Catholic Charities of New Jersey
Disaster Case Management Application
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Catholic Charities of New Jersey DCM Application

Part I - Applicant Overview

Summary: This proposal represents the intent of the five Catholic Charities non-profit agencies, collectively known as Catholic Charities New Jersey (CCNJ), to work as a consortium to implement the 2013 Disaster Case Management Services project of the New Jersey Department of Human Services, Division of Family Development. Consortium members collectively serve residents of all 21 counties in New Jersey, and will include as Managing Agency Catholic Charities of the Diocese of Trenton (CCT), along with Partner Agencies Catholic Charities of the Diocese of Camden (CCC); Catholic Charities of the Diocese of Metuchen (CCM); Catholic Charities of the Archdiocese of Newark (CCAN); and Catholic Charities in the Diocese of Paterson (CCP).

It is understood that the State DCM grant may be used only to support disaster case management, not direct assistance to individuals. Disaster Case Management (DCM) involves the development of an individual recovery plan that incorporates sustainable assistance for those facing a long road to recovery. DCM differs from other individual disaster assistance programs at federal and state levels. Individual assistance primarily aids clients financially, but disaster case management services help clients make better use of those financial resources and ensures that the resources last longer. Disaster case management also provides more comprehensive referral to services that include health care, transportation assistance, and furniture assistance.

CCNJ will leverage this DCM grant against other funding sources for direct assistance and will use DCM funding ONLY to provide a time-limited disaster case management process. This process will provide disaster victims with a timely, coordinated approach to assess each of their disaster-related needs and develop a goal-oriented plan that outlines the steps necessary for them to achieve recovery. Each partnering organization will provide applicants with a single point of contact to facilitate access to a broad range of disaster recovery resources. CCNJ disaster case managers will be able to provide a "warm handoff" to multiple sources of direct assistance within their own Catholic Charities programs, and also provide referrals to services provided by each Catholic Charities' extensive network of community partners. CCNJ's five agencies are already working with each county's Voluntary Organizations Active in Disaster (VOAD) to maximize utilization of resources, provide efficient case management, and avoid duplication of service as much as possible.

CCNJ brings to the table many years of experience in providing disaster assistance, including disaster case management, direct assistance, and clinical case management for disaster victims; both within New Jersey and to disaster areas as far away as California and Louisiana. CCNJ staff from all five agencies has received FEMA-recognized training in disaster case management and disaster response from Catholic Charities of the USA (CCUSA), UMCOR, and Church World Service. Managing Agency Catholic Charities of Trenton, a frequent contractor for the Department of Human Services and recipient of several federal grants, has the administrative infrastructure to effectively manage and support training, service delivery, and fiscal management, as do the four Partner Agencies.

The project will benefit from the five agencies' common values, connections through CCNJ, and relationships with other Catholic Charities organizations around the country, including CCUSA and the Catholic Charities of the Archdioceses of New York and New Orleans. These relationships will help ensure a seamless transition from the phase-1 Disaster Case Management (IDCM)

to the DCM, minimize ramp-up time, and provide resources for training and technical support. Supporting details are provided below and in the appendices to this document.

a. ***Agency mission and history:*** Incorporated in 1913, Managing Agency **Catholic Charities of Trenton** is now the 10th largest nonprofit in New Jersey. It recently received recognition from NJBIZ magazine as an innovative nonprofit with respect to its demonstrated track record of financial stewardship and sustainability. Its mission is to provide quality services to those most in need, advocate on their behalf within the public and private sector, and strengthen the communities in which they live and work. With over a century's history of meeting the urgent and emerging needs of Central New Jersey residents, CCT provides inclusive, non-discriminatory services which touch the lives of more than 100,000 people each year through 58 programs in 34 sites throughout Mercer, Burlington, Monmouth, and Ocean Counties. CCT has four broad program areas: Children and Family Services (CFS, under which this program will be administered,) Emergency and Community Services, Behavioral Health Services, and Providence House Domestic Violence Services. CCT services include Addiction Treatment, Basic Needs, Children/Family, Counseling, Domestic Violence, Housing and Residential, Parish Social Ministry, Services for Seniors, Mental Health and Recovery, Disaster Response, and Immigrant Support.

All CCT services are appropriately accredited and licensed including full accreditation by the Council of Accreditation (COA) for Children and Family Services (See attached COA Certificate.) CCT is in compliance with all DHS contracting regulations set forth in the standard language document, the Contracts Reimbursement Manual (CRM), and the Contract Policy and Information Manual (CPIM). CCT has strong relationships with the Office of Homeland Security, the Division of Mental Health Services Disaster and Bioterrorism Branch, The Governor's Office of Recovery and Victim Assistance, the New Jersey State Interfaith Partnership and New Jersey State VOAD, as well as relationships with local, non-profit and faith-based organizations at all levels.

Catholic Charities, Diocese of Camden serves Atlantic, Cape May, Camden, Cumberland, Gloucester, and Salem counties. Services include Family and Community Service Centers, through which the Disaster Assistance program is administered, as well as many other services which include Behavioral Health Services, Community and Parish Ministries, Intensive Welfare Case Management, Prison Ministry, Refugee and Immigration Services, Small Business Development Program, St. Luke's Catholic Medical Service, Veterans Services, and Community Warehouse Services.

Catholic Charities, Diocese of Metuchen serves Middlesex, Somerset, Hunterdon, and Warren counties. Besides disaster assistance, services include Basic Needs Services, Child Care, Behavioral Health Counseling & Treatment Services, Health Care Services, Housing and Shelter, Immigration, Therapeutic Foster Care & Maternity Services, Out of Home Placement/ Youth Residential Services, Referral Services, Social Justice, and Youth Services.

Catholic Charities, Archdiocese of Newark serves Hudson, Essex, Bergen, and Union counties. Besides disaster assistance, services include Adult Services, Children and Family Services, Education, HIV/AIDS Services, Housing Services, Community Access & Volun-

teer Services, Immigration Services, Workforce Development, Behavioral Health Services, and Transportation Solutions.

Catholic Charities in the Diocese of Paterson serves Passaic, Morris, and Sussex counties. It includes Catholic Family and Community Services (through which this program will be administered), and its three divisions: Hope House, the Father English Center, and The Hispanic Information Center; as well as two other agencies, Straight and Narrow, Inc. and the Department for Persons with Disabilities (DPD). Besides disaster assistance, services include Aging Services, Family Services, Day Care and After School Programs for Children, Mount St. Joseph Children's Center, the Multi-Lingual Center/Club De Padres, Migrant Ministry, the Partnership for Social Services Family Center, Emergency Assistance, Legal Services, Meals on Wheels, Senior Day Care, Senior Transportation, and HIV/AIDS services. In 2012 Catholic Family and Community Services was granted agency wide accreditation by the Council on Accreditation, including the Disaster Response Case Management program.

b. ***DCM experience and capability***. CCNJ agencies have the experience, capacity and local knowledge to provide DCM services and to deploy DCM staff statewide. All five have disaster response programs and systems in place, and are currently providing direct assistance and/or disaster case management for persons impacted by Superstorm Sandy. One staff member received federal IDCM training in January 2013 and worked on the ground in Sayreville, NJ with the federal team deployed to IDCM Hurricane Sandy disaster case management services. All five CCNJ agencies provide case management throughout multiple social service programs according to COA standards for case management. (The following sections provide further detail.)

Part II - Service Goals and Objectives: The goal of the CCNJ DCM program is to provide disaster assistance applicants impacted by Superstorm Sandy with a single point of contact to facilitate access to a broad range of disaster recovery resources that may be provided by different organizations. Toward that goal, the program has the following objectives:

- To afford a seamless transition from IDCM to State DCM
- To hire, train, supervise and deploy personnel as specified in the RFP
- To provide DCM services to all 21 counties in New Jersey, with services concentrated in the most impacted areas of: Atlantic, Bergen, Burlington, Cape May, Cumberland, Essex, Hudson, Middlesex, Monmouth, Morris, Ocean, Passaic, Salem, & Union Counties.
- To organize and provide a timely, coordinated approach to assess clients' disaster-related needs and develop a goal-oriented plan that outlines the steps necessary to achieve recovery
- To provide a time-limited disaster case management process.

a. ***CCNJ has the ability to provide an organizational framework for successful case management service***. Specifically, all five agencies demonstrate the following qualifications:

- DCM Training - All CCNJ agencies employ staff who have received FEMA recognized training specific to Disaster Case Management through CCUSA, UMCOR, and Church

World Service. One agency Program Director has been certified in the federal government's IDCM Program, and is on the roster of trained workers who are deployable to federal disaster zones.

- Recent DCM experience: All five of the agencies have recent DCM and/or similar disaster case management experience, including responses to Super Storm Sandy, Hurricane Irene, and several separate low pressure systems and associated flooding similar to Sandy since 2007, including multiple federally declared disasters. (Disasters for which CCNJ agencies have provided disaster case management prior to 2007 include the Durham Woods major gas line explosion and apartment complex destruction in Edison, NJ (1994); Hurricane Floyd and the Nor'easter of 1999; the destruction of the World Trade Center on 9/11/2001; and Hurricane Katrina in 2005.) Some examples include:

  - **CCC's** post-Katrina work with Catholic Charities New Orleans to coordinate and train over 500 southern New Jersey staff and volunteers allowed CCC to open two disaster distribution sites, one in Atlantic County and one in Cape May County, five days after Hurricane Sandy hit in 2012. These sites were in operation for thirty days. Two CCC staff were part of the CCUSA Disaster team which performed a community assessment of the town of Sayreville, New Jersey in December, 2012. CCC has deployed more than 25 individuals (approximately 30% of its staff) to assist in recovery efforts across the country, from California Wildfires to Hurricanes in the Gulf, always partnering with local Catholic Charities agencies and CCUSA

  - During Hurricane Irene, **CCM** worked extensively in flood ravaged areas in that diocese, providing case management and financial assistance. One CCM staff member received federal IDCM training in January 2013 and worked on the ground in Sayreville with the federal Team deployed to provide phase-1 IDCM Hurricane Sandy disaster case management services. In addition, two CCM staff were also members of the CCUSA Disaster Assessment team which performed the Sayreville community assessment in December, 2012.

  - **CCP's** Disaster Response Case Management program has been active continuously since P2001, providing case management, information and referrals, support and advocacy in the insurance, FEMA and SBA processes, direct assistance with disaster related relocations, repairs, and replacement of personal property. CCP participates in county level coordination through the PCVOAD and MCLTR to leverage funds and avoid duplication of service.

  - **CCAN** provided emergency financial assistance and supportive services to households impacted by the Nor'easter of 2007 through a grant from CCUSA to supplement needs not covered by FEMA, Red Cross and Insurance carriers. CCAN is currently assisting victims of Hurricane Sandy with outreach, assessment, case management and limited financial assistance through a CCUSA aid allocation of $10,000, which is presently being distributed by an at-large case manager.

  - **CCT's** Disaster Response Program (DRP) had its origins in the immediate aftermath of 9/11. In addition to its work with Superstorm Sandy, CCT recently provided assistance to

victims of 2012 wildfires in Ocean County and to refugees from Lebanon who were airlifted to McGuire AFB after Hamas attacked Israel.

- Familiarity with the Coordinated Assistance Network (CAN) and other databases: Of the five agencies, two have staff currently using CAN or in the process of CAN training (CCT and CCM) and one has past experience using CAN (CCP.)

CCT as Managing Agency, as well as CCNJ as a whole, has the **administrative infrastructure** to effectively manage and support this project, including:

- Service delivery – CCT has a history of administering and managing disaster relief efforts on behalf of other entities. In the aftermath of 9/11, CCT was contracted by the State of NJ to administer the FAM (Family Assistance Management) Program for those affected by 9/11, and was asked to distribute funds to victims' families for the United Way, CCUSA and other organizations. After Hurricane Katrina, CCT was contracted by UMCOR to provide case management, and trained Catholic Charities staff in Arkansas and Mississippi on disaster case management.

- Administration of DCM services: In addition to the disaster-specific experience above, CCT has many years of experience participating in consortia, both as lead agency and/or fiscal agent and as partner agency, including consortia funded by SAMHSA and United Way of Greater Mercer County. Its duties have included the coordination of recruitment and hire of project staff, including associated supervisory and support staff.

- Ability to manage fiscal processes - CCT accounting practices follow sound, established practice, applicable statutory and professional requirements. Best practices include strong internal controls; knowledgeable and trained staff (The CFO and Controller are CPAs); ongoing review by external auditors, other funders, the Council on Accreditation, etc.; oversight by Board of Trustees, the Finance Committee of the Board, and the audit sub-committee; and utilization of a strong budgeting process, and analyzing variances to budgeted results following generally accepted accounting principles and all Federal, State and County contractual requirements. Financial information, whether electronic or paper, is stored securely in our administrative offices in Trenton, with access limited to appropriate staff.

- Ability to maintain compliance with governmental and professional requirements – All five CCNJ agencies are currently in good standing in all contracts with the State of New Jersey and with the Federal Government; none are on the state debarment list. All are properly licensed and accredited for all their services and are both familiar and in compliance with all relevant regulatory requirements.

- Ability to manage logistics – CCT's IT department has established relationships with hardware and software vendors to provide equipment for mobile response programming such as CCT's Mercer Mobile Response and Stabilization Services. CCT will work with the purchasing and IT departments of all 5 CCNJ agencies to quickly arrange for the purchase and deployment of laptop computers and associated application software, mobile devices for all field staff, and needed printers, scanners, copiers, and fax machines within 30 days of grant award notification. CCT will ensure that sensitive client information is removed from lap-

tops and facilitate the transition of equipment from the project to the State at the end of the grant period, as required by the RFP. Maintenance of the equipment will be the responsibility of each agency's own IT department while it is in use for this project.

- Ability to manage data collection and reporting – Over 85% of CCT's budget comes from federal, state county and municipal contracts, fees or grants. Consequently, the agency has extensive experience documenting monthly, quarterly, and annual programmatic and fiscal activities. Due to their frequent experience as state and federal contractors, all CCNJ agencies are experienced at data collection and reporting for multiple government agencies.

- Ability to provide DCM training and convene conferences – CCNJ agencies have a successful track record of procuring DCM training for their own staff utilizing resources from CCUSA, UMCOR, and Church World Service. In addition CCNJ is experienced at producing statewide conferences for staff and other community members. CCNJ has hosted three general statewide conferences to date. Each conference has been attended by over 500 Catholic Charities employees from all over the state. Conferences included an opening service, morning and afternoon workshops, an address from a prominent keynote speaker, a sit down lunch, and a short reception following the day's events.

- Ability to work with provider agencies in identifying cases and addressing needs through the case management process. All five CCNJ agencies currently have experienced case management staff responding to requests for Sandy–related assistance: providing needs assessments, case management, and direct financial and other assistance. All five agencies are either members of state and local VOADs and LTRCs or work very closely with them, as detailed later in this document. One of the agencies is currently subcontracted to CCUSA in its IDCM contract with FEMA.

b. ***Workplan to be Utilized***

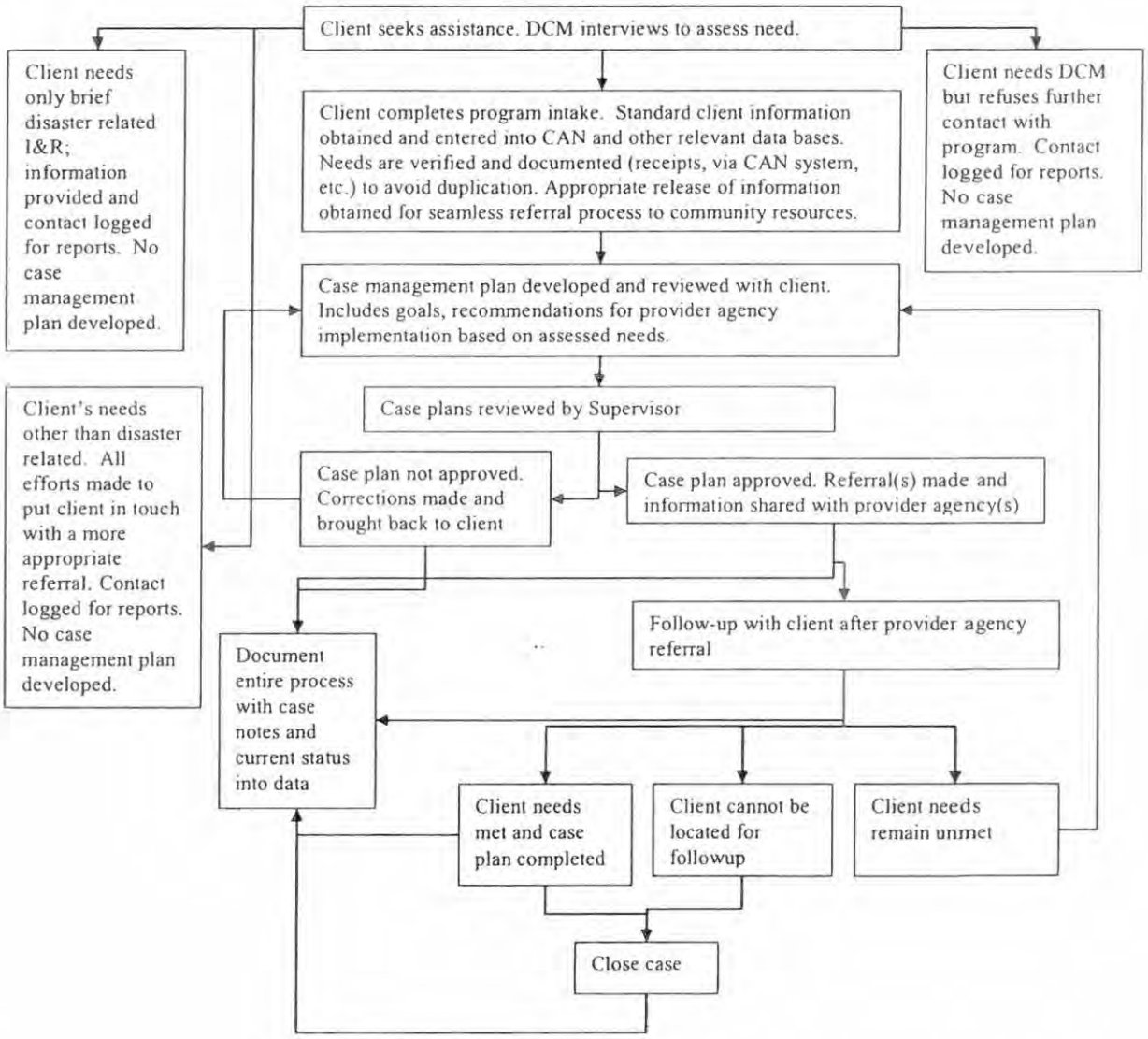
Position Descriptions and Work Locations: A complete list of position descriptions can be found in Part IV, Management Plan. The following nineteen staff from the five CCNJ agencies are currently employed in disaster relief efforts, trained in DCM or disaster response, and ready to begin the project immediately upon grant award. Most will remain with the program until its completion. Robert Hodnett of CCT will act as Interim Program Manager until a suitable candidate is hired or assigned.

