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**Required Performance and Staffing Deliverables**

**for**

**Family Success Centers**

**Effective Date: July 1, 2025**

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**Section I - Summary Program Description:**

FSCs are safe, warm, and welcoming neighborhood gathering places where any community resident can go for support, information, programming, and resources as well as lend their skills and time to give back to the community. FSCs are “one-stop shops” that provide wrap-around resources and supports to equip families and communities with the tools they need to face and cope with life’s challenges before they find themselves in crisis. FSCs offer primary child abuse and neglect prevention by offering community residents, leaders, organizations, and agencies a central location to address community strengths and needs. Community members will find a safe, comfortable space to access resources as well as participate in culturally responsive programming designed to strengthen the family, individuals, and community.

Contracted agencies are required to adhere to the program requirements and standards within the DCF Family Success Center Program Manual[[1]](#footnote-2).

**Section II - Required Performance and Staffing Deliverables**

**NOTE: After reviewing the required deliverables listed below,** **the** **Contractor must sign the statement at the bottom of this Section II to signify acceptance of all of them.**

1. **Subject Matter -** **The below describes the needs the awarded respondent must address in this program, the goals it must meet, and its prevention focus.**

1) **The need for this program as indicated by data regarding the health and human services issues and parent and community perceptions is:**

Family Success Centers (FSCs) are “one-stop shops” that provide wrap-around resources and supports to equip families and communities with the tools they need to face and cope with life’s challenges before they find themselves in crisis. FSCs offer primary prevention services to community residents, leaders, organizations, and agencies in a central location to bolster community strengths and needs. Community members will find a safe, comfortable space to access resources as well as participate in culturally responsive programming designed to strengthen the family, individuals, and community.

The FSC network is founded on the principle of universal prevention—providing comprehensive supports to families before they face crises. To inform a FSC’s location, DCF uses a data-driven approach that weaves together socioeconomic metrics, demographic profiles, transportation and accessibility maps, and direct community feedback. This robust, layered methodology ensures that the FSC is both accessible and tailored to local needs.

2) **The goals to be met by this program are:**

The Family Success Center services support the overarching goal to strengthen individual and family functioning, and empower community residents to acquire knowledge, skills, and resources they need to succeed and achieve optimal outcomes for children. The FSC model supports families by offering primary child abuse prevention services that reflect the individual and community culture and values by providing an environment that is safe, warm, and welcoming.

Programming promotes the five (5) Strengthening Families Protective Factors:

* Social and Emotional Competence – Children’s early experiences of being nurtured and developing a positive relationship with caring adult affects all aspects of behavior and development.
* Knowledge of Parenting & Child Development – Children thrive when parents provide not only affection, but also respectful communication and listening, consistent rules and expectations, and safe opportunities that promote independence.
* Resilience – Parents who can cope with the stresses of everyday life, as well an occasional crisis, have resilience; they have the flexibility and inner strength necessary to bounce back when things are not going well.
* Concrete Support – Families who can meet their own basic needs for food, clothing, housing, and transportation and who know how to access essential services such as childcare, health care and mental health services to address family-specific needs are better able to ensure the safety and well-being of their children.
* Social Connections – Parents with a social network of emotionally supportive friends, family, and neighbors often find that it is easier to care for their children and themselves.

3) **The prevention focus of this program is:**

FSCs provide primary prevention services that target the general population and offer services and activities before they find themselves in crisis. FSCs are designed to enhance family and individual safety and well-being and prevent child abuse. They offer prevention services to community residents, leaders, organizations, and agencies in a central location to bolster community strengths and needs. Community members find a safe, comfortable space to access resources as well as participate in culturally responsive programming designed to strengthen the family, individuals, and community.

1. **Target Population - The below describes the characteristics and demographics the awarded respondent must ensure the program serves.**
2. **Age:** N/A
3. **Grade:** N/A
4. **Gender:** N/A
5. **Marital Status**: N/A
6. **Parenting Status:** N/A
7. **Will the program also serve the children of the primary service recipient?** Yes

1. **DCF CP&P Status:** N/A
2. **Descriptors of the primary service recipient:** N/A
3. **Descriptors of the Family Members / Care Givers / Custodians of the primary service recipients also required to be served:** N/A
4. **Other populations/descriptors targeted and served by this program:** N/A
5. **Does the program have income eligibility requirements?** No
6. **Activities - The below describes the activities this program initiative requires of awarded respondents, inclusive of how the target population will be identified and served, the direct services and service modalities that will be provided to the target population, and the professional development and training that will be required of, and provided to, those delivering the services.**

1) **The level of service increments for this program initiative:** Unduplicated Registered Community Participants – An individual or family, which may include adults or emancipated youth, with whom FSC staff have had:

1. at least one contact for 15 minutes (in person, on the phone, or virtually); and
2. have completed a welcome package.

2) **The frequency of these increments to be tracked:** Monthly; Annually

3) **Estimated Unduplicated Service Recipients:** N/A

4) **Estimated Unduplicated Families:** 250-330 participants

5) **Is there a required referral process?** No. FSCs do not require referrals and are available and accessible to all community members who wish to participate in the life of the center.

