related Services:** Adequate housing is essential to establishing family stability, child safety and well-being, and community viability. FSCs 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.

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

6. **Advocacy & Related Support:** FSC 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).*
7. **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.
8. **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 gift cards should have a tracking system that shows how all gift cards and quantities were used. All distributions 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 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:*

9. **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 and understanding community needs. Community engagement tools vary from traditional activities such as home visits, surveys, and town hall 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/families 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 DCF Office of Family Support Services.
- 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.
- **Strengthening Families (Child Abuse Prevention Awareness) Events**
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 Engagement activities section.

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

Generally, the agency seeks to engage communities through partnership and the events may vary pending on the community's interest. For example, the plan is to have coffee table conversations and the center have been pursuing options (such as grant writing) for these upcoming events

10. **Other FSC Service Options:** Some FSC sites may provide additional services either on or off-site 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 programs, community gardening.

If applicable, describe any expanded services that will be provided during the contract term:

Pirate's Day

National Night Out

Back to School - Back Packed

Thanksgiving and Christmas family events

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) full time Program Director/FSC site supervisor; one (1) Family Partner; and one (1) Volunteer and Community Partnership Coordinator. All position provides a minimum 35 hours of service per week. As some programs were established prior to the implementation of these requirements, the qualifications specified in this section apply to staff hired after July 1, 2022.

- **FSC Director:**

- Bachelor's Degree. Additional education and related experience are preferred, such as a master's degree in a Human Services related field, experience in the provision of prevention related programs, or a bachelor's degree with 3+ years of related experience.
- Note: Valid New Jersey driver's license, safe driving record, and vehicle availability are required.
- If the FSC has a candidate that does not meet the above qualifications, the FSC's may request special consideration on a case-by-case basis for review and approval/non-approval Contact your OFSS coordinator in writing to request further information.

- **Family Partner:**

- Associates Degree with two years' experience in development or implementation of community-based services, prevention programs, or any other human service programs. Additional education and related experience are preferred, such as a bachelor's degree in a Human Services related field, experience in the provision of prevention related programs.
- Applicants who do not possess the required education may substitute additional experience as indicated on a year-for-year basis with thirty (30) semester hour credits being equal to one (1) year of experience.
- Note: Valid New Jersey driver's license, safe driving record, and vehicle availability are required.
- **Volunteer and Community Partnership Coordinator:**
 - Associates Degree with two years' experience in development or implementation of community-based services, prevention programs, or any other human service programs. Additional education and related experience are preferred, such as a bachelor's degree in a Human Services related field, experience in the provision of prevention related programs.
 - Applicants who do not possess the required education may substitute additional experience as indicated on a year-for-year basis with thirty (30) semester hour credits being equal to one (1) year of experience.
 - Note: Valid New Jersey driver's license, safe driving record, and vehicle availability are required.
- All staff vacancies must be reported to the Office of Family Support Services within 5 business days and all new hires must meet staffing requirements listed above.
- See FSC Operations Manual for job descriptions and detailed examples.

5. **Detail how customers access services.**

- **Cite any physical limitations that might preclude program admission or referral acceptance**
- **Discuss referral procedures and discharge planning with respect to the continuum of care**
- **Cite negative and planned discharge procedures**
- **Indicate specific documents needed for referrals, when applicable**
- FSCs 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
 - 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.
- All FSCs must have hours of operation to meet the needs of the community including a minimum of two evenings until at least 7:00 pm and two weekends per month.

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 Proposal (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, the FSC must have a dedicated, clearly identifiable space separate from their managing agency and warm, welcoming atmosphere that embodies the look and feel of the community.
- DFCP, Office of Family Support Services is notified of any plans to relocate the FSC and must receive approval from DCF prior to moving to a new location. Describe the neighborhood and or community you serve, describe local conditions and characteristics of the community. Provide statistics that are no older than the most recent Census Data.
- Identify the strengths, assets, and challenges in your community. Note any gaps in services and any barriers to assisting families (i.e., waiting lists, language, transportation, hours).

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.
- Host agency/FSCs notify the Office of Family Support Services and DCF Business Office of emergency or unplanned closings.
- In the event of a statewide or local emergency, DCF must have an alternate contact for the Program Director (please provide below) as well as the ability to contact the Executive Director or Chief program official at the following cellular telephone number: Site Director Alyssa Jacobsen at 609-994-0200.

8. Provide the total number of unduplicated customers served in the previous contract period for each of the contracted programs. Unduplicated customers refer 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.**
- **In addition to capturing and measuring the program's Level of Service, below please discuss how the program will define and measure success (other than the Level of Service) within the service cycle.**
- **FSC REGISTRATION PROCESS:** Please refer to the FSC Manual to learn more about registering families
- **Level of Service (LOS):** all FSCs are contracted to serve **250-330 registered community participants** within a contract year. Community residents with whom the program has at least one face-to-face or virtual contact while receiving any of the enumerated FSC Contracted Services are registered.
 - **No person shall be turned away from services simply due to a lack of registration.**
 - Indicate the Actual LOS achieved for the previous contract term: During the contract period (2023-2024), the level of service (LOS) achieved LOS, 474 registered 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 DCF.

- FSCs are responsible for submitting copies of monthly reports to DCF Business office and to the Office of Family Support Service.