Diocesan Location	Name	Current Title	DCM Role	Highest degree	Yrs. DR exp.	Disaster training
TRENTON	Robert Hodnett	Associate Service Area Director of Children and Family Services	Interim Program Manager	M.S.W., LCSW	8	FEMA – crisis counseling; incident command
TRENTON	Maria Nikolatos	Disaster Response Program Coordinator	Case Manager Provider Supervisor	B.A.	8	Extensive FEMA training, UMCOR, Red Cross
TRENTON	Cordelia	Case	DCM	B.A.	> 1	UMCOR

	Bullock	Manager				
TRENTON	Alan Kosene	Case Manager	DCM	M.S.W.	> 1	UMCOR
TRENTON	Christina Ellam	Case Manager	DCM	B.A.	2	FEMA
TRENTON	Wendy Baggot	Case Manager	DCM	B.A.	1	
TRENTON	Asma Taqi	Case Manager	DCM	B.A.	2	Red Cross
PATERSON	Gregory Bing	Community Liaison for Disaster Response	Case Manager Provider Supervisor	M.Ed	3	*Community Arise* DCM Curriculum, Church World Service DCM training
METUCHEN	Maria Hunter	Program Director, Parish Social Ministry	DCM	A.A. in process; certified in HUD Housing mgmt., Volunteer Mgmt., Youth Counseling	14	Disaster response training from CCUSA; DCM training through UMCOR
NEWARK	Chaquira Vasquez	Caseworker	DCM	B.A.	11	Church World Service DCM Training.
NEWARK	Emma Papiol	Caseworker	DCM	B.A.	> 1	
NEWARK	Gloria Wierzalis	Caseworker	DCM	M.A.	11	Church World Service DCM Training.
NEWARK	Marisol Knox	Caseworker	DCM	B.A.	> 1	
NEWARK	Catherine L'Insalata	Director of Community Access Services	Case Manager Provider Supervisor	M.S.	12	UMCOR, CCUSA, Church World Service DCM Training.
NEWARK	Pamela Graham	Executive Secretary	Admin Assistant	B.S.	12	
CAMDEN	Jennifer Dyer	Agency Assistant Director	Interim Case Manager Provider Supervisor	M.P.A	16 years	CCUSA's AIDE program; extensive FEMA, UMCOR, & Red Cross training
CAMDEN	Mark Taylor	Program Director for Hurricane Sandy Relief	Interim Case Manager Provider Supervisor	B.A., pending.	13 years	CCUSA Training
CAMDEN	Jennifer Wagner	Case Manager	Interim DCM	A.A.	>1	UMCOR & CCUSA Training
CAMDEN	Diana Martinez	Administrative Support	Interim Admin Assistant	A.A.	>1	CCUSA Training

In addition, CCT employs a full-time Compliance Officer, Jean Furdella, who will be responsible for monitoring regulatory compliance for this project, including compliance with State and DHS rules and regulations governing the purchase of services contract process. Mr. George Bontcue, Associate Executive Director, Fiscal Affairs and Mr. Bruno Celluci, Director of Accounting and Business Services (both CPAs) will have oversight of all fiscal reporting and grant management. Kathryn Jean Turner, Associate Executive Director for Human Resources, will have oversight of the hiring process at CCT. CCT administrative policies mandate criminal background checks and verification of credentials for all qualified candidates for employment.

Work Flow Processes: The following schematic illustrates the basic workflow for case managers. See section II: Program Approach and Section VI for a detailed list of key tasks and timeframes for project implementation.



c. ***Ability to work through a secured centralized database*** - All five CCNJ agencies have ex-

perience using clinical and other databases to provide Case Managers and other program staff with the required information needed to provide a timely delivery of service. Besides the aforementioned experience with CAN, CCNJ staff have extensive experience using other state and federal databases for reporting such as HMIS, CYBER, CHAMP, SAGE, SAMS, JAMS, OLDC, TRAC, GPRA, etc.

d. ***Ability to produce fiscal expenditure reports in accordance with regulatory requirements***: As noted in Section I, CCT accounting practices follow sound, established practice, applicable statutory and professional requirements. Please see the attached USDOJ Accounting System and Financial Capability Questionnaire as evidence that CCT's accounting principles are in accordance with the requirements of federal OMB Circular No. A-87, Cost Principles for State, Local and Tribal Governments and federal OMB Circular A-133, Audits of State, Local Governments, and Non-Profit Organizations.

Part III - Program Approach

a. ***Low- or No-Cost Locations:*** Each of the five agencies can and will provide locations for DCM services at no additional cost to this project other than general and administrative costs as detailed in the budget narrative. (CCNJ has budgeted a minimal amount for low-cost locations in case no-cost locations are inadequate for the required purpose.) See detail below:

- **CCC** operates one Family & Community Services Center in each of the six southern counties. All sites will be available to the DCM program; each has IT capability, along with space for meetings, individual client contacts, and supervision. For large meetings, parish church facilities may be utilized.

- **CCM** will use its 271 Smith St. Perth Amboy, NJ 08861 location as home base for this project. It has a large room available with cubicles for case managers to use and a private office for supervision. This space was used by the CCUSA case managers from November – Dec 2012 in its IDCM efforts. It is centrally located to all the communities most directly impacted by Sandy in the Metuchen Diocese. CCM also has provided direct care outreach in the impacted communities, typically in parishes, but also in other civic agency locations, and can utilize those facilities when needed for this project.

- **CCAN** plans to utilize the following for the purposes of this project: 37 Evergreen Place, East Orange (Essex County); 57 Pink Street, Hackensack (Bergen County); 505 South Ave East, Cranford (Union County); and 2201 Bergenline Avenue, Union City (Hudson County). Other facilities (both CCAN and other community resources) may be used, as needed.

- **CCP** provides DCM services out of its locations at Catholic Family & Community Services at 24 DeGrasse St. and Hope House at 19 Belmont Ave. Dover, NJ. It has 24 Catholic Charities facilities through Passaic, Morris, and Sussex County that can be utilized for this project.

- **CCT** operates 34 sites in its four counties. Currently, it is using one of them (145 Maple Avenue, Red Bank, NJ) to house the Monmouth unit of the DRP. Its Ocean unit is being housed in a disaster relief center in Brick, NJ run by the Church of the Visitation and part

of a partnership that includes the Church of the Visitation, CCT and the Children's Health Fund. Currently, CCT DRP also deploys its staff to a relief center in Manasquan one day per week and to Oceanport as needed. CCT DCM's make home visits, including visits to clients still living in hotels.

b. ***Program, Workflow, and Transition Process:*** The case management workflow process is documented in the schematic in Section II. Program management processes will be conducted in accordance with best practices in disaster case management gleaned from a RAND Corporation assessment of the response to Hurricane Katrina. The study stressed that a recovery program must be planned around the population it will serve, with complete and accurate information about numbers of people and their needs. The stop and start of recovery initiatives at both the federal and state levels can lead to serious discontinuities in client recovery. Disaster case management merits a single, longer-term recovery initiative that seamlessly acknowledges the stages of human recovery. With that in mind, the CCNJ DCM will work closely in consultation with State Project Team to implement the following actions to help create a single, longer-term disaster recovery initiative that seamlessly acknowledges the stages of human recovery:

- Assess the needs of the population and available community resources continually to inform planning
- Agree upon measurable goals and objectives, roles, and responsibilities of each agency.
- Hire, train, and deploy appropriate staff (including all positions specified in the RFP)
- Equip staff and offices properly with resources for mobile response
- Provide ongoing training of case managers
- Develop uniform financial procedures, including a streamlined process for invoice review that does not require multiple levels of review
- Create a common or centralized forum for partners to share disaster case management templates (e.g., client forms, financial forms), guidance (e.g., directions for reimbursement), decisions related to design and implementation, and communication about resource availability (e.g., connecting case managers to identify available community services) for participating agencies to use throughout the program
- Track client information for vulnerable populations affected by disaster, and use pre-disaster data to identify "vulnerability hot spots"
- Utilize CAN as a web-based knowledge center to provide centralized program information on an ongoing basis
- Design a support system that can streamline intake and triage of cases and help determine client eligibility for services
- Help develop and maintain an ongoing infrastructure to support disaster case management, to improve response time and save future start-up costs
- Coordinate the transition points between individual assistance and disaster case management.

The **transition from IDCM to State DCM** will be executed based on a similar transition by CCUSA to Catholic Charities of the Archdiocese of New York. (See attached Transition Plan.) The transition plan model covers transfers of files, records, and equipment; CAN training; introduction of DCM staff to agencies working with IDCM; notification to clients of the upcoming

transition; final reporting by IDCM; office space moves; and transfer of responsibilities to DCM personnel. The timeframe will be greatly abbreviated from that in the model, but will commence immediately upon grant notification so that the transition can be complete by April 7, 2013 when the CCUSA FEMA contract extension expires.

c. ***Data Reporting Capacity:*** CCNJ has the ability to gather, analyze and report statistical, programmatic, and fiscal data throughout this process. As stated in prior sections, CCNJ agencies and staff have familiarity with the CAN database, which will be the primary mechanism used to collect statistical and programmatic data, as well as access to the expertise of other Catholic Charities around the country on its use. CAN training will be provided to all DCMs, both current employees and new hires, within 30 days of grant award for any existing staff who do not have such training, and within 30 days of hire for new hires.

CCT's IT Department will acquire and install laptops with wireless cards, as well as cell phones and other equipment and software needed to equip the DCMs for mobile response and data entry from the field. (As required by state regulations, CCT will obtain prior approval for any software purchases through the NJ Office of Information Technology.) DCMs will be responsible for the input of data into the CAN system. The Supervisor at each agency will oversee both DCMs and Data Specialists, who will also be responsible for data entry that may be transmitted from the field. All staff will keep the Program Director advised of any data entry developments and problems.

The CCNJ agencies each maintain their own IT departments and have their own internal databases, into which client data will also be entered for longer-term client support. Each agency will be responsible for the input of client information into its own agency database. CCT as Managing Agency will serve as the State's partner for aggregate client monitoring and fiscal/agency reports. CCT utilizes the Anasazi system for demographic and programmatic data collection, program reporting, quality assurance, and billing for insurance and Medicare/Medicaid. CCT also utilizes *The Financial Edge* software for financial reporting.

Data to be gathered and reported to the state and FEMA will include, but not be limited to, the following, and be provided in any format and on any schedule the state requires:

- Total Client Contacts, including contacts for which no case is opened, such as general information and referral
- # Case Managers and Case Manager/Open Case Ratio
- # Case Manager Supervisors and Case Manager Supervisors/Case Managers Ratio;
- # Cases Opened
- # Clients Completing Intake
- # Clients Completing Needs Assessment
- # Clients Closed with Completed Recovery Plan (meaning plan is developed, <u>not</u> that all tasks on the plan have been completed)
- # Cases Closed without Completed Recovery Plan
- # Clients in Temporary Housing
- # Referrals, both to Catholic Charities internal programs and other providers
- Top 3 Client Needs
- Client's Identified Tier, based on frequency of contact needed.

While CAN is an excellent tool for disaster case management purposes, it has limitations which indicate a need for further database and field tool development for optimal coordination of resources and reporting. Among the tools under discussion for development include 1) a tool that would use the Disaster Client Data Standard (DCDS) to speed up the data collection process, eliminate redundant data entry, and work seamlessly with CAN's data upload utility to allow upload and download between CAN and agency databases and facilitate information sharing among partnering agencies; 2) the development of a web mapping application that would give case managers and their superiors a map-based view of case and resource proximity and case status. If developed, the web mapping application will also have long-term benefits for the State of NJ in the event of future disasters. CCNJ has been in contact with one vendor, NBT Solutions, and will also reach out to VisionLink, the creator of CAN, which has other CAN-related applications available or in-process. CCNJ has budgeted for such data tool development, and will work closely with CCUSA and other Catholic Charities to avoid duplication of effort in this area.

d. ***Confidentiality Protections:*** In accordance with CCT and partnering agencies' written privacy and confidentiality procedures (including HIPAA and COA compliance), access to participants' active and inactive individual records will be limited to program personnel who are involved in the direct care of a participant, are involved in the supervision of this care, have essential administrative functions including file maintenance, data entry, billing, quality assurance or maintenance of the MIS system, and have signed an agreement to abide by each agency's confidentiality policy. Secure methods will be used to transfer any and all information which can be linked by name to specific participants, and no consumer-level files will be provided to the State, as per guidance at the Technical Assistance. All hard copy records will be maintained in secure rooms, locked file cabinets or other similar secured areas at each agency when not in use. Safeguards will be taken to prevent loss from fire, water, damage, theft, and any breaches of confidentiality. Client files will be retained for 7 years, unless otherwise specified by state or federal regulations. Confidential or sensitive data collected that can be linked to program participants by name will be disposed of according to guidelines set by DHS (See attached guidelines.)

e. ***Provision for Case Management Continuity.*** There are 3 types of continuity that must be addressed in the transition from IDCM to DCM: informational, management, and relational.

- Informational continuity—Information is the common thread linking care from one provider to another. Information can be disease or person focused. Documented information tends to focus on the social condition, but knowledge about the client's preferences, values, and context is equally important for bridging separate care events and ensuring that services are responsive to needs. This type of knowledge is usually accumulated in the case record and shared with the permission of the client. The use of the CAN database by both CCUSA and by all five CCNJ agencies will foster this type of continuity. In addition, IDCM client data will be entered into a spreadsheet or other data aggregation system that can serve as a master client roster.

- Management continuity is especially important in long-term cases that require management from several providers who could potentially work at cross purposes. Continuity is achieved when services are delivered in a complementary and timely manner. Shared management plans or care protocols facilitate management continuity, providing a sense

of predictability and security in future service for both clients and providers. The concept of access embodies the notion that regular contact is needed to ensure management goals are adapted and met and that providers must often facilitate access to a broad range of services. Flexibility in adapting care to changes in an individual's needs and circumstances is an important aspect of management continuity. When care is long term, both consistency and flexibility are critical for management continuity.

- Relational continuity bridges not only past to current care but also provides a link to future care. This is most valued in primary and mental health care. Even in contexts where there is little expectation of establishing ongoing relationships with multiple care givers, a consistent core of staff provides clients with a sense of predictability and coherence. The staff described in Section II will meet with the IDCM case managers to conference the clients they will need to transition before beginning the previously described case management process.

Further information on program management processes can be found in Section V – Service Coordination and Collaboration.

Part IV - Management Plan

a. ***Staffing:*** The following table shows the number, the number, job titles, qualifications, summary of responsibilities and requisite skills of staff to be hired and deployed for this effort. (Complete details can be found in the Job Descriptions for each position, attached.)

Job title	# FTE	Qualifications	Responsibilities	Skills
Disaster Case Managers	40*	Bachelor's degree and/or at least three years of relevant case management experience in the social services field. Previous disaster relief experience preferred	Provides direct case management services to disaster survivors and their families through advocacy, information and referral, crisis intervention services, and recovery services	Excellent interpersonal skills Knowledge of social service delivery systems Knowledge of county resources Good organizational, time-management and communication skills Ability to work well independently as well as part of a team
Case Manager Provider Supervisors	4*	Master's Degree in Social Work, or degree in related field with relevant case management experience. Supervisory experience required; Previous disaster relief experience preferred	This position provides direct supervision to DCMs. Provides effective provision of case management services, including advocacy, information and referral, and crisis intervention services. Ensures that the needs of disaster survivors are being	Demonstrated leadership abilities including ability to be flexible in dealing with multiple constituencies Excellent interpersonal, listening; and administrative skills Knowledge of New Jersey State social service delivery systems Good organizational, time-management and communication skills

			served and contract goals are being met.	
Program Manager	1	MSW or graduate degree in related field; Five or more years if managerial experience in the nonprofit human services field. Experience managing large, complex service delivery systems. Previous disaster relief experience preferred	Overall responsibility for managing sub-contracts with agencies under contract with CCT (Managing Agency) to provide disaster case management services to approximately 9,300 survivors of Hurricane Sandy in the 21 New Jersey Counties between April 1 2013 and October 30, 2014	Demonstrated experience in staff management and supervision Excellent interpersonal, communication and public relations skills Ability to work independently as well as part of a team
Finance Manager	1	Bachelor's degree in business related field, 5 – 7 years of nonprofit experience, with at least 3 in management positions	Responsible for the efficient management and coordination of financial services for disaster case management program including expense control and analysis, budget preparation and analysis, and contract administration.	Experience and significant responsibility in accounting, budgeting and contract management Proficient in developing and utilizing spreadsheets for report creation
Data Entry Specialists	3	High school diploma or equivalent Minimum five (5) years support staff experience	Primary support staff for technical and computer operations	Proficient in using computer and software
Coordinator Specialists	3	Any candidate with the requisite skills can be considered. Previous disaster related experience a plus	Provides coordination of resources between all available volunteer organizations to ensure all resources are available to case management provider. Schedules, organizes, and leads volunteer groups as necessary. Assists Project Manager with other duties as assigned.	Demonstrated coordination and leadership abilities including ability to be flexible in dealing with multiple constituencies Excellent interpersonal, listening, and administrative skills Knowledge of New Jersey State social service delivery systems Good organizational, time-management and communication skills
Construction Cost Analysts	4	Minimum of five years of construction experience and/or	The Construction Cost Analyst will be responsible for ana-	Ability to work with a wide spectrum of people Ability to develop and

		insurance adjusting experience Knowledge of insurance contracts, investigative techniques, legal requirements and regulations	lyzing, estimating, negotiating and settling with contractor and or volunteer groups any residential property losses caused by Hurricane Sandy.	maintain strong business relationships with internal and external customers Ability to use Microsoft Word, Microsoft Excel, and estimating software Knowledge of current construction methods and cost Ability to write own estimates and complete a dwelling and/or commercial building valuation Excellent written and verbal communication skills Customer service oriented Strong analytical and negotiation skills.
Administrative Assistants	2	High school graduate or GED with at least two years prior office experience. Prior disaster relief experience a plus.	Provide administrative, clerical and logistics support to the disaster case management program.	Good interpersonal and organizational skills Strong telephone and computer skills Knowledge of Microsoft Office Suite Willingness to work in a team environment and respond to needs of multiple constituencies

**Due to anticipated levels of need which exceed FEMA's case management ratio of one DCM to 35 active cases, CCNJ has budgeted for an additional 10 DCMs and 1 Case Manager Provider Supervisor on a contract basis. These positions will only be filled with permission from the State Project Team, and may be employed by one of the five CCNJ agencies, or by outside vendor agencies if all CCNJ agencies agree to the subcontract.*

b. **Management, administration and supervision methods.** Each CC will hire and supervise its own employees, with coordination among the Human Resources personnel in each diocese to share resumes of qualified staff and coordinate recruitment. The agencies have many resumes on file already for several positions, such as Case Managers, Administrative Assistants, and Data Entry Specialists. Free resources such as Indeed.com, SimplyHired, Google Base, Craigslist, and Workforce Offices will be utilized whenever possible. For more specialized positions, agencies may utilize the services of temporary staffing agencies specializing in providing employees in the human services with which they have relationships, or use paid resources such as Monster.com or Career Builder.com. Agencies may also post vacancies on their own and/or CCUSA web sites, and/or other printed or electronic classifieds. They will also work with local educator and/or alumni associations at local colleges and other community agencies in their respective diocesan networks to recruit qualified applicants.

Positions will be prorated among the agencies as percentage of FTEs in accordance with recommended program staffing level ratios contained in federal guidance and according to a formula based on level of diocesan need as agreed upon by the five agencies. The Program Manager, Fi-

nance Manager, and at least one Administrative Assistant will be housed at CCT as Managing Agency. Each agency will be responsible for all aspects of hiring and supervision of employees according to its own human resources policies. However, to accommodate shifting levels of need over the course of the project, employees may be shifted across diocesan boundaries to work where need is greatest. The Leadership Team will determine any such redeployment at its regular meetings. Each agency will ensure that professional case management practice standards are maintained according to COA standards, which can be found at the following link: www.coastandards.org/standards.php?navView=private&core_id=721.

Part V -- Service Coordination/Collaboration

a. ***Description of collaborative relationships or agreements:*** The strength of this proposal rests on the collaborative relationships between the five members of this coalition, their relationship with CCUSA and other Catholic Charities around the country involved in disaster case management, and their networks of other local service providers within each of their diocesan territories. Managing Agency CCT's many years of experience leading and participating in consortia and coalitions will add to the success of the project. The Partner Agencies are also experienced in working in collaboration with other agencies. For example, CCC was honored with the Arnold Andrews Award for Excellence in Collaboration for its efforts in deploying volunteers to the Gulf Coast following Hurricane Katrina.

   The coalition's structure will reflect best practices in community collaboration. CCNJ members will abide by mutually agreed-upon goals, implementation procedures and partnership structures; share implementation responsibilities; possess mutual authority and accountability for success; and share information and resources toward community outcomes. A study published in the American Journal of Preventive Medicine, *What Explains Community Coalition Effectiveness? A Review of the Literature,* identifies six elements of successful, effective collaboration. In accordance with these findings, the coalition will formalize its rules and procedures through the attached MOA and other service agreements, encourage strong leadership among its members, foster active participation in decision-making, cultivate diverse relationships to address clients' cultural needs, promote collaborations among member agencies such as deployment of staff from one diocese to another as concentrations of need shift, and facilitate group cohesion through frequent meetings at both the executive and program level, as well as through group trainings and conferences.

b. ***Work with the State Team, VOADs, LTRGs and other resources:*** CCNJ will work very closely with the New Jersey DHS/DFD Program Manager and State Team, utilizing its expertise and resources to help meet all grant requirements. All five of the CCNJ agencies already work very closely with state and local VOADs and LTRGs to ensure that DCM services are provided effectively and efficiently, as detailed below:

   - **CCT** -- Maria Nikolatos, Disaster Response Program Coordinator, sits on the VOADs in Mercer, Burlington (where she was chair) and Ocean Counties. Robert Hodnett, DRP administrator, is on the Monmouth VOAD. Ms. Nikolatos is the co-chair of the case management sub-committees for both the Ocean and Monmouth Long Term Recovery Committees (LTRC). Mr. Hodnett is the chair of the Monmouth LTRC.
   - **CCC** is currently active on the four Long-term recovery groups (LTRGs) operating in Atlantic, Cape May, Cumberland, and Salem counties. CCC participates not only on the

LTRGs but also on subcommittees developing policies and processes to ensure that needs are met while avoiding duplication of services.

- **CCM** - Maria Hunter is currently the chairperson of the Middlesex County Long Term Recovery Committee (its CO/VOAD). During past storms and floods, Ms. Hunter served as a member of the Somerset County Long Term Recovery Committee.
- **CCAN** is represented on VOAD in New Jersey with local VOAD representation as well as on the Hudson County LTRC. For 9/11, CCAN was a participant in the Safe Haven East Coalition Leadership Team; it was also a member of the NJ Interfaith Coalition Active in Disasters from 2002-2008.
- **CCP** - Community Liaison for Disaster Response Gregory Bing coordinates with members of the VOAD, LTRC, and state and local disaster/social service agencies. CCP leads the case management committees for these organizations, and has done so for the last several years.

Part VI -- Timetable -- The contract period will be April 1, 2013 through October 30, 2014. Transition from the CCUSA FEMA contract must be complete by April 7, 2013. The following table identifies the key tasks and timetable for program administration, and describes how CCNJ will ensure that the proposed services are in operation within 30 days of contract finalization, currently estimated to be completed by March 22, 2013.

Task	Timeframe
Develop a transition plan for continuity of DCM services from the IDCM vendor to the State DCM	Immediately upon grant notification; transition complete by April 7, 2013
Locate no-cost or low-cost space for services	Immediately upon grant award and throughout the project period as circumstances dictate
Identify area of greatest need and specific populations among the priority target groups which continue to have a high degree of unmet need;	Immediately upon grant notification and through transition from IDCM to DCM. Project leadership will meet at least quarterly throughout project to reassess need and deploy staff accordingly.
Determine allocation of project staffing among the five agencies; move current qualified staff to project; advertise and recruit remaining staff	Immediately upon grant notification. Begin providing services by April 7, 2013 and be at full capacity within 30 days of grant notification. Additional case management and related staff may be hired throughout grant period if cases exceed recommended ratios or to meet the needs of particular underserved populations.
Arrange for the purchase of laptop computers and associated application software, mobile devices (cell phones/PDA) for all field staff including Wi-Fi or mobile internet capacity general office supplies, and necessary printers/scanners/copiers/fax machines;	Immediately upon grant notification. Initial staff will be equipped by April 7, 2013 and all subsequently hired project staff will be equipped before given access to clients.
Arrange for or confirm currently available background checks for criminal activity and child abuse for all staff	Immediately upon grant notification for currently available staff, and during the hiring process for all other staff. No project staff will be given access to clients until checks are complete.
Arrange for a FEMA recognized vendor to provide DCM training for staff and other interested parties	Immediately upon grant award for existing staff and new hires; at least 6 months prior to each of the two scheduled conferences; and periodically as needed the course of the project.

Arrange for an appropriate vendor to provide CAN training to all staff and interested parties as appropriate	Immediately upon grant award for existing staff and new hires; at least 6 months prior to each of the two scheduled conferences; and periodically as needed the course of the project. No project staff will be given access to clients until such training is complete.
Orient and train staff to policies and procedures within their own agencies, to the requirements of this grant, and to the laws and regulations relating to confidentiality and disclosure or release of information	Immediately upon grant notification for currently available staff, and during the hiring process for all other staff. No project staff will be given access to clients until such training is complete.
Deploy DCM staff and supervisors to areas of greatest need	Initial staff will be deployed to the identified areas of need to implement the transition from IDCM to DCM by April 1, 2013. Staff will begin providing DCM services to clients by April 7, 2013 and be at full capacity within 30 days of grant notification.
Ensure that all DCM staff uses the open architecture Coordinated Assistance Network (CAN) software to register and track client activity, and prepare reports;	Program staff will enter data into CAN continuously throughout grant period. Program management will submit monthly standardized client statistical and program reports to DFD and report expenditure information on a quarterly basis. Supervisors will monitor the status of client activity through CAN on at least a monthly basis.
Ensure that all field staff has the appropriate level of supervisory oversight consistent with the recommended staff ratios (1:10); Supervisors will ensure that all staff complies with the laws and regulations relating to confidentiality and disclosure or release of information	The Program Director and Leadership Committee will monitor staff supervisory ratios at least quarterly and make staffing adjustments as needed. Supervisors will follow supervisory procedures according to the policies of each of their separate agencies.
Provide training in other relevant topics as needed to maintain core skill levels during mobilization and demobilization activities or to meet mandatory requirements;	As needed throughout the course of the grant period.
Participate in a quality review and evaluative process, which may include but is not limited to: staff and/or client interviews; surveys, statistical data, a case flow process review, and management or fiscal data, or reports as permitted by law and state and federal requirements;	Each of the five CCNJ agencies will apply QI processes to this program on a schedule according to their own policies, and the Managing Agency will cooperate with any evaluation process or timetable the State shall require.
Convene a minimum of two (2) statewide conferences designed to improve DCM skill sets and facilitate the ongoing development of formal and informal relationships and communication to improve future disaster readiness and implementation	The first conference will be held within 6 months of the project start date of April 1, and the second within 12 months of the project start date.
Transfer all property to the state upon termination of the grant.	Begin preparation for transfer by October 1, 2014. Transfer of equipment should be complete within 30 days of grant period end (October 30, 2014)

Part VII -- Budget Information Summary

a. ***Budget Narrative:*** The attached budget forms **(Attachment D)** and budget worksheets provide detailed breakdowns and calculations for all expenses. In addition:

- Personnel: As Managing Agency, CCT will ensure the project employs the required 57 full-time equivalent staff. Upon grant award, CCT will work with the other CC organizations in the state to determine which staff positions will be sub-contracted. Salaries are in alignment with pay ranges for comparable positions within the CCT pay scale and fall on the high side of the range to account for higher pay grades in the northern counties of the State. Based on a recommendation from CCUSA in its role as the IDCM, CCT has included a completion bonus to reduce attrition rates at the end of the contract period. This one-time payment will only be provided to those staff members who complete the full 20 month service for this grant work. The fringe rate is standardized at 38.5% of total salaries.

- Consultants & Professional Fees: These line items cover costs for one two-day introductory training for direct service staff and four additional one-day trainings for all staff. The trainers will be FEMA trained and reimbursed at a rate of $750 per day. Per requirements of the RFP, CCT will also convene two statewide conferences during the 20 month contract period, with an anticipated 500 participants at each. The conferences will include a keynote speaker, breakout sessions and panel discussions. CCT has also included line items for contractual staff. With an estimate of over 250,000 FEMA registrations to date, CCT anticipates a need for additional case management support. With a manageable caseload of 45 individuals/families at a time for a three month time frame, CCT estimates the need for at least 50 case managers. In the event that these estimates are accurate, we have included a line-item budget for 10 contractual full-time case managers and one case manager supervisor who would be contracted for an 18 month time frame. These positions will not be filled without prior approval from DHS.

- Materials and Supplies: Includes the average cost per FTE for basic office supplies.

- Facility Costs: While the contract requires low-cost or no-cost facilities costs, CCT has included a line-item of $50,000 as a contingency plan in case the need to cover basic facility costs arises. No funding will be spent from this category without prior approval from the State.

- Other: These line items detail costs to secure facilities for the two conferences and provide refreshments for participants. We have also included costs for two representatives from each of the five Catholic Charities agencies to attend the annual four-day CCUSA Applied Institute for Disaster Excellence conference in October on the West Coast. Other expenses in this category include necessary tools, such as computers, software and phones for field staff communications. We have also broken out these expenses for the required 57 FTE positions and those expenses necessary to support the work of the 14 contract positions. The category also includes two line items for contractual work to implement 21st century technologies to provide optimal service.

b. ***G&A Cost Allocation:*** CCT has applied its standard G & A cost allocation rate of 19.1% of personnel costs. In contract negotiations with DMHS and DYFS over the past twenty years, the State has allowed CCT to accumulate administrative expenses (not including fundraising or other non-allowable expenses) and divide that figure by the agency wide program salaries and professional fees. The breakdown includes items such as Executive Director's office;

Council on Accreditation and other Compliance; Quality Improvement; Human Resources; Fiscal; and External Affairs. By use of this formula, CCT will ensure that all G&A funds will be used exclusively for DCM services. Upon grant award, CCT will work with each of the sub-contracting agencies to develop standardized contracts and agreed upon deliverables and reporting requirements. The Project Manager and Finance Director will have primary responsibility to monitor adherence to all contractual agreements.

c. ***Subcontract agreements:*** A fully executed Memorandum of Agreement between Catholic Charities of Trenton and the four Partner Agencies is attached to this document. It is understood that allocation of project staff and resources, as well as the procedures for invoicing, will occur after the contract and budget has been finalized through contract negotiations. The MOA does not entitle any of the partner agencies to any rights or benefits from the Managing Agency normally associated with an employment relationship, including, but not limited to: retirement, personnel rules which accrue to such persons, health insurance, life insurance, workers' compensation, disability insurance, vacation time, sick leave or any other fringe benefits. Each member of the Consortium shall have total responsibility for all salaries, wages, bonuses, retirement, withholdings, worker's compensation, occupational disease compensation, unemployment compensation, other employee benefits and all relevant taxes and premiums for their own agents and employees. The Consortium reserves the right to add additional partners or vendors to the project as long as all members of the consortium provide documented assent to that addition.

ATTACHMENT A

STATEMENT OF ASSURANCES

As the duly authorized Chief Executive Officer/Administrator, I am aware that submission to the Department of Human Services of the accompanying application constitutes the creation of a public document and as such may be made available upon request at the completion of the RFP process. This may include the application, budget, and list of applicants (bidder's list). In addition, I certify that the applicant:

- Has legal authority to apply for the funds made available under the requirements of the RFP, and has the institutional, managerial and financial capacity (including funds sufficient to pay the non Federal/State share of project costs, as appropriate) to ensure proper planning, management and completion of the project described in this application.
- Will give the New Jersey Department of Human Services, or its authorized representatives, access to and the right to examine all records, books, papers, or documents related to the award; and will establish a proper accounting system in accordance with Generally Accepted Accounting Principles (GAAP). Will give proper notice to the independent auditor that DHS will rely upon the fiscal year end audit report to demonstrate compliance with the terms of the contract.
- Will establish safeguards to prohibit employees from using their positions for a purpose that constitutes or presents the appearance of personal or organizational conflict of interest, or personal gain. This means that the applicant did not have any involvement in the preparation of the RFP, including development of specifications, requirements, statement of works, or the evaluation of the RFP applications/bids.
- Will comply with all Federal and State statutes and regulations relating to non-discrimination. These include but are not limited to: 1.) Title VI of the Civil Rights Act of 1964 (P.L. 88-352; 34 CFR Part 100) which prohibits discrimination on the basis of race, color or national origin; 2.) Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794; 34 CFR Part 104), which prohibits discrimination on the basis of handicaps and the Americans with Disabilities Act (ADA), 42 U.S.C. 12101 et. seq.; 3.) Age Discrimination Act of 1975, as amended (42 U.S.C. 6101 et. seq.; 45 CFR part 90), which prohibits discrimination on the basis of age; 4.) P.L. 2975, Chapter 127, of the State of New Jersey (N.J.S.A. 10:5-31 et. seq.) and associated executive orders pertaining to affirmative action and non-discrimination on public contracts; 5.) Federal Equal Employment Opportunities Act; and 6.) Affirmative Action Requirements of PL 1975c. 127 (NJAC 17:27).
- Will comply with all applicable Federal and State laws and regulations.
- Will comply with the Davis-Bacon Act, 40 U.S.C. 276a-276a-5 (29 CFR 5.5) and the New Jersey Prevailing Wage Act, N.J.S.A. 34:11-56.27 et. seq. and all regulations pertaining thereto
- Will comply with the Health Insurance Portability and Accountability Act of 1996 (HIPAA), PL 104-191 and the regulations adopted thereunder by the Secretary of United States Department of Health and Human Service (45 CFR, Parts 160, 162 and 164)
- Is in compliance, for all contracts in excess of $100,000, with the Byrd Anti-Lobbying amendment, incorporated at Title 31 U.S.C. 1352. This certification extends to all lower tier subcontracts as well.

ATTACHMENT A
Page 2

- Has included a statement of explanation regarding any and all involvement in any litigation, criminal or civil.
- Has signed the certification in compliance with Federal Executive Orders 12549 and 12689 and State Executive Order 66 and is not presently debarred, proposed for debarment, declared ineligible, or voluntarily excluded. Will have on file signed certifications for all subcontracted funds.
- Understands that this provider agency is an independent, private employer with all the rights and obligations of such, and is not a political subdivision of the Department of Human Services.
- Understands that unresolved monies owed the Department and/or the State of New Jersey may preclude the receipt of this award.

Catholic Charities, Diocese of Trenton
Applicant Organization

Marlene Lao Collins
Signature: Chief Executive Officer or Equivalent

2/21/2013
Date

Marlene Lao-Collins, Executive Director
Typed Name and Title

ATTACHMENT B

READ THE ATTACHED INSTRUCTIONS BEFORE SIGNING THIS CERTIFICATION.
THE INSTRUCTIONS ARE AN INTEGRAL PART OF THE CERTIFICATION.

Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion Lower Tier Covered Transactions

1. The prospective lower tier participant certifies, by submission of this proposal, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by an Federal department or agency.

2. Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Marlene Lao-Collins, Executive Director

Name and Title of Authorized Representative

Marlene Lao-Collins 2/20/2013

Signature Date

This certification is required by the regulations implementing Executive order 12549, Debarment and Suspension, 29 CFR Part 98, Section 98.510

ATTACHMENT C

DFD USE ONLY

Proposal #_____

STATE OF NEW JERSEY
DEPARTMENT OF HUMAN SERVICES

2013 DISASTER CASE MANAGEMENT

PROPOSAL/AUTHORIZATION COVER SHEET

PROPOSAL SUMMARY INFORMATION

Incorporated Name of Applicant: Catholic Charities, Diocese of Trenton

Type: Profit_____ Non-Profit X CWA_____

Federal ID Number: [redacted] Charities Reg. Number: EXR000016

Address of Applicant: 383 W. State Street
Trenton, NJ 08618

Address of Service(s): To be determined
(Attach list if necessary.) All 21 NJ counties

County: All 21 NJ counties

Service Regions (Counties): All 21 NJ counties

Name of Proposal Preparer:_____

Contact person: Robert Hodnett, Associate Director, ~~Children & Family Services~~ Phone No.: 732-747-9660 ext. 9120

Total dollar amount requested: $ 10,722,630

Agency Fiscal Year End: December 31

Total number of cases to be served: 9,300

Brief description of services to be provided:
Disaster case management services for residents impacted by Sandy in all 21 NJ counties.

AUTHORIZATION:

Chief Executive Officer (Print): Marlene Lao-Collins

Title: Executive Director

Signature Marlene Lao Collins Date 2/20/2013

BUDGET INSTRUCTIONS FOR ATTACHMENT D-1

Budget Information Summary

The budget information summary gives the Department of Human Services (DHS) information regarding the planned expenditure of funds for the programs and services being proposed in response to a request for proposal (RFP). **It is necessary that all information be completed on the budget forms. Failure to do so may negatively impact on the evaluation of the proposal.** Additional copies of the budget forms may be copied and attached as needed to ensure complete and accurate information. If you have questions regarding the completion of the budget forms, contact the person listed in the RFP for technical assistance. Review of the Department's Contract Reimbursement Manual, July 1986 edition, will also be helpful if questions arise.

Directions - Budget Information Summary

1. All identifying information must be provided in its entirety - information not completed may negatively impact on the review of the proposal.

2. Indicate the date of the proposal and the page number as part of the total budget information, i.e., Page 1 of 10.

3. Because the contract information summary requires a list of all Contracts now in effect with DHS, please list all current DHS Contracts by contracting division, the contract number, the name of the programs funded, services rendered and the current reimbursable ceiling (total funding amount) for each program.

Definitions

Program - that separation of units with a single identifiable individual name within the provider agency that may provide the same or different types of services for the client population. Example - ABC, Inc. has a day care center and two group homes, each having a name - ABC Day Care Center, the ABC Group Home, and CBA Group Home. Each would be listed as a program within the agency ABC, Inc.

Service - the need, which can be measured for monitoring purposes, for which the client is being included in the proposal.

BUDGET INSTRUCTIONS FOR ATTACHMENT D-2

Directions - Budget Expense Summary

1. Complete the identifying information at the top of the page. It is important that all information be completed in full.

2. The budget expense summary summarizes the expected expenditures by budget category, by program(s) as specified in the proposal. Please list all anticipated expenditures required to meet the needs of the proposal for services by the categories indicated on the form. Indicate the total for each category and than break out the total by program, listing the names of the programs in the column headings provided next to the column for total cost. Parenthesis means that the amount will be deducted where indicated.

3. List the anticipated level of service (Total Units of Service) for each program and the description of the unit to be used for measurement of service.

4. Indicate all other than the Department of Human Services funding sources for the programs in the proposal, the total amount and the total broken down by program.

Definitions

General and Administrative Costs (indirect costs) - represent costs incurred for common or joint objectives which are not readily assignable as a direct cost.

Unallowable Costs - those costs which are not reimbursable in a Contract with DHS as specified in the DHS July 1986 edition of the Contract Reimbursement Manual, Section 4.7.

Units of Service - the breakdown of the services used as a standard of measurement, e.g., hours, trips, meals.

BUDGET INSTRUCTIONS FOR
ATTACHMENT D-3

Directions - Personnel Detail

(Make additional copies of this page, as needed, to ensure inclusion of all personnel data.)

1. Complete the identifying information at the top of the page.

2. Personnel detail requests a listing of all personnel involved in providing the services being proposed, including the percentage of time spent on each program. Please list each person and their position title, the total salary allotted to this proposal, the hours per week assigned to each program and any unallowable or general and administrative costs involved for each person.

3. Also indicate any vacant titles that will be filled to meet the obligations of this proposal.

BUDGET INSTRUCTIONS FOR D-4

Directions - Budget Category Detail

1. Ensure that all identifying information is completed, including the date and page number.

2. The budget category detail is intended to show which method was used to allocate the expenses to the various categories of the proposal. List the categories as indicated on the Budget Expense Summary A through G and I.

3. Indicate the basis for allocation and the total funding for each category. Then break out the total by program and indicate any unallowable and/or general and administrative costs.

Definitions

Cost Allocation - the distribution base used to allocate items or groupings of indirect costs in proportion to the relative benefit derived for the program with in the proposal. (Example - a building used by several programs of which only one is funded by DHS. The square footage may be used to prorate the expenses of the building and assigned according to contracted program usage.) If there is no indirect cost in the category, the cost basis is a direct cost which is identified specifically with a particular category.

Direct Cost - any cost which can be identified with a particular cost objective (category).

Indirect Cost - a cost, because of its incurrence for common or joint objectives, which is not readily assignable as a direct cost.

ATTACHMENT D-1

NEW JERSEY
DEPARTMENT OF HUMAN SERVICES
BUDGET INFORMATION SUMMARY

Date 2/19/13

Page ____ of ____

RFP Project Name: 2013 DISASTER CASE MANAGEMENT

Agency Federal ID# [redacted]

Agency Name Catholic Charities, Diocese of Trenton

Address 383 W. State Street
Trenton, NJ 08618

Telephone # 609-394-5181

Chief Exec. Officer Marlene Lao-Collins, Executive Director

Charities Registration # EXR000016

Agency: Non Profit X Profit ____ Public ____ Hosp. Based ____

Budget Period 04/01/2013-10/30/2014

Agency Fiscal Year End December 31

CONTRACT INFORMATION SUMMARY

(LIST ALL DEPARTMENT OF HUMAN SERVICES CONTRACTS)

Contracting Division	Contract Number	Program Name	Type of Service	Current Reimbursable Ceiling
DMHAS	70003	Behavioral Health	Behavioral Health	$94,000
DAS	License 2000313	Mercer AL/AD Outpatient	Drug Court	fee-for-service
DCF	#13AWLR	Family Growth - Mercer	Mobile Response	$382,260
DOA	#15-050	Services for Elderly	FIX IT Contract	$35,000
DAS	13-1012F	Project Free	Addiction Services	fee-for-service

ATTACHMENT D-2

STATE OF NEW JERSEY
DEPARTMENT OF HUMAN SERVICES
BUDGET INFORMATION SUMMARY

Date	2/21/2013
RFP Project Name	2013 DISASTER CASE MANAGEMENT
Agency Federal ID #	[redacted]
Agency Name	Catholic Charities, Diocese of Trenton
Funding Request - Program Name (s)	Disaster Case Management - Managing Agency
Service (s)	Disaster Case Management

RFP - BUDGET EXPENSE SUMMARY

BUDGET CATEGORIES	TOTAL COSTS	Contract Date mo/day/yr	mo/day/yr (2nd yr of contract, if applicable)	UNALLOWABLE COSTS
A. Personnel (including fringe benefits)	$7,370,508	04/01/13-10/30/14	N/A	N/A
B. Consultants & Professional Fees	$888,000	04/01/13-10/30/14	N/A	N/A
C. Materials & Supplies	$32,661	04/01/13-10/30/14	N/A	N/A
D. Facility Costs	$50,000	04/01/13-10/30/14	N/A	N/A
E. Specific Assistance to Clients	$0	04/01/13-10/30/14	N/A	N/A
F. Other	$1,365,022	04/01/13-10/30/14	N/A	N/A
G. Gen & Admin (G&A) Cost Allocation	$1,016,438	04/01/13-10/30/14	N/A	N/A
H. Total Operating Costs	$10,722,630	04/01/13-10/30/14	N/A	N/A
I. Equipment	$0	04/01/13-10/30/14	N/A	N/A
J. Total Cost	$10,722,630	04/01/13-10/30/14	N/A	N/A
K. Revenue (deduct)	$0	04/01/13-10/30/14	N/A	N/A
L. Funding Request	$10,722,630	04/01/13-10/30/14	N/A	N/A
Total Units of Service	9300			
Unit Description	Number of individuals served in the program			

The budget request shall indicate the Agency's total proposed budget for delivery of the service(s) reduced by the other sources (not DHS) of Funding (line K). Indicate the sources of funding and the dollar amounts for each:

Total Other Sources of Funding	$0	$0	$0

ATTACHMENT D-3

STATE OF NEW JERSEY
DEPARTMENT OF HUMAN SERVICES
BUDGET INFORMATION SUMMARY

Date	2/21/2013
RFP Project Name	2013 DISASTER CASE MANAGEMENT
Agency Federal ID #	[redacted]
Agency Name	Catholic Charities, Diocese of Trenton

RFP - PERSONNEL DETAIL

Position Title/Name of Employee	Total Cost	Hrs/Wk	% of Time	Contract Date mo/day/yr	mo/day/yr (2nd yr of contract, if applicable)	Unallowable Costs
(1) Program Manager/TBD @ $85,000 annual salary & 38.5% fringe	196,208	40	100	04/01/13-10/30/14	N/A	N/A
(1) Finance Manager/TBD @ $80,000 annual salary & 38.5% fringe	184,667	40	100	04/01/13-10/30/14	N/A	N/A
(4) Supervisors/TBD @ $65,000 annual salary & 38.5% fringe	600,167	40 each	100 each	04/01/13-10/30/14	N/A	N/A
(24) Case Managers/TBD @ $55,000 annual salary & 38.5% fringe	3,047,000	40 each	100 each	04/01/13-10/30/14	N/A	N/A
(16) Case Managers/TBD @ $50,000 annual salary & 38.5% fringe	1,846,667	40 each	100 each	04/01/13-10/30/14	N/A	N/A
(3) Data Entry Specialists/TBD@ $36,000 annual salary & 38.5% fringe	249,300	40 each	100 each	04/01/13-10/30/14	N/A	N/A
(2) Coordinator Specialists/TBD @ $62,000 annual salary & 38.5% fringe	286,233	40 each	100 each	04/01/13-10/30/14	N/A	N/A
(4) Construction Cost Analysts/TBD @ $79,000 annual salary & 38.5% fringe	729,433	40 each	100 each	04/01/13-10/30/14	N/A	N/A
(2) Administrative Assistants/TBD @ $50,000 annual salary & 38.5% fringe	230,833	40 each	100 each	04/01/13-10/30/14	N/A	N/A

ATTACHMENT D-4

STATE OF NEW JERSEY
DEPARTMENT OF HUMAN SERVICES
BUDGET INFORMATION SUMMARY

Date 2/21/2013
RFP Project Name 2013 DISASTER CASE MANAGEMENT
Agency Federal ID # 21-0634494
Agency Name Catholic Charities, Diocese of Trenton

RFP - Budget Category Detail

Budget Category	Basis of Allocation	Total Cost	Contract Date mo/day/yr	mo/day/yr (2nd yr of contract, if applicable)	Unallowable Costs
Consultants & Professional Fees	2 FEMA Trainers: 2 trainers @ $750/day @ 2 days; 2 day case mgt. training for 50 FTE staff and 11 contract case mgmt staff(Program Mgr, 50 case mgrs, 5 supervisors and 2 coordination specialists & 3 data specialists)	3,000	04/01/13-10/30/14	N/A	N/A
	2 FEMA Trainers: 2 trainers @ $750/day @ 4 days; 4 one-day trainings for 57 FTE staff and 11 contract case mgt staff	6,000	04/01/13-10/30/14	N/A	N/A
	Keynote Speaker: 1 keynote speaker @$750/day @ 2 conferences; 1 keynote speaker for each of 2 conferences (500 participants)	1500	04/01/13-10/30/14	N/A	N/A
	Presenters: 30 presenters/facilitators @$750/day @ 2 conferences; 30 presenters/facilitators for each of 2 conferences (500 participants)	45,000	04/01/13-10/30/14	N/A	N/A
	1 Case Mgr Supervisor (full-time contract): annualized salary @ $55,000 for 18 months; Contingency funding based on CCUSA recommended case manager ratio to numbers served; will assess need and fund for 18 of 20 months	82,500	04/01/13-10/30/14	N/A	N/A
	10 FTE Case Managers (full-time contract): 10 FTE annualized salary @ $50,000 for 18 months; Contingency funding based on CCUSA recommended case manager ratio to numbers served; will assess need and fund for 18 of 20 months	750,000	04/01/13-10/30/14	N/A	N/A
Materials and Supplies	Office supplies @ 57 FTE: $382/pp/per year; agency average	32,661	04/01/13-10/30/14	N/A	N/A

ATTACHMENT D-4

STATE OF NEW JERSEY
DEPARTMENT OF HUMAN SERVICES
BUDGET INFORMATION SUMMARY

Facility Costs	Low-cost Rent: Contingency funding in the event that we are unable to identify no-cost facilities in some counties	50,000	04/01/13-10/30/14	N/A	N/A
Other: Overall costs and expenses for 57 FTE staff	Refreshments for 2 day case management training: 50 participants + 2 trainers@ $31/per person @ 2 days; breakfast $10/per, lunch $15/per, afternoon snack $6/per = $31/per person/day	3,224	04/01/13-10/30/14	N/A	N/A
	Refreshments for 4 one- day trainings: 57 participants + 2 trainers@ $31/per person @ 4 days; breakfast $10/per, lunch $15/per, afternoon snack $6/per = $31/per person/day	7,316	04/01/13-10/30/14	N/A	N/A
	Rental for 2 state wide conferences with 500 participants: 2 conferences @ $7,000 space rental ; 1 general session room @$1000 and 12 breakout rooms @$500	14,000	04/01/13-10/30/14	N/A	N/A
	Refreshments for 2 state wide conferences: 500 participants @ $50/per person x 2 conferences; morning and afternoon breaks @ $12/person for each; continental lunch @$26/person = $50/person	50,000	04/01/13-10/30/14	N/A	N/A
	CCUSA Applied Institute for Disaster Excellence (AIDE) Conference 2013: 10 participants @ $500; registration for 2 staff from each CC agency in NJ (includes lodging, registration and food)	5,000	04/01/13-10/30/14	N/A	N/A
	CCUSA Applied Institute for Disaster Excellence (AIDE) Conference 2013: 10 participants @ $400; air travel for 10 participants to West Coast	4,000	04/01/13-10/30/14	N/A	N/A
	CCUSA Applied Institute for Disaster Excellence (AIDE) Conference 2013: 10 participants @ $70 per diem x 5 days	3,500	04/01/13-10/30/14	N/A	N/A
	Completion bonus: One month salary for all staff if they complete the full 20 month contract; To support retention throughout duration of project	266,083	04/01/13-10/30/14	N/A	N/A
	Office furniture: 11 staff @$550; desks, chairs for admin/office-based staff @ $550/person	6,050	04/01/13-10/30/14	N/A	N/A
	Photocopiers: 5 Toshiba E-Studio Copier @ $3,795; DCM paperwork burden high and requires extensive copies, will purchase one for each agency	18,975	04/01/13-10/30/14	N/A	N/A

ATTACHMENT D-4

STATE OF NEW JERSEY
DEPARTMENT OF HUMAN SERVICES
BUDGET INFORMATION SUMMARY

	Marketing and public relations: development of brochures, website updates, etc.	4,700	04/01/13-10/30/14	N/A	N/A
	Position Advertising Costs: 57 positions @ $200/per position; Costs to advertise and recruit for positions	11,400	04/01/13-10/30/14	N/A	N/A
	Background Checks: 51 direct service staff @ $75/person	3,825	04/01/13-10/30/14	N/A	N/A
	Skills Testing: 5 administrative staff @ $75/person; Required by CCT for all administrative/clerical positions	375	04/01/13-10/30/14	N/A	N/A
	Laptop computers and software: 57 FTE @ $1200/per person; for all new hires @ $1200 each per state guidance	68,400	04/01/13-10/30/14	N/A	N/A
	Printer/scanner/fax: 19 units for 57 staff @ $195/unit; 3 to 1 ratio @ $195 each per state guidance - will be determined by site locations if awarded	3,705	04/01/13-10/30/14	N/A	N/A
	Postage: $1800 x 5 agencies; will be determined by site locations if awarded	9,000	04/01/13-10/30/14	N/A	N/A
	Mobile communications: 51 Blackberries @ $9/K Start up $3/K monthly; 51 units - For all field staff	162,000	04/01/13-10/30/14	N/A	N/A
	Mobile scanners: 51 field staff @ $150 each	7,650	04/01/13-10/30/14	N/A	N/A
	Wi-fi/mobile internet: 51 field staff @ $60/per device $60/monthly; For all field staff min. 2 year contract	76,500	04/01/13-10/30/14	N/A	N/A
	IT maintenance: 57 FTE @ $1600 per PC; CCT costs to maintain computers	91,200	04/01/13-10/30/14	N/A	N/A
	Mileage reimbursement: 51 field staff @ 400 miles per month @ $0.565/mile;	230,520	04/01/13-10/30/14	N/A	N/A
	Malpractice Insurance: 57 FTE @ $55/per FTE	5,225	04/01/13-10/30/14	N/A	N/A
	Field Tools: To create field tools that improve communications b/t field staff and CAN	69,000	04/01/13-10/30/14	N/A	N/A
	Web mapping application: To develop interactive resource mapping website that will support this project and future disaster response functions	90,000	04/01/13-10/30/14	N/A	N/A

ATTACHMENT D-4

STATE OF NEW JERSEY
DEPARTMENT OF HUMAN SERVICES
BUDGET INFORMATION SUMMARY

Other: Additional Costs for Contract Staff	Refreshments for 2 day case management training (11 contract case mgt staff): 11 participants @ $31/per person @ 2 days; breakfast $10/per, lunch $15/per, afternoon snack $6/per = $31/per person/day	682	04/01/13-10/30/14	N/A	N/A
Total 262,586	Refreshments for 4 one- day trainings (11 contract case mgt staff): 11 participants @ $31/per person @ 4 days; breakfast $10/per, lunch $15/per, afternoon snack $6/per = $31/per person/day	1,364	04/01/13-10/30/14	N/A	N/A
	Office furniture: 1 contract staff @ $550	550	04/01/13-10/30/14	N/A	N/A
	Position Advertising Costs: 11 contract positions @ $200/per position	2,200	04/01/13-10/30/14	N/A	N/A
	Background Checks: 11 contract case management positions @$75/person	825	04/01/13-10/30/14	N/A	N/A
	Laptop computers and software: 11 contract staff @ $1200/per person per state guidelines	13,200	04/01/13-10/30/14	N/A	N/A
	Printer/scanner/fax: 4 units for 11 staff @ $195/unit; 3 to 1 ratio @ $195 each per state guidance - will be determined by site locations if awarded	780	04/01/13-10/30/14	N/A	N/A
	Mobile communications: 11 Blackberries @ $9/K Start up $3/K monthly; 11 units - For contract case management	42,000	04/01/13-10/30/14	N/A	N/A
	Mobile scanners: 11 field staff @ $150 each	1,650	04/01/13-10/30/14	N/A	N/A
	Wi-fi/mobile internet: 11 field staff @ $60/per device $60/monthly; For all field staff min. 2 year contract	16,500	04/01/13-10/30/14	N/A	N/A
	Office supplies: 11 contract positions @ $382/position	6,303	04/01/13-10/30/14	N/A	N/A
	IT maintenance: 11 positions @ $1600 per PC; CCT costs to maintain computers	17,600	04/01/13-10/30/14	N/A	N/A
	Mileage reimbursement: 11 field staff @ 400 miles per month @ $0.565/mile	49,720	04/01/13-10/30/14	N/A	N/A

ATTACHMENT M

2013 DISASTER CASE MANAGEMENT
REQUEST FOR PROPOSALS
CHECKLIST

THE FOLLOWING ITEMS MUST BE INCLUDED IN YOUR PROPOSAL PACKAGE, AS INDICATED. Failure to submit any documents, as required, may deem your proposal ineligible for funding consideration.

Please complete this checklist by entering **a check mark (✓)** next to each document included in your proposal **or (N/A)** if the document is not required for your agency.

One signed original and **five copies** of the proposal **which includes the following:**

N/A — Table of Contents

X — Statement of Assurances (**ATTACHMENT A**) **SIGNATURE REQUIRED**

X — Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion (**ATTACHMENT B**) **SIGNATURE REQUIRED**

X — Proposal/Authorization Cover Sheet (**ATTACHMENT C**) **SIGNATURE REQUIRED**

X — Budget Information Summary & Instruction (**ATTACHMENT D**)

X — N.J.S.A. 52:34-13.2 Source Disclosure Certification Form (formerly known as Executive Order 129) (**ATTACHMENT F**) **SIGNATURE REQUIRED**

X — Public Law 2005, Chapter51/EO 117, (formerly Executive Order 134) Certification and Disclosure Instructions and Form (**ATTACHMENT G**)

X — Program Narrative **(Not to exceed 20 single-spaced, one-sided pages)**

X — Copy of the Applicant's organizational chart

X — Copy of the most recent organization-wide audit report or current financial statement **(original proposal only)**

X — List of the Board of Directors, Officers and their terms **(non-profits only)**

X — Charitable registration status **(non-profits only)**

X — Applicant's Certificate of Incorporation

X — Completed Check-Off List (**See ATTACHMENT M**)

CATHOLIC CHARITIES, DIOCESE OF TRENTON

CORPORATE BOARD
Bishop of Trenton · Vicar General · Chancellor
Executive Director, Catholic Social Services

BOARD OF TRUSTEES

BURLINGTON COUNTY BOARD — **MERCER COUNTY BOARD** — **MONMOUTH COUNTY BOARD** — **OCEAN COUNTY BOARD**

Marlene Laó-Collins
Executive Director

Joyce E. Campbell
Associate Executive Director
External Affairs

George Bontcue
Associate Executive Director
Fiscal Affairs

Kathryn Jean Turner
Associate Executive Director
Human Resources

Jean L. Furdella
Compliance Director

Nancy Tompkins
Development Director

Harry J. Postel
Service Area Director

Behavioral Health Services

Burlington County: Delaware House Mental Health Services · Outpatient, Partial Care, Employment and Housing Services
Ancora, Camden, Salem - Residential and Partial Care
Family & Community Services · Intensive Family Support Services · PACT
Riverbank Self Help & Transportation
Mercer County: Familia Latina · New Choices · Outpatient Services · PACT
Partners in Recovery · Project Free · School Social Services
Supportive & Transitional Residential Housing Services · Supported Employment

Ronald C. Gering
Service Area Director
Children and Family Services

Disaster Response Program · Family Growth Program/ Monmouth
Mobile Response and Stabilization Services/Mercer
Project Free/Monmouth/Ocean · School Social Services Program/Monmouth/Ocean
Family Engagement/Monmouth · Fix-It Program · Beacon House
Monmouth Counseling Services
In-Home Foster Care · Natural Parent Support · Children's Futures · El Centro
Family Growth Program/Mercer · Mileposi · Family Care

Jackie Edwards
Service Area Director
Emergency and Community Services

Emergency & Community Services – Burlington
Emergency & Community Services – Mercer
Emergency & Community Services – Ocean
Transitional Housing • Project Homestretch
Ocean Work Readiness Program • Office of Immigration

Jean L. Metz
Service Area Director
Providence House Domestic Violence Services

Providence House - Burlington
Providence House - Ocean
PALS – Burlington and Ocean

Revised 11-2011

Catholic Charities, New Jersey
2013 Disaster Case Management Program
Job Description
Administrative Assistant

Summary: Provide administrative, clerical and logistics support to the 20 month disaster case management program.

Reports To: Program Manager

Duties and Responsibilities:

- Management of issues related to office space including: telephones, computers, office equipment, inventory control, ordering, and organizing all office supplies, sorting and distribution of mail and faxes
- Establish procedures to promote and enhance administrative workflow
- Answer the telephone and direct calls to the appropriate person or take messages
- Handle routine inquiries
- Record minutes from meetings
- Arrange meeting space
- Prepare program reports and correspondence
- Handle all duplicating and collating functions
- Maintain filing system
- Prepare expense reports, AFPs, time sheets, spreadsheets and other items as needed
- Prepare material, refreshments, equipment and set up for meetings and trainings as assigned
- Maintain program files

Education and/or experience required:

- High school graduate or GED with at least two years prior office experience
- Good interpersonal and organizational skills
- Strong telephone and computer skills
- Knowledge of Microsoft Office Suite
- Willingness to work in a team environment and respond to needs of multiple constituencies

Catholic Charities, New Jersey
2013 Disaster Case Management Program
Job Description
Case Manager

Summary: Provides direct case management services to disaster survivors and their families through advocacy, information and referral, crisis intervention services, and recovery services as part of a 20 month program to provide time-limited disaster case management to survivors of Hurricane Sandy.

Reports to: Supervisor

Duties and Responsibilities:

- Conducts, thorough needs assessment and develops a recovery plan to address identified disaster related un-met needs
- Develops a relationship with client families so as to provide the best advocacy and direction to these families to ensure their reaching self sufficiency
- Assists the survivor to determine the best course of action for both short and long term recovery
- Develops, implements and monitors recovery plans with disaster survivors and their families to return at a minimum to pre-disaster level of well-being
- Provides extensive and intensive case management and follow-up services
- Provides crisis intervention to individuals and families facing emergencies around food, shelter, medical, re-construction and other needs as presented by client
- Utilizes knowledge of the resources available at all levels of government (federal, state and local), as well as government and community resources to make appropriate referrals to resolve identified issues
- Conducts home visits as necessary
- Advocates and interacts with other service providers on behalf of participants
- Ensures complete case files and presents case files to supervisor for review
- Maintains current and accurate documentation of services provided to clients
- Ensures all client data is current in CAN database
- Identifies and connects disaster survivors to resources on the local, state, and federal level
- Reports gaps in services to supervisor
- Assists clients in applying for and receiving public and private benefits
- Attends Agency's in-service training and unit meetings as well as any other agency-related activities
- Completes statistical reports

Education and/or experience required:

- Bachelor's degree or at least three years of relevant case management experience in the social services field
- Previous disaster relief experience a plus.
- Excellent interpersonal skills
- Knowledge of social service delivery systems
- Knowledge of county resources
- Good organizational, time-management and communication skills
- Ability to work well independently as well as part of a team

Catholic Charities, New Jersey
2013 Disaster Case Management Program
Job Description
Construction Cost Analyst

Summary: Responsible for analyzing, estimating, negotiating and settling with contractor and or volunteer groups any residential property losses caused by Hurricane Sandy.

Reports To: Program Manager

Duties and Responsibilities:

- Analyze contractor estimates, reviews and develops estimates for property damage and compares his/her estimates with contractor estimates to ensure clients are receiving fair and equitable treatment from private contractors
- Analyze reports to determine nature and extent of loss, type of insurance coverage provided, scope of damage and will determine if damage is due to the recent hurricane or deferred maintenance or a combination of both
- Coordinate with case managers and home owners to ensure contractors utilized will perform to preset criteria, meeting all applicable local and federal building codes
- Inspect and document damage, meet with insured or their representative, promptly and properly develop the file to provide accurate and timely investigation and loss analysis
- Maintain and monitor diary to achieve timely development of file and timely files reports on projects
- Recognize and pursue recovery where possible
- Adhere to all statutory regulations and unfair claim practices act
- Oversee defense counsel in all lawsuit activities from inception throughout the life of the claim

Education and/or experience required:

- Minimum of five years of construction experience and or adjusting experience
- Knowledge of insurance contracts, investigative techniques, legal requirements and regulations
- Ability to work with and communicate with a wide spectrum of people
- Ability to develop and maintain strong business relationships with internal and external customers
- Ability to use Microsoft Word, Microsoft Excel, and estimating software
- Knowledge of current construction methods and cost
- Ability to write own estimates and complete a dwelling and/or commercial building valuation
- Excellent written and verbal communication skills
- Customer service oriented
- Strong analytical and negotiation skills

Catholic Charities, New Jersey
2013 Disaster Case Management Program
Job Description
Coordinator Specialist

Summary: Provides coordination of resources between all available volunteer organizations to ensure all resources are available to case management provider. Schedules, organizes, and leads volunteer groups as necessary.

Reports To: Program Manager

Duties and Responsibilities:

- Maintains workflow by studying, researching and implementing a coordination system to utilize donated resources
- Develops reports, maintains records corresponds with contacts, volunteer groups, home owners, donors, and all available case management providers
- Communicates through emails and phone calls and maintains open lines of communications between all disaster assistance providers
- Attends all appropriate meetings regarding statewide resources
- Maintains a flow chart of activities throughout the state and provides updates to the Program Manager
- Develops, maintains and updates a continues list of available resources to assist state wide DCM providers
- Provides daily activity reports to Program Manager and documents activities
- Works closely with all partner organizations, the State of New Jersey, FEMA and other federal partners
- Creates and revises systems and procedures by analyzing operating practices, recordkeeping systems, and forms control
- Develops administrative staff by providing information, educational opportunities, and experiential growth opportunities
- Resolves problems by coordinating the preparation of reports, analyzing data, and identifying solutions
- Maintains a current knowledge base regarding DCM activities and any potential future resources
- Maintains supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies

Education and/or experience required:

- Demonstrated coordination and leadership abilities including ability to be flexible in dealing with multiple constituencies
- Excellent interpersonal, listening, and administrative skills
- Knowledge of New Jersey State social service delivery systems
- Good organizational, time-management and communication skills
- Previous disaster related experience a plus

Catholic Charities, New Jersey
2013 Disaster Case Management Program
Job Description
Data Entry Specialist

Summary: Primary support staff for technical and computer operations

Reports To: Supervisor

Duties and Responsibilities:

- Develops and revises as needed plan for efficient data entry
- Trouble shoots computer problems and obtains IT assistance as necessary
- Performs data entry to CAN and agency client database
- Produces program and contracts-related reports as requested
- Provides instruction to program staff on computer-related operations as requested
- Assists with addressing technical needs of program

Education and/or experience required:

- High school diploma or equivalent
- Minimum five (5) years support staff experience
- Proficient in using computer and software

Catholic Charities, New Jersey
2013 Disaster Case Management Program
Job Description
Finance Manager

Summary: Responsible for the efficient management and coordination of financial services for disaster case management program including expense control and analysis, budget preparation and analysis, and contract administration.

Reports To: Program Manager

Duties and Responsibilities:

- Expense control and analysis: Monitor monthly program operating statements and detailed journal ledger; Identify and resolve line item cost variances; develop and implement tracking tools and systems for allocation of expenses to appropriate accounting lines; Analyze and recommend improvements for cost reduction or control.
- Program budget: Develop and monitor budgets for program and contracts
- Contract administration: Comply with grant financial reporting requirements and other contracts; assure that all reports submitted in a timely and accurate manner

Education and/or experience required:

- Bachelor's degree required
- Five to seven years experience with increasing responsibility in accounting, budgeting and contract management; includes at least three years in management positions
- Proficient in developing and utilizing spreadsheets for report creation

Catholic Charities, New Jersey
2013 Disaster Case Management Program
Job Description
Program Manager

Summary: Overall responsibility for managing sub-contracts with agencies under contract with Catholic Charities, Diocese of Trenton (Managing Agency) to provide disaster case management services to approximately 9,300 survivors of Hurricane Sandy in the 21 New Jersey Counties between April 1 2013 and October 30, 2014.

Reports To: Associate Director, CCT Children and Family Services

Duties and Responsibilities:

- Serve as primary contact between Catholic Charities, Diocese of Trenton (CCT) and the sub-contracting agencies
- Monitor all contract activities - ensure that sub-contract agencies are in full compliance with contract
- Provide day- to-day program oversight, supervision and guidance to sub-contract agencies - ensuring that performance, fiscal and contract targets are met within specified deadlines
- Facilitate the ability of sub-contract agencies to provide quality services through the use of best practices in the field of disaster relief case management
- Assist sub-contract agencies in problem resolution, skill building, and integration to better serve the affected disaster community
- Monitor service delivery to ensure that agencies are working with Long Term Recovery Committees, local government & non-profit agencies to resolve disaster survivors unmet needs
- Ensure that all staff of sub-contractors have appropriate training to carry out program
- Assist in development of and training on procedure, protocols, contractual, and administrative requirements
- Serve as an expert on resources and information related to best practices in the field of disaster case management
- Serve as resource to provider agencies on contract, and programmatic issues
- Identify concerns and trends and suggest programmatic responses
- Facilitate relationships with national, and local organizations for sub-contract agencies
- Represent CCT to further contract priorities and facilitate collaboration in the field
- Provide input to CCT on concerns, trends and issues related to program or contract issues
- Stay abreast of developments in field to identify trends and recommend new approaches

Education and/or experience required:

- MSW or graduate degree in related field
- Five years managerial experience in the nonprofit human services field
- Experience managing large, complex service delivery systems
- Demonstrated experience in staff management and supervision
- Excellent interpersonal, communication and public relations skills
- Ability to work independently as well as part of a team

Catholic Charities, New Jersey
2013 Disaster Case Management Program
Job Description
Supervisor

Summary: This position provides direct supervision to disaster case managers as part of a 20 month program to provide time-limited disaster case management to survivors of Hurricane Sandy. Provides effective provision of case management services, including advocacy, information and referral, and crisis intervention services to all community residents that have a disaster related unmet need. Ensures that the needs of disaster survivors are being served and contract goals are being met.

Reports To: Program Manager

Duties and Responsibilities:

- Responsible for the day to day management and implementation of disaster case management program including tracking, reports, outreach and staff supervision
- Provides training and supervision to staff; helps to determine the urgency of cases and make recommendations regarding what action should be taken
- Reviews and approves financial relief requests for clients
- Meets individually with each case manager at least weekly and provides technical support and mentoring
- Provides direct services to clients on complex cases and as otherwise needed
- Assures that comprehensive case files, records, charts and other documents are maintained in all case records and CAN database
- Conduct (at least) weekly file reviews to ensure services are being properly delivered
- Keeps updated information on community resources available to clients
- Works with the program manager to identify disaster survivor trends, gaps in service, training needs and necessary outreach
- Attends inter-office and outside agency meetings as appropriate
- Completes all required statistical and fiscal reports timely

Education and/or experience required:

- Master's Degree in Social Work. Graduate degree in related field will be considered with related case management experience.
- Supervisory experience required
- Demonstrated leadership abilities including ability to be flexible in dealing with multiple constituencies
- Excellent interpersonal, listening; and administrative skills
- Knowledge of New Jersey State social service delivery systems
- Good organizational, time-management and communication skills
- Previous disaster related experience a plus

Catherine L'Insalata, M.S., CSW

[redacted]

EMPLOYMENT HIGHLIGHTS:

Division Director of Community Access and Volunteer Services
(formerly Pastoral and Social Ministry)
Catholic Community Services – 2003 - Present

Special Assistant for Vicariate Services.
Catholic Community Services; 1995 - 2003

Emergency Food and Nutrition Network/Volunteer Office
Catholic Community Services: 1988-1995

Director, Office of Social Concerns,
Catholic Community Services - 1981-1988

Coordinator, Office of Planning and Evaluation,
Catholic Community Services: 1976-1981

Academic Dean, Alphonsus College, New Jersey: 1972-1974

Administrator, Mt. St. John Provincialate, New York; 1968-1972

Student Director and Instructor, Immaculate Heart Novitiate,
New York; 1966-1968

Instructor, English-American History-French-Italian,
Mt. St. John Academy, New Jersey: 1962-1968

RELATED EXPERIENCES:

Advisory Board, Multi-Disciplinary Studies in Gerontology,
Seton Hall University, New Jersey

New Jersey Representative to White House Conference on Aging.
Washington, D.C.

New Jersey Coalition for Inclusive Ministries,
U.M.D.N.J. - Robert Wood Johnson, New Jersey

Catholic Charities USA Parish Social Ministry, Alexandria, VA

Women's Commission, Archdiocese of Newark

Trustee, N.J. Interfaith Partnership for Disaster Recovery

Catherine L'Insalata, M.S., CSW

QUALIFICATIONS:

M.S. in Education, Iona College, New York
B.S. in Education, Seton Hall University, New Jersey
Certification in French, Universite de Grenoble, France
Permanent Teaching Credential, State of NJ., French and Psychology
Permanent Teaching Credential, State of NY, French
Standard Teaching Credential, State of California, French, English, Psychology
Certification in Social Work, State of NJ.

AWARDS:

NDSL, St. Lawrence University, New York, in French
AMITA Achievement, Outstanding Woman of Italian Lineage
Certification of Appreciation, New Jersey Advisory Council to the International Year of Disabled Persons

REFERENCES:

Upon Request

CHAQUIRA VASQUEZ

OBJECTIVE

To use my work experience as a Program Manager, Program Coordinator, Caseworker, and Administrative Assistant, and to utilize my social services skills, my computer skills, people skills & organizational skills, to work within a company to enhance the company with my knowledge.

PROFESSIONAL EXPERIENCE

11/2009–Present Catholic Charities Jersey City, NJ
Program Manager *Parish Access Center (PAC)*

- Manage 4 Homeless Prevention/Rapid Re-Housing (HPRP) Hud grants.
- Supervise two Employees and process client cases for HPRP grants.
- Coordinate the Holiday drives for the PAC.
- Supervise Volunteers.
- Representative for Catholic Charities Hudson/Bergen County community meetings.
- Complete Management Information System (MIS) Reports and Program and Evaluation Plans.
- Process financial requests for clients through foundation funds.
- Prepare and monitor the program and grants budgets.
- Use Microsoft Word, Excel, Outlook, PowerPoint, Access, and HMIS

10/2006–10/2009 Catholic Charities Jersey City, NJ
Program Coordinator *Parish Access Center (PAC)*

- Representative for Catholic Charities Hudson/Bergen County community meetings.
- Complete Management Information System (MIS) Report.
- Complete Program and Evaluation Plan.
- Process financial requests for clients through foundation funds.
- Prepare and monitor the program and grants budgets.
- Process monthly/quarterly reports.
- Used Microsoft Word, Excel, Outlook, PowerPoint, Access, and HMIS
- Recorded the data for client database (Iris Software).
- Coordinated the Holiday drives for the PAC.

10/2002–09/2006 Catholic Charities Jersey City, NJ
Caseworker *PAC*

- Provided technical support for the PAC Coordinator.
- Organized files, documents and prepared reporting data for the office.
- Processed clients' requests for financial assistance.
- Information & referral to telephone requests.
- Partnered with other county social services to provide client assistance.

- Coordinated the Holiday drives for the PAC.
- Recorded the data for client database (Iris Software).
- Prepared information/data for monthly/quarterly reports.
- Served as interpreter and translator for Spanish speaking clients.
- Used Microsoft Word, Excel, Outlook, PowerPoint, and Access.

03/2006–10/2006 Catholic Charities Jersey City, NJ

Interpreter/Caseworker Assistant *Mobile Response*

- Home visits to clients' homes (children in crisis).
- Assisted caseworker with paperwork and interpreting for Spanish speaking clients.

04/1998–09/2002 Catholic Charities Jersey City, NJ

Administrative Assistant *PAC*

- Provided office support in the following capacity: Organized filing of documents, fax, copy, and correspondence.
- Responded to telephone inquiries, assisted clients with information & referral of community services and resources.
- Used Microsoft Word, Excel, Outlook, PowerPoint, and Access.
- Administered intake and referral services for clients' requests social service

01/2001–04/2001 Catholic Charities Union City, NJ

Administrative Assistant *Mt. Carmel*

- Provided office support in the following capacity: Responded to telephone inquiries, made appointments for clients for Psychiatrists and clinicians.
- Confirmed Medicaid coverage and prepared the billing.
- Organized filing of clients' records, fax, copy, correspondence.
- Used Meditech, Microsoft Word, and Excel.

07/1994–09/2001 Payless Shoesource Jersey City, NJ

Sales Representative

- Opened and closed the store facility.
- Handled large sums of money. Operated cash register.
- Provided courteous and attentive customer service.
- Prepared store displays and organized shoes in the store room.

LANGUAGE SKILLS

Bilingual: Fluent in Spanish and English (written and spoken).

REFERENCES

Will be furnished upon request.

MARK MICHAEL TAYLOR

[redacted]

EDUCATION AND TRAINING

Military Education and Training

July 2005	*Secondary Leadership Development Training (phase 2)*
January 2003	*Secondary Leadership Development Training (phase 1)*
June 2002	*Military Instructor Training*
February 2001 and 2006	*Microsoft Training* (power point, excel, windows, word)
May 2000	*Army Recruiting and Retention Course (240 hours)*
April 1999	*Primary Leadership Development Training*
June 1998	*US Army Cable Wiring Course (phase 2)*
July 1997	*US Army Cable Wiring Course (phase 1)*
June 1996	*Combat Life Saver Course*
March 1995	*US Army Field Artillery Course*
January 1995	*US Army Basic Soldier Training*

College

September 1993 - May 1994 *High Point University, High Point, North Carolina*
Completed first year before joining the United States Army

February 2009 – Present *Wilmington University, Wilmington, DE*

High School

August 1989 - June 1993 *Salesianum High School, Wilmington, DE*

WORK EXPERIENCE:

October 2011-Present *Director of Veteran Services, Catholic Charities Diocese of Camden*
Camden, NJ

Responsible for the development and implementation of the Department of Veterans Affairs, Supportive Services for Veterans and Families Program throughout the six counties of the Diocese. Hire, train, manage and evaluate a team of eight program staff. Ensure program quality assurance to track program participant data for specific outcomes. Prepare and submit all necessary reports in an accurate and timely manner to the Department of Veteran Affairs and to Catholic Charities Executives.

July 2010- September 2011 *Military Education Coordinator, Allied American University*
North East United States

Responsible for marketing the University to all branches of the U.S. Military, within the territory of OH, PA, DE , MD, DC, NJ, NY, MA, VT, NH, RI and ME. Had to be a subject matter expert on all aspects of the GI Bill and VA education benefits. Gave education benefit classes to active members of the military, their spouses, and retirees.

September 2008- June 2010 *High School and Adult Representative for CHI-Institute*
Broomall, PA

Gave various presentations to high school seniors, high school faculty and various community groups, also scheduled appointments through continuous phone work. Interviewed, screened, qualified and enrolled prospective students. Responsible for the marketing of the school in New Castle County Delaware, Chester and Delaware County Pennsylvania.

June 2005 - January 2008 *United States Army Recruiting Station Commander*
Vineland, NJ

Commanded a recruiting station of 5-7 recruiters. Mentored, trained, and supervised subordinate recruiters to meet goals. Managed records, statistics, administrative files and prepared enlistment reports. Counseled, evaluated, and conducted personal development programs for subordinates. Assigned all duties and missions to team members and supervised their actions to ensure success. Advised commanders on status of re-enlistment programs and conducted training for commanders and staff personnel on retention of soldiers.

March 2000 - May 2007 *United States Army Recruiter*
Newark, DE

As a recruiter for the US Army National Guard, my major responsibilities were recruiting and enlisting qualified candidates into the United States Army National Guard and to monitor their well being for one year. I was also responsible for the retention of 100+ unit soldiers, setting appointments with prospective candidates and parents, displays at schools, job fairs, social events, etc., interviewing students and teachers at a high school and/or college level, community organizations, as well as giving presentations to both small and large venues. Other responsibilities included traveling, personal computer use, answering and making phone calls, and maintaining personnel files.

May 1995 - February 2000 *US Army Wire Systems Installer*
Wilmington, DE

Installed, operated, and performed operator maintenance on wire and cable systems, including repeaters, restorers, voltage devices, telephones, test stations, and telephone substation equipment. Climbed poles, cleared and maintained rights of way for cables and wires, and assisted in the construction of tactical pole lines. Maintained and tested cable communications using various types of test equipment.

United States Field Artillery
Fort Hood, TX

Served as vehicle driver, ammunition specialist, cannoneer, maintenance technician, and Communications equipment operator on a Howitzer gun.

AWARDS: 5 Army Achievement Medals, Medal of Service in Aid of Civil Authority (Hurricane Floyd), NCOA Military Excellence Award, Cable Wire Installer Course - Honor graduate, 1999 Delaware Army National Guard Soldier of the Year, United States Army Good Conduct Medal, United States Army Medal of Notorious Merit, 2001 Army National Guard Recruiting and Retention Rookie of the Year

Disaster Response Experience

1999- Commanded a team of soldiers as first responders during hurricane Floyd, as a member of The Delaware Army National Guard. Responsiblities included emergency evacuations, setting up and managing an emergency shelter and the maintenance and usage of emergency vehicles.
2012- Operations Commander during Catholic Charities Sandy Relief Effort. Supervised multiple distribution sites, and ensured they were properly staffed and that protocol was being followed. Built and maintained relationships with parishes, local businesses, schools, as well as the Red Cross and FEMA, as to make certain that each site had enough emergency supplies to fulfill the need, and that the supplies were delivered where needed most.
2013-Was part of a Catholic Charities USA Disaster Assessment Team. My responsibility was to gather all information relating to damage to the infrastructure of the town of Sayreville, NJ. Interviewed all relevant Municipal leadership, Police, Fire and Rescue, Borough Engineers, and town residents that had property damaged in the storm. I delivered daily reports on findings, as well as insight as to best practices in preparation for future disasters.

JENNIFER L. DYER

[redacted] [redacted]

EDUCATION

RUTGERS UNIVERSITY, GRADUATE SCHOOL, Camden, NJ - **Master of Public Administration**, 2007
Pi Alpha Alpha - National Honor Society for Public Affairs and Administration

TOWSON UNIVERSITY, Towson, MD - **Bachelor of Science, Social Science**, 1998

CAREER HISTORY

CATHOLIC CHARITIES, DIOCESE OF CAMDEN, Camden, NJ 2002–Present

ASSISTANT DIRECTOR, 2011 - PRESENT

Work directly with the Executive Director to provide organizational oversight for all of the agency programs and activities, promote the work of Catholic Charities and represent the agency to a wide variety of stakeholders.

- Provides administrative oversight to agency directors regarding budgets, grants, staff issues and Diocesan policies and procedures.
- Directs and provides supervision to agency directors to ensure all activities are promoting the mission of the agency and all work is in accordance with church teaching
- Represent Catholic Charities to partner agencies including Priests and parishioners, state representatives, as well as community and civic leaders.

DIVISION DIRECTOR – PARISH AND COMMUNITY MINISTRIES, 2007–2011
(Microenterprise | Refugee Resettlement/Immigration | Disaster Relief | Warehouse/Community Resources)

Charged with creating and implementing a vision for the newly formed division, lead team meetings to encourage collaboration, share resources, and promote the mission and vision of the agency.

Provide administrative leadership, financial oversight, and general promotion of division programs to educate and engage community members and provide meaningful opportunities for collaboration.

- Worked closely with newly appointed Refugee Resettlement Director to bring about programmatic changes in order to ensure that all activities are more closely linked with the work in the rest of the agency, and change the culture from crisis mode to one of stability
- Appointed as Interim Administrator of St Luke's Medical Center to enhance stability and assess the current structure and make recommendations for long-term sustainability.
- Appointed by Bishop Galante to serve as Diocesan Director for Catholic Relief Services to educate and engage individuals and groups on international peace and justice issues.
- Helped to raise the profile of agency by more deeply engaging local, state, and national-level partners.

PROGRAM DIRECTOR – HIV/AIDS MINISTRY PROGRAM, 2004–2007

Supervised and coordinated services offered to the infected/affected population, including emergency financial assistance, spiritual counseling, support groups, and alternative therapies. Provided financial and administrative oversight for grants—both public and private—and the drop-in center. Developed and coordinated the dissemination of information on HIV/AIDS to community agencies and parishes.

- Analyzed and assessed the program structure and made recommendation for merging the HIV/AIDS program with the Family Service Centers - eliminating the need for a separate program director.

PROGRAM DIRECTOR – DISASTER RELIEF AND SPECIAL SERVICES, 2002-2007

Managed Diocesan-wide social action initiative created to engage and educate parishioners about charity and justice. Developed and managed a disaster plan for the agency, including coordination and dissemination of public information on disaster planning and traumatic stress.

Coordinated and supervised response by case workers, clinicians, and outside agencies to assist families and individuals. Served as liaison between county, state, and local governments, community agencies, and the Diocese to ensure services were used effectively and efficiently.

- Provided financial oversight for $2M grant—September 11th Fund—including resource management and needs assessment and prioritization.
- Organized and led Project ONE in response to hurricanes Katrina and Rita, managing the grant and soliciting and organizing 600 volunteers to assist with recovery and rebuilding efforts.
- Served on committee to coordinate dialog between legislators and community members, to inform 500+ voters on education, housing, and pertinent political issues.
- Developed national training curriculum for Catholic Charities USA, traveling through Gulf region to learn from Catholic Charities agencies with significant disaster experience. Hand-picked initial trainers to rollout training nationally in 2007.
- Spent 3 months on loan to Catholic Relief Services in the aftermath of the Indian Ocean Tsunami.

CATHOLIC NEAR EAST WELFARE ASSOCIATION (CNEWA), New York, NY 2000-2002

DONOR RELATIONS COORDINATOR

Managed the Donor Relations Department of this humanitarian assistance agency that distributed $20M in 2000, which included supervision of four staff members and preparing and administering the department budget.

Researched and identified key people in organizations and foundations who could potentially finance projects, then established and cultivated relationships with them to secure funding.

- Analyzed and implemented new processes in order to increase operational efficiency and allow staff to respond more timely to donors.

Catholic Relief Services (CRS), BALTIMORE, MD

ANALYST – SOUTHEAST ASIA REGION, 1999-2000

Monitored activities in Southeast Asia to serve as primary support and liaison between department and field offices in Indonesia, Vietnam, Cambodia, Philippines, and East Timor - occasionally covering India, Pakistan, and Afghanistan.

Reviewed and revised grant proposals, securing necessary documents for proposals, managing grant submissions, and negotiating the process. Worked with field office and government officials on contract revisions, amendments, and waiver requests. Identified and pursued public donor funding opportunities.

- Traveled annually to field locations, including Indonesia, East Timor, Vietnam and Laos, to gain first-hand knowledge of programs, people, and ground activities.

ADMINISTRATIVE ASSISTANT – EXECUTIVE PUBLIC POLICY LIAISON, 1996-1999

Began life-long journey of working in the human rights / social services arena, managing a library of documents and disseminating pertinent information to the Executive Office, HQ, and Field staff.

PROFESSIONAL AFFILIATIONS / COMMITTEE PARTICIPATION

CATHOLIC CHARITIES USA, PARISH SOCIAL MINISTRY LEADERSHIP TEAM, 2009-2010
(12-person national team to raise level of consciousness on importance of parish social ministry)

CATHOLIC CHARITIES NEW JERSEY CONFERENCE COMMITTEE - MEMBER, 2004, 2005, 2006
(12-15-person planning committee for annual conferences)

LEGISLATIVE DIALOG EVENING PLANNING COMMITTEE - MEMBER, 2003-2004
(5-member planning team)

STRATEGIC PLANNING COMMITTEE - MEMBER, 2003
(3-day strategic planning session - 15 board members and agency leaders)

LOANED PROFESSIONAL ASSIGNMENTS

CATHOLIC CHARITIES USA - 2008
Organized and Led the New Director Training Session

CATHOLIC CHARITIES USA - 2007
Developed National Training Program

CATHOLIC RELIEF SERVICES - 2005
Assisted in the aftermath of the Indian Ocean Tsunami

AWARDS/APPOINTMENTS

BENEMERENTI MEDAL - For Promotion of works of Charity and Justice, 2012

OPERATION RICE BOWL AWARD (ORB) - Outstanding Promotion of Global Solidarity, 2009

Appointment, Catholic Relief Services Diocesan Director 2007-2012

ARNOLD ANDREWS AWARD - for Collaborative Excellence, 2009

PROGRAMS/CERTIFICATES

MISSION BASED LEADERSHIP AND ORGANIZATIONAL DEVELOPMENT, Notre Dame 2011

Jennifer Wagner

EDUCATION

Bachelor of Arts in Psychology — **August 2004**
The Richard Stockton College of New Jersey — Galloway, NJ

EXPERIENCE

Catholic Charities, Diocese of Camden
Long Term Recovery Case Worker – Hurricane Sandy — **October 2012 – Present**

- Performing outreach to identify survivors in need.
- Assisting clients in their recovery plan.
- Advocating on clients' behalf to FEMA and insurance agencies.
- Networking with the Long Term Recovery Group for related services.
- Responsible for hotline coverage, conducting assessments and referrals.

New Jersey, The Division of Child Protection and Permanency, Mays Landing, NJ
Family Service Specialist Trainee — **June 2012-October 2012**

- Performing field and office work by collecting, analyzing, and recording data.
- Interviewing clients and assessing situations to determine appropriate services.
- Maintaining case histories and preparing reports.
- Linking clients to community resources and other referral sources.

The ARC of Cape May County
Relief Supervisor — **May 2010 – May 2012**

- Responsible for employee training and development.
- Coordinated all aspects of life in a group home setting.
- Maintained and reconciled petty cash funds accurately.
- Conducted staff meetings and enrichment sessions.
- Assessed skills and abilities for placement and services.

Cape Counseling Services, Cape May Court House, NJ
PRN Counselor — **December 2009 – October 2010**

- Provided professional care to children and families.
- Implemented direct support services, including but not limited to daily living skills, medication monitoring, life skills development, advocacy and supportive counseling.
- Responsible for daily progress notes consisting of behaviors and interactions.
- Developed individual treatment plans.

LEADERSHIP

National Youth Sports Coaches Association, Lower Township, NJ
Volunteer — **September 2009 - Present**

- Demonstrating knowledge and understanding of agency's mission and policies.
- Providing both group and individual instruction to children of various ages and abilities.

REFERENCES: Available upon request.

Maria Hunter

[redacted]

OBJECTIVE

Enthusiastic, compassionate and self-motivated social service program director seeking opportunity to utilize expertise, knowledge and experience to work in the field of social outreach

QUALIFICATIONS

- Program Director, Catholic Charities, Diocese of Metuchen
  - Build and maintain productive, collaborative relationships with Diocesan Offices, Parish Social Ministry Offices and St. Vincent de Paul Conferences
  - Respond to emergency and basic needs throughout the four counties of the Diocese of Metuchen by facilitating liaison between the programs and services of Catholic Charities, Diocesan Offices and parishes to ensure needs of individuals/families are met particularly, through the Diocesan Emergency Assistance Grant Program
  - Provide disaster case management particularly through Somerset County Long Term Recovery Group in outreach to those impacted by Hurricane Floyd, Nor'easter of '99 ; Somerset and Middlesex County for Hurricane Irene relief and recovery
  - Participate on inter-diocesan committees and NJCCB Social Issues Committee to plan and facilitate annual conferences to educate and motivate members of parish communities in Social Teaching of the Catholic Church with specific focus on charity, justice and environmental issues
  - Develop and maintain productive, collaborative and mutually-beneficial relationships with Diocesan personnel, parish personnel, members of social service agencies and inter-faith houses of worship
  - Participate actively in various Social Ministry and Social Justice outreach projects such as the Middlesex County interfaith food drive and various disaster-relief committees
  - Offer ongoing education and training through Parish Social Ministry meetings and presentations
  - Direct Agency Volunteer Program which includes ensuring that programs are in compliance with policies and procedures, recruit and assign volunteers, respond to individual programs to address volunteer needs/issues, maintain Volunteer Program records
  - Prepare grant applications
  - Assist in budget preparation; participate in P&L reviews; supervise staff; prepare annual performance reviews

- Pastoral Associate for nine years serving as Director in the following ministries: Social Ministry, Youth Ministry, Religious Education (800 students/70 volunteer teachers and assistant teachers), R.C.I.A. responsible for:
  - Designing parish religious education program for grades 1 - 8 including sacramental preparation
  - Preparing syllabus for R.C.I.A. and facilitating sessions to prepare catechumens and candidates for Easter Vigil
  - Recruiting and training volunteers for various parish ministries
  - Planning and facilitating retreats and, days of recollection
  - Visiting hospitals and homebound individuals

EXPERIENCE

Catholic Charities, Diocese of Metuchen, New Jersey — **06/99 to Present**
Director, Office of Social Concerns & Volunteers (07/01 - current)
Supervisor, Parish Partnership Program (01/01 to 07/01)
Coordinator, Parish Partnership Program (06/99 to 01/00)

Carrier Foundation, Belle Mead, New Jersey — **07/98 to 06/99**
Coordinator of Volunteer Services

St. Augustine of Canterbury Church, Kendall Park, New Jersey — **07/95 to 07/98**
Pastoral Associate
Director of Adult Formation, Social Ministry, and Youth Ministry

St. Thomas More Church, Manalapan, New Jersey — **07/95 to 07/96**
Associate Director of Religious Formation

St. Matthew the Apostle Church, Edison, New Jersey — **07/89 to 07/94**
Pastoral Associate
Director of Adult, Family-Centered, and Children's Formation

APPOINTMENTS

Catholic Charities, Diocese of Metuchen, New Jersey — **02/10 to 06/12**
Program Director, Homelessness Prevention Rapid Re-Housing Multi-Agency Collaborative

Middlesex County COAD — **10/12 to Present**
Chair, Middlesex County Long Term Recovery Group

EDUCATION

- Degree Program: Bachelor of Arts, Thomas Edison State College, Trenton, New Jersey
- Certified Youth Minister
- Certified Assisted Housing Manager
- Certificate in Catholic Social Teaching
- Certificate in Volunteer Management

Gregory Bing

Objective: Experienced social services professional seeking position as Community Liaison for Disaster Response.

Work History

Community Liaison for Disaster Response ***Catholic Family & Community Services*** ***2011-present***

Plan and manage operation of Disaster Response Case Management program. Build relationships with external stake holders to improve service quality and increase disaster preparedness. Develop, execute and monitor PQI initiatives, & program policies to comply with COA standards. Provide case management to disaster effected individuals, and supervise and train support staff/volunteers.

Disaster Case Manager ***Catholic Family & Community Services*** ***2010-2011***

Worked in concert with county level recovery coalitions, assess disaster affected clients for immediate unmet needs, risk factors, and recovery strengths. Assist clients in developing recovery goals by providing expertise and education on the disaster recovery process. Work with clients to document unmet needs and advocate for direct assistance through various funding sources on client behalf.

Mental Health Specialist III ***University Behavioral Healthcare Piscataway NJ*** ***2008-2010***

Used thorough understanding of child development and behavior management, to lead team in development of therapeutic milieu. Designed & implemented behavioral interventions for students with ED, LD and other wise disabled classifications. Created safe environment to allow academic, social & life skill growth through tutoring and teaching.

Environmental Consultant ***Lead Consultants of America, Somerset NJ*** ***2007-2008***

Worked independently to inspect residential homes for hazardous materials. Provided supervision to contractors, and completed reports on inspection results. Limited supervision due to 80% travel.

Lead Teacher ***J&J Child Development Center, New Brunswick NJ*** ***2005-2006***

Led team to facilitate learning opportunities in educational day care through lesson planning and mentoring of less experienced teachers with focused on developmentally appropriate practice, & creating a physically and emotionally nurturing environment. Provided support, guidance & information to parents in a variety of child development situations.

Teacher(Floater) ***Great Expectations, Wilmington DE*** ***2002-2004***

Assisted in implementation of safe and supportive learning for classrooms ranging in age from 6 months to 6 years.

Skills & Accomplishments

*NJ teaching certificates 0-5th Grade
*Attended CCUSA Leadership Training Institute 2012
*Trained in CPI non-violent crisis intervention
*PRAXIS 2 certificate of high performance.
*Trainer: PQI & Cultural Diversity
*(Formerly) First aid and CPR certified

Student Teaching/Assistantships

University of Delaware Student Teaching - Developed and executed curriculum based on authentic assessment, developmentally appropriate practice, and the principles of child lead emergent curriculum.
Teaching Assistant, U. of Delaware, Technology in Early Childhood Education - Provided technical expertise and instructional support for education majors at U. of Delaware
Research Assistant, Rutgers Graduate School of Education - Conducted scholarly research for publication in the field of multicultural counseling.

Education

*M.Ed. Counseling Psychology (3.7 GPA) *Rutgers Graduate School of Education, New Brunswick, NJ*
*B.S. Early Childhood Education *University of Delaware, Newark, DE*

MARIA S. NIKOLATOS

EXPERIENCE

2012–Present **CATHOLIC CHARITIES** Burlington, NJ

2003–2010 ***Disaster Response Program.***

Program Coordinator/Supervisor (2008-2010)

- Responsible for the overall management and administration of the Disaster Response Program in Burlington, Mercer, Monmouth and Ocean Counties.
- Develops and administers all aspects of the response and readiness components of the Disaster Response Program.
- Maintains all current disaster response volunteer/staff information (contact/emergency contact information).
- Develops and implements disaster exercises and other retention mechanisms.
- Represents program on all State, County and local disaster preparedness and response committees across service area.
- Collaborates with State, County, and Municipal Offices of Emergency Management personnel and other disaster response agencies to coordinate service planning and provision.
- Represents program at Catholic Charities New Jersey Disaster Consortium.
- Provides case management and mutual-aid supervision to volunteers.
- Expand internal Disaster Response Program disaster mental health crisis counseling team, maintains database of counselors, and coordinates deployment, service and debriefing.
- Provides disaster services in response to requests for assistance.
- Collaborates and coordinates with other disaster organizations in response to local disasters.
- Provides supervision for all disaster response services.
- Attends off-site meetings as needed.
- Acts as program liaison as needed.
- Participates in disaster training and drills as appropriate.
- Provides appropriate information, referral and advocacy services to clients.
- Maintains office supplies (checking inventory/ ordering/ processing invoices etc).
- Maintains all quick reference sheets.
- Processes all invoices (vouchers and office operation invoices).
- Processes purchase requisitions.
- Processes accounts receivable and administers petty cash.
- Researches cost effective methods of developing and reproducing of program materials.
- Act as Service Area and program liaison as needed.

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PHONE (609) 424-0366 • CELL (908) 770-0365
E-MAIL MNIKOLATOS1@GMAIL.COM

Administrative Assistant/Office Manager/Crisis Counselor (2004-2008)

- Maintained the reporting and tracking systems for multiple funds and grants.
- Coordinated and compiled monthly, quarterly and year-to-date reports and spreadsheets.
- Coordinated administrative responsibilities, including marketing and scheduling of our Resiliency Program and Family CARES programs.
- Co-Presented/Presented Resiliency Curriculum and Family Cares Programs to various groups and organizations including, but not limited to: school, community and faith-based groups/organizations.
- Attended Monmouth County September 11th Task Force Meetings.
- Continually researched cost effective methods of developing and reproducing of program materials.
- Assisted Program Director with overall supervising of Social Worker/Advocates.
- Provided Crisis Counseling as part of the Disaster Response Team.
- Trained staff in computer skills, as needed, to optimize time management and efficiency of the day-to-day running of the Program/Office.
- Developed and implemented program policies and procedures.
- Acted as Program liaison.
- Maintained program personnel information, such as contact/emergency information and staff schedules.
- Was responsible for submitting of all staff timesheets and mileage expense statements.
- Was responsible for all program banking, including petty cash , check requisitioning and accounts receivable/payable.
- Organized and maintained all records, both soft and hardcopies.
- Maintained the use of electronic templates to allow staff to effectively and efficiently complete work in a timely manner.
- Provided administrative support, as needed to the Program Director, Divisional Officer, Operations Manager and office staff.
- Was responsible for all office supply ordering.

Secretary (2003-2004)

- Developed, streamlined and maintained the reporting and tracking systems for multiple funds and grants.
- Coordinated and compiled monthly and year-to-date reports and spreadsheets.
- Assisted in the automation of essential projects, including reporting logs.
- Maintained program personnel information, such as contact/emergency information and staff schedules.

- Responsible for submitting of all staff timesheets and mileage expense statements.
- Responsible for all program banking, including petty cash and check requisitioning.
- Account receivable/payable.
- Reorganized and updated all records, both soft and hardcopies.
- Created and implemented the use of electronic templates, in order to allow staff to effectively and efficiently complete work in a timely manner.
- Responsible for all office supply ordering.

1997–2000 **PRUDENTIAL SECURITIES** New York, NY

Project Manager (1999-2000)

- Developed, streamlined and maintained the reporting and tracking systems.
- Lead the development of comprehensive Branch Manager Database.
- Assisted in the development and enhancement of on-line learning content.
- Served as a liaison with the technology team and facilitated the delivery of new web site content.
- Assisted in the automation of essential projects, including the Branch Manager Leadership Program pre-work and Qualified Delegate Training and Administration.
- Interviewed and trained new personnel.

Associated Program Manager (1998-1999)

- Supervisor to the Program Coordinator assigned to the Branch Manager Programs.
- Compiled monthly and year-to-date reports and spreadsheets.
- Acted as interdepartmental liaison.
- Composed correspondence and training materials.
- Prioritized assignments and implemented policies and strategies.
- Created and responsible for record management.
- Maintained budgets for all Branch Manager Programs.
- Interviewed and trained personnel.

Program Coordinator (1997-1998)

- Organized conferences and meetings.
- Planning of all travel arrangements.
- Coordinated and compiled monthly and year-to-date reports and spreadsheets.

- Acted as interdepartmental liaison.
- Composed correspondence and training materials.
- Prioritized assignments and implemented policies and strategies.
- Created and was responsible for record management.
- Account receivable/payable.
- Assisting in general office procedures, such as filing, distributing of mail and screening of telephone calls.

1995-1996 **THE BANK OF NEW YORK** New York, NY

Administrative Assistant to Senior Vice President

- Organized conferences and meetings.
- Planning of all travel arrangements.
- Coordinated and compiled monthly and year-to-date reports and spreadsheets.
- Acted as interdepartmental liaison.
- Composed correspondence.
- Prioritized assignments and implemented policies and strategies.
- Maintained departmental personnel files.
- Created and was responsible for record management.
- Heavy call volume.

1991-1994 **SGS GOVERNEMENT PROGRAMS** New York, NY

Executive Secretary to Vice President

- Organized conferences and meetings.
- Planning of all travel arrangements.
- Coordinated and compiled monthly and year-to-date reports and spreadsheets.
- Acted as interdepartmental liaison.
- Composed correspondence.
- Prioritized assignments and implemented policies and strategies.
- Maintained departmental personnel files.
- Created and was responsible for record management.
- Heavy call volume.

1990–1991 **HARPERCOLLINS PUBLISHING** New York, NY

Production Assistant

- Account receivable.
- Reorganized and updated all records.
- Assisting in general office procedures, such as filing, distributing of mail and screening of telephone calls.

1987-1990 **POWERHOUSE REALTY** Staten Island, NY

Secretary/Office Manager

- Coordinated client meetings.
- Assisted in all promotional campaigns and advertisements.
- Provided general secretarial duties including: typing, filing, copying, distributing of mail and heavy call volume.

EDUCATION

2009–Present **Burlington County College** Burlington, NJ

Bachelor's Degree in Business Administration

1995–1995 **Drake Business Schools** Staten Island, NY

Specialized Business Diploma

- Graduated on Dean's List with 4.0 G.P.A.

1985–1989 **Port Richmond High School** Staten Island, NY

- Graduated with Honors.
- Was among the top ten in graduating class.

ADDITIONAL TRAINING

Catholic Charities, Diocese of Trenton Trenton, NJ

- Advanced Supervison Program
- Supervision Program

Monmouth County Department of Human Services
Division of Mental Health Manalapan, NJ

- Psychological First Aid
- Disaster Mental Health Logistics and Operations

The Monmouth County Board of Health Howell, NJ

- "Weapons of Mass Destruction"

Emergency Management Institute

- IS-100 Introduction to the Incident Command System
- I-100 for Federal Disaster Workers
- IS-700 National Incident Management
- IS-800 National Response Framework

NJ Division of Mental Health Services

- Assisting Children and Adolescence in Disaster
- Introduction to Disaster Mental Health and Crisis Counseling
- HARM (Hostility and Rage Management) Training

- Haiti Crisis Counseling Outreach

ICICF, Inc. **Camden, NJ**

- Critical Incident Stress Management: Group Crisis Intervention

Langevin Learning Services **New York, NY**

- Instructional Design for New Designers Workshop
- Project Management for Trainers Workshop.

Prudential Securities **New York, NY**

Completed the following training: Franklin Covey Time Management, A/V training, HTML, Access, Advanced Excel, Advanced PowerPoint and PowerWord.

LANGUAGES

Fluent in Greek with some knowledge of French.

CERTIFICATIONS

New Jersey Disaster Response Crisis Counselor (NJDRCC)

SKILLS

Typing 70+ wpm	Microsoft Office Suite	Microsoft Outlook	Word Perfect Suite
Harvard Graphics	Quark	Dbase III+ & IV	Lotus Notes
cc: Mail	Office Procedures	Machine Transcription	

REFERENCES:

- Michele Madiou, Administrator – Mercer Couty Division of Mental Health (609) 989-6529.
- Ken Curtin, Federal Disaster Recovery Coordinator – FEMA (202) 294-3522.
- Adrienne Fessler Belli, LCSW, ACSW, Director – Disaster and Terrorism Branch, NJDHS Mental Health & Addiction Services (609-777-0722.
- Steven Crimando, Principal – Behavioral Science Applications (888) 404-6177 ext 1.
- Brenda Beavers, State Director of Human Services – The Salvation Armyu (908) 966-3190.
- Phyllis Worrell, Emergency Mangement Coordinator – Virtua (856) 355-0043.
- Rebecca Ray, Sr. Vice President – Human Capital, The Conference Board (212) 339-0481.
- Carolyn Esposito, President – Talent Pathways, Inc. (917) 974-7840.
- Edward Bruno, Associate Broker – Wolfe Realty (917) 365-5652.
- Eric White, Supervisory Program Specialist – FEMA (609) 556-0098.

Robert G. Hodnett

QUALIFICATIONS

Thirty years experience in human services management
Developed and managed a wide-range of services including mental health, substance abuse treatment, programs for children, the elderly, unemployed persons, the homeless, and those affected by the events of September 11th.
Developed and managed budgets of up to $4.5 million.
Successfully obtained grant funding in excess of $6 million in past 10 years.
Initiated quality management programs
Organized successful fund-raising events
Membership and leadership roles in numerous committees and task forces at county and state level.

EDUCATION

Master's Degree in Social Work Florida State University Tallahassee, FL
Bachelor's Degree in Psychology Bloomsburg University Bloomsburg, PA

EMPLOYMENT

1992-present Administrator, Catholic Charities Diocese of Trenton
Currently Associate Service Area Director of Children and Family Services
Administrative, fiscal and program development responsibilities within a multi-service division that includes 18 programs and a budget in excess of $6 million

1989-1992 Manager of Operations
Monmouth County Division of Employment and Training Freehold, NJ
Administrator for department which provided employment and career counseling, linkage to job training, testing and MIS

1987-1989 Social Worker/Grant Writer
Collier Services Wickatunk, NJ
Counseling emotionally disturbed adolescents and grant writing for special projects

1979-1987 Executive Director
Pathways, Inc Ocean, NJ
Administrative, fiscal and clinical responsibility for an agency providing psychiatric rehabilitation and residential services to person with severe and persistent mental illness.

1977-1979 Program Coordinator
Monmouth Medical Center Long Branch, NJ
Administered the Pathways program from its inception

OTHER EXPERIENCE

2005 – present	Executive Director (volunteer) The First Tee of Monmouth and Ocean Counties – a youth development program that teaches life skills and instills positive values through the game of golf
1994 -2002	Clinician/Case Manager (part-time) Mental Health Association of Monmouth County Eatontown, NJ Counseling and case management for emotionally disturbed adolescents
1987-1991	Self-employed grant writing consultant

Other experience includes work with the elderly, developmentally disabled, mental health crisis intervention and teaching social work at a community college.

LICENSE

Licensed Clinical Social Worker in New Jersey

#	Title	Qualifications	Name	Hrs/wk/staff	% of time	Annual Salary	State Grant: 6 Mo Salary	Total Annual 21 (12 mos)	April 1, 2013-October 30, 2014 (20 mos)	Fringe	Total	Completion Bonus
1	Program Manager (@85,000)	MSW	TBD	40	100	85,000	7,083	85,000	141,667	54,542	196,208	7,083
1	Finance Manager (@80,000)	BS	TBD	40	100	80,000	6,667	80,000	133,333	51,333	184,667	6,667
4	Supervisors (@ 65,000)	MSW	TBD	40	100	65,000	5,417	260,000	433,333	166,833	600,167	21,667
24	Case Managers (@55,000)	BSW	TBD	40	100	55,000	4,583	1,320,000	2,200,000	847,000	3,047,000	110,000
16	Case Managers (@50,000)	BSW	TBD	40	100	50,000	4,167	800,000	1,333,333	513,333	1,846,667	66,667
3	Data Entry Specialists (@36,000)		TBD	40	100	36,000	3,000	108,000	180,000	69,300	249,300	9,000
2	Coordinator Specialists (@62,000)	equivalent to supervisor	TBD	40	100	62,000	5,167	124,000	206,667	79,567	286,233	10,333
4	Construction Cost Analysts(@79,000)		TBD	40	100	79,000	6,583	316,000	526,667	202,767	729,433	26,333
2	Administrative Assistants (@50,000)		TBD	40	100	50,000	4,167	100,000	166,667	64,167	230,833	8,333
57												
	Subtotal Personnel					**562,000**	**46,833**	**3,193,000**	**5,321,667**	**2,048,842**	**7,370,508**	**266,083**
	Fringe Benefits @ 38.5%					216,370	18,031	1,229,305	2,048,842			
	TOTAL					778,370	64,864	4,422,305	7,370,508			266,083

State DCM Grant
Budget Final: 2-20-13

Category	Item	Calculation	Justification	Total Cost	
Consultants & Professional Fees	2 FEMA Trainers	2 trainers @ $750/day @ 2 days	2 day case mgt. training for 50 FTE staff and 11 contract case mgmt staff(Program Mgr, 50 case mgrs, 5 supervisors and 2 coordination specialists & 3 data specialists)	3,000	
	2 FEMA Trainers	2 trainers @ $750/day @ 4 days	4 one-day trainings for 57 FTE staff and 11 contract case mgt staff	6,000	
	Keynote Speaker	1 keynote speaker @$750/day @ 2 conferences	1 keynote speaker for each of 2 conferences (500 participants)	1500	
	Presenters	30 presenters/facilitators @$750/day @ 2 conferences	30 presenters/facilitators for each of 2 conferences (500 participants)	45,000	
	1 Case Mgr Supervisor (full-time contract)	annualized salary @ $55,000 for 18 months	Contingency funding based on CCUSA recommended case manager ratio to numbers served; will assess need and fund for 18 of 20 months	82,500	
	10 FTE Case Managers (full-time contract)	10 FTE annualized salary @ $50,000 for 18 months	Contingency funding based on CCUSA recommended case manager ratio to numbers served; will assess need and fund for 18 of 20 months	750,000	
Sub-total Consultants and Professional Fees				**888,000**	
Materials and Supplies	Office supplies @ 57 FTE	$382/pp/per year	Agency Average	32,661	
Sub-total Materials and Supplies				**32,661**	
Facility Costs	Low-cost rent		Contingency funding in the event that we are unable to identify no-cost facilities in some counties	50,000	
Sub-total Facility Costs				**50,000**	
Other	Refreshments for 2 day case management training	50 participants + 2 trainers@ $31/per person @ 2 days	breakfast $10/per, lunch $15/per, afternoon snack $6/per = $31/per person/day	3,224	
	Refreshments for 4 one-day trainings	57 participants + 2 trainers@ $31/per person @ 4 days	breakfast $10/per, lunch $15/per, afternoon snack $6/per = $31/per person/day	7,316	

	Rental for 2 state wide conferences with 500 participants	2 conferences @ $7,000 space rental	1 general session room @$1000 and 12 breakout rooms @$500	14,000	
	Refreshments for 2 state wide conferences	500 participants @ $50/per person x 2 conferences	morning and afternoon breaks @ $12/person for each; continental lunch @$26/person = $50/person	50,000	
	CCUSA Applied Institute for Disaster Excellence (AIDE) Conference 2013	10 participants @ $500	registration for 2 staff from each CC agency in NJ (includes lodging, registration and food)	5,000	
	CCUSA Applied Institute for Disaster Excellence (AIDE) Conference 2013	10 participants @ $400	air travel for 10 participants to West Coast	4,000	
	CCUSA Applied Institute for Disaster Excellence (AIDE) Conference 2013	10 participants @ $70 per diem x 5 days		3,500	
	Completion bonus	One month salary for all staff if they complete the full 20 month contract	To support retention throughout duration of project	266,083	
	Office furniture	11 staff @$550	desks, chairs for admin/office-based staff @ $550/person	6,050	
	Photocopiers	5 Toshiba E-Studio Copier @ $3,795	DCM paperwork burden high and requires extensive copies, will purchase one for each agency	18,975	
	Marketing and public relations		development of brochures, website updates, etc.	4,700	
	Position Advertising Costs	57 positions @ $200/per position	Costs to advertise and recruit for positions	11,400	
	Background Checks	51 direct service staff @ $75/person	required background checks	3,825	
	Skills Testing	5 administrative staff @ $75/person	Required by CCT for all administrative/clerical positions	375	
	Laptop computers and software	57 FTE @ $1200/per person	for all new hires @ $1200 each per state guidance	68,400	
	Printer/scanner/fax	19 units for 57 staff @ $195/unit	3 to 1 ratio @ $195 each per state guidance - will be determined by site locations if awarded	3,705	
	Postage	$1800 x 5 agencies	will be determined by site locations if awarded	9,000	

	Mobile communications	51 Blackberries @ $9/K Start up $3/K monthly	51 units - For all field staff	162,000	
	Mobile scanners	51 field staff @ $150 each	For all field staff (51)	7,650	
	Wi-fi/mobile internet	51 field staff @ $60/per device $60/monthly	For all field staff min. 2 year contract	76,500	
	IT maintenance	57 FTE @ $1600 per PC	CCT costs to maintain computers	91,200	
	Mileage reimbursement	51 field staff @ 400 miles per month @ $0.565/mile	travel to see clients	230,520	
	Malpractice Insurance	57 FTE @ $55/per FTE		5,225	
	Field tools		To create field tools that improve communications b/t field staff and CAN	69,000	
	Web mapping application		To develop interactive resource mapping website that will support this project and future disaster response functions	90,000	
Additional Costs for Contract Staff					
	Refreshments for 2 day case management training (11 contract case mgt staff)	11 participants @ $31/per person @ 2 days	breakfast $10/per, lunch $15/per, afternoon snack $6/per = $31/per person/day	682	
	Refreshments for 4 one-day trainings (11 contract case mgt staff)	11 participants @ $31/per person @ 4 days	breakfast $10/per, lunch $15/per, afternoon snack $6/per = $31/per person/day	1,364	
	Office furniture	1 contract staff @ $550	desks, chairs for admin/office-based staff @ $550/person	550	
	Position Advertising Costs	11 contract positions @ $200/per position	Costs to advertise and recruit for positions	2,200	
	Background Checks	11 contract case management positions @$75/person	required background checks	825	
	Laptop computers and software	11 contract staff @ $1200/per person	for all contract staff @$1200 each per state guidance	13,200	
	Printer/scanner/fax	4 units for 11 staff @ $195/unit	3 to 1 ratio @ $195 each per state guidance - will be determined by site locations if awarded	780	
	Mobile communications	11 Blackberries - $9/K Start up $3/K monthly	11 units - For contract case management	42,000	
	Mobile scanners	11 field staff @$150 each	For contract case management	1,650	

Catholic Charities USA
Disaster Case Management Program

Long Term Deployment Transition Procedure from CCUSA to State Management

Name	Long Term Deployment Transition Procedure from CCUSA to State Management
Applicable To	Disaster Operations & Finance Staff
Effective Date	April 17, 2012
Date(s) of Revision	
Approval By	Kim Burgo CCUSA NTL

Task	To accomplish a management transition, from CCUSA to the State, with little to no disruption of services identifiable to the Disaster Case Management enrolled clientele.
Description	CCUSA, the ACF National Partner, serves as the management agency for DCM deployments. CCUSA looks to provide an integrated ACF, CCUSA, FEMA and State approach that allows for a seamless transition of managerial responsibilities from the ACF National Partner to the State. This includes: • Identification and recommendation of the long term Disaster Case Management Program plan for the State • Identification and recommendation of the scope of services to be included in the State plan • Identification and recommendation of current staff utilization that allows for transitional alignment. For it's part, CCUSA and its Subcontracting Agencies work collaboratively, with State and Federal partners, to provide a smooth managerial transition with little to no disruption of services to the client
Responsibility	CCUSA DCM National Team Lead, Team Lead Support Staff, Local DCM Team Staff, CCUSA National Office staff
Frequency	Begins 6 weeks prior to the program end date

Process Steps and Timeframes	**6 Weeks (30 Days) to Program Closure**
	• Information on the State identified management agency is provided to the ACF/CCUSA Team
	  ▪ State Management agent identifies sub-contractors
	  ▪ State sub-contractors and local teams begin sharing operational information
	  ▪ ACF/CCUSA DCM Team Leads begin meeting with State Managerial agent to provide transition information on each area
	• State Scope of Service is reviewed and provided to the ACF/CCUSA Team
	• Activities for current staff utilization are identified between ACF/CCUSA and State. CCUSA adjusts current team responsibilities to reflect the needs of the State
	• State advises appropriate entities of the DCM program managerial plan (includes County DSS, LTRGs, VOAD/COAD.)
	• DCM activities continue to be operational; cases will be moved towards closure if appropriate
	3 Weeks (15 days) to Program Closure
	• DCMP Case Management Supervisors will review pending and closed files to verify

file accuracy and recommendations, signing off appropriately for file transition to the State Management agent.

- Previously closed files, that have been reviewed and signed off by the Case Management Supervisor do not require additional review

- Database and Logistics Coordinators will review the CAN database by verifying data to ensure no duplicative records
- DCMP Trainers will train appropriate State Management agency staff on CAN database usage and reporting.
- Current Team Coordinators and Community Outreach staff will introduce State Management staff to appropriate community leaders and local entities involved in DCMP
- Case Managers may begin to notify clients of the upcoming transition and allow clients to choose to remain involved in the program, have their file transferred to a local agency, or have their file closed out.
  - Where appropriate, Case Managers/Case Management Supervisors will introduce clients to case managers who will manage their future case, in a manner agreeable to the current and future case manager.
  - Client Script is utilized to notify clients of the transition. Script should include the following wording:

    "I want to let you know that the (Name of State) State Disaster Case Management program will be going through some transitions and expansion to new areas starting the week of (transition timeframe.) During this time there may be some changes to phone numbers and even some locations. Please be assured that the program will continue to operate through (final State DCM date). During this transition please use the following phone number to contact the program_____."

2 Weeks (10 days) to Program Closure

- Case Management Staff begin to make copies of case files for transfer to the State Management office.*
  - Forms to be copied from existing case management files included:
    - ✓ Case File Notes
    - ✓ Referral Tracking Form
    - ✓ Intake Form
    - ✓ Assessment Tool Form
    - ✓ Transition Case File Transfer Form
  - Previously closed case files do not require copying
  - Original case files stay intact, however files contents can be removed and placed in regular manila folder so that the sturdier existing file folder can be reused and house case file copies.

**NOTE: Subcontracting agencies are required by contract to maintain original case files for the contract specified time period.*

- Case Management Staff begin to review files and include the Transition Case File

Transfer Form with each file. The Transition Case File Transfer Form must be reviewed and signed off on by the designated Case Management Supervisor. (Transition Case File Transfer Form – Attachment A)

- Transition Case File Transfer Forms must be completed for each open case file, even if the post-transition case manager remains the same person.
- A copy of the Transition Case File Transfer form must be included with the original case file to be stored.

- Team Coordinator and Logistics/Administration Staff identify a land-line phone number to provide clients for interim usage during the transition period.

Final Week (5 days) to Program Closure

- Case Management Supervisors complete the case review process and sign off on all cases for transfer to the future Case Management supervisor. Transition Case File Transfer forms are completed.
  - Case Managers complete the transfer of cases according to the wishes of the client
- A final review of CAN data is conducted for accuracy.
- Team Coordinators create a final activity report to be filed with CCUSA and provided to the new team:
  - Final Demographics Report due to the National Team Lead five (5) business days prior to the final program close out date (Attachment B)
  - Final Resource Report due to the National Team Lead five (5) business days prior to the final program close out date. (Attachment C)
  - A Final Weekly Activity Report is due to the National Team Lead on the last day of program operations.

Post Program Close Out

- All equipment is retrieved, inventoried and returned to the CCUSA Vendor
- If applicable, all office space moves (for state teams and the JFO) are finalized and shut down. Supplies and equipment are shipped to appropriate locations.
- Final reports are submitted to the DCM Team Lead for ACF program closure.
- If applicable, Copies of Case Files, created for the transition, are provided to the DCM Team Lead for distribution to the State Management agency. (If the management agency retains current subcontractors, this step is not necessary.)
- DCM Team Staff functions during the close out period include, but may not be limited to:
  - Case Managers/Case Management Supervisors are available to respond to client emergencies;
  - Case Managers/Case Management Supervisors respond to inquiries from local community agencies that their clients are working with;
  - DCM Team staff responds to inquiries from the State Management entity where cases are transitioned to.
  - DCM Team Staff will be involved in final closeout and quality assurance during the final week;

	✓ completing the copying of files; ✓ cataloging and boxing files for storage; ✓ reviewing files in CAN to ensure completeness; • Staff will also be involved in; ✓ arranging for pick up and storage of files; ✓ finalizing demographic report: ✓ finalizing referral report; ✓ completing final report

New York State Disaster Case Management Program

Case Transfer Form

(For transfer from Federal Phase to State Phase Only)

Team Name: _____
Client Name: _____
DCM Case #: _____
Case Opening Date: _____
Transfer Date: _____
Date Client Notified of Transfer: _____

Client Notified of Transfer Via: ☐ Telephone ☐ In-Person ☐ Other: _____

Case Transferred To: ☐ NYS DCM Phase 2 Subcontractor
Name of Agency: _____

1. Reason(s) for Transfer: ☐ Transitioning from Federal phase of DCM Program to State phase subcontractor.

2. Select all disaster needs presented by the client and indicate current status.

	Need(s) Met	Pending Action by Other Agency	Needs Remain Unmet
☐ **Application Assistance** – Assistance to Fill Out Applications	☐	☐	☐
☐ **Clothing** – Replace/Obtain Clothing as Result of Loss	☐	☐	☐
☐ **Employment** – Obtain/Maintain Employment	☐	☐	☐
☐ **Financial** – Manage Finances	☐	☐	☐
☐ **Food** – Obtain Food for the Household	☐	☐	☐
☐ **Furniture/Appliances** – Obtain Furniture and/or Appliances	☐	☐	☐
☐ **Health & Wellbeing** – Obtain Medical/Mental Health Services	☐	☐	☐
☐ **Housing** - Obtain/Maintain Affordable Housing	☐	☐	☐
☐ **Language Assistance** – Obtain Translation Assistance	☐	☐	☐
☐ **Legal** – Obtain Legal Services	☐	☐	☐
☐ **Transportation** – Obtain, Restore and/or Sustain Transportation	☐	☐	☐
☐ **Utilities/Services** – Obtain, Restore and/or Sustain Utilities	☐	☐	☐
☐ **Youth & Children** – Obtain Services for Youth/Children in Family	☐	☐	☐
☐ **Other Unmet Needs (Describe):**	☐	☐	☐

_____
_____

3. Select all services provided and indicate the name of the agency delivering service.

☐ **Business Services:** _____
☐ **Clothing:** _____
☐ **Construction/Demolition:** _____
☐ **Disability Issues:** _____
☐ **Food:** _____
☐ **Employment:** _____
☐ **FEMA Appeal:** _____
☐ **Furniture/ Appliances:** _____
☐ **Housing /Shelter:** _____
☐ **Insurance Advocacy:** _____
☐ **Legal Assistance:** _____

☐ **Medical / Mental Health:** _____
☐ **Mitigation Measures:** _____
☐ **Senior Citizens Needs:** _____
☐ **Tax Relief:** _____
☐ **Transportation:** _____
☐ **Utility Assistance:** _____
☐ **Other (Describe):** _____
_____
_____
_____

Case Manager Signature: _____ **Date:** _____

Supervisor Signature: _____ **Date:** _____

Additional Client Information (list any deadlines, or needs requiring immediate follow up):

CCUSA ACF DISASTER CASE MANAGEMENT PROGRAM DR 4020 AND DR 4031 NY

Date: Team:

Total Cases Served by DCM Team		
Total Individuals Represented by Caseload		
Average Persons per Household		
	Number of Clients	**% of Client Base**
Household Composition		
Children (under 18)		
Adults		
Female Head of Households (ages 18-61)		
Male Head of Households (ages 18-61)		
Elderly Adults Head of Household (ages 62 and above)		
Single Parent Households		
Households Reporting Disability		
Data Not Available		
Household Income		
$0-$14,999		
$15,000-$29,999		
$30,000-$39,000		
$40,000-$49,999		
$50,000+		
Not Reporting Income		
Household Ethnicity		
African American		
White/Caucasian		
American Indian		
Hispanic		
Asian		
Other		
Not Reporting Ethnicity		

Disaster Case Management Program – DR 4020 and 4031 NY
Data collection on DCM Referrals.

(Date)

Referral Name	Total Referrals Provided	Total Cases Accessing Services	Estimated Value Received
Basic Needs: Emergency Food			
Basic Needs: Emergency Shelter			
Basic Needs: Material Goods			
Basic Needs: Housing /Shelter			
Basic Needs: Transportation			
Housing Authority			
Utility Assistance			
Clothing			
Furniture/ Appliances			
Relocation Expenses-Moving/Storage			
HEALTHCARE-quality of life			
Healthcare			
Mental Health Care and Counseling			
Senior Citizens Needs			
Post-Disaster Child Care			
Disability Issues			
PROGRAMS-to support recovery			
Employment			
Education			
Public Assistance Programs			
Social Insurance Programs			
Domestic Animal Service			
ADVOCACY/APPEALS			
Insurance Advocacy			
FEMA Appeal			
Legal Assistance Modalities (Legal Aid)			
Consumer Assistance and Protection			
UNMET NEEDS/REBUILD			
Estimate			
Gutting/Demolition/Debris Removal			
Site Preparation-Protection			
Construction-labor/project mgr			
Volunteer-labor/supervision			
Construction Materials			
Mitigation Measures			