6) **The referral process for enabling the target population to obtain the services of this program initiative:** N/A

7) **The rejection and termination parameters required for this program initiative:** FSCs do not discharge participants. If an FSC is facing a challenging or concerning situation with a participant, FSC staff are to immediately notify their managing agency leadership and OFSS staff to discuss agency policy and potential solutions.

8) **The direct services and activities required for this program initiative:** The Family Success Center provides Core Services Programming (“Core Services”) that is designed to meet the needs of families with children and provide an array of culturally responsive and appropriate educational, enrichment, and support services to help strengthen families and improve the quality of life and well-being for all community residents. FSCs must ensure that activities specific to fathers/father figures are embedded into programming to promote the father-friendliness of the centers. Core Services are offered at the Family Success Center’s physical site. Through outreach and engagement, the FSC is required to partner with local organizations such as schools, law enforcement agencies, faith-based organizations, and community events to expand its reach.

The Family Success Center’s required baseline of Core Services includes but is not limited to the following:

* Access to Child, Maternal, and Family Health Services (“Health Services”): Preventative and primary health services are offered to all community residents either on-site or through linkages to other agencies. Related topics and activities include pre- and post-natal care; nutritional health; home-based life-saving skills; smoking cessation programs; immunizations; blood pressure screening; wellness checks; exams; etc. FSCs also assist families in navigating the various health and medical service systems and completing relevant paperwork when needed, including NJ Family Care applications.
* Parent Education: Parenting education is an essential component of FSC programs and offered to all residents via a combination of information, skill-building and supportive services. Emphasis is placed on healthy child development and the use of positive parenting techniques in consideration and understanding of the family’s culture. Services are intended to help strengthen families by enhancing parental resilience and social connections. All FSC’s are expected to establish partnerships and collaborate with county Home Visiting Programs, Community Health Workers, Kinship Navigator Programs, etc., as well as assist families with linkages to services. Related topics, services, and activities include but are not limited to mentoring programs, teen parenting, grandparent and kinship caregiver support groups, and information regarding relevant issues that impact family life. Ե All FSCs are encouraged to use evidence based, evidence emerging, or evidence informed parent education programs, such as Strengthening Families and Positive Parenting Program (“Triple P”).
* Parent/Child Activities: FSCs offer activities that have a focus on family togetherness and strengthening. They can be facilitated by FSC staff, volunteers, or community partners. Examples of activities include arts and crafts, family picnics, movie nights, game nights, pot-luck dinners, story time for children, community service projects, gardening, Zumba, holiday parties, family dances, and live music performances.
* Strengthening Families Event – at least three (3) community engagement events per year, including but not limited to the Child Abuse Prevention Awareness (CAPA) event in April.
* Employment-Related Services: FSCs promote economic self-reliance by providing assistance with or access to services and supports, such as New Jersey Career Navigator, that lead to employment. Such services include job readiness skills, such as resume writing and interviewing techniques, employment counseling, training programs, and job development and placement services.
* Life Skills: All FSCs provide educational programs, workshops or individual instruction designed to enhance skills, overcome barriers to success, and improve the quality of life for children, families and individuals. Emphasis is placed on asset and skill development topics and activities including but not limited to education and literacy services (GED, ESL, tutoring, etc.), financial management, communication, daily living, and computer skills.
* Housing Related Services: Adequate housing is essential to establishing family stability, child safety and well-being, and community viability. FSCs provide information about the following: housing resources; leasing and tenant rights; assistance completing applications for various federal, state and local programs that assist with or provide affordable housing; emergency shelter; home energy; weatherization; and homelessness prevention programs; and access to tangible supports that address basic needs such as utilities, household furnishings, and home repair.
* Advocacy & Related Support: FSC staff advocate in coordination with all community residents as needed and appropriate by interceding for, empowering, supporting, or advancing the cause of individuals and families in navigating and connecting with public and private entities. Advocacy takes many forms including accompanying families/individuals to meetings, appointments, or visits with other service providers to assist them in navigating the system and facilitating direct linkages, communication, and/or problem solving.
* General Information and Referral/Linkages: FSC staff follow-up with residents on all referrals/linkages to ensure that services are accessible, appropriate and responsive to the needs of the community.
* Information and Referral (I&R): FSC staff may distribute general information pertaining to any of its Core Service areas, such as Access to Child, Maternal and Family Health or Employment-Related; or to services not offered by the FSC, such as mental health services or childcare services. The general information meets the need, solves the problem, or helps achieve goals that have been identified by the individual or family.
* Linkage: Linkage refers to the process of successfully connecting an individual/family who has a need/ problem/desire with a service that will meet the need, solve the problem or help achieve the goal. FSC staff may link the individual/family with a Core Service or a service that the FSC does not offer.
  + Within seven (7) calendar days of linking an individual or family with a service, FSC staff must follow up with the individual/family to ensure a successful connection was made, or assist with lifting barriers to reaching the provider.
  + Urgent matters, such as those pertaining to the safety or well-being of the adult or children, should be brought to the attention of the FSC director and followed up within two calendar days.

**Core Services are made available through one or more of the following approaches:**

* Workshops: A subject matter expert(s) delivering information to participants through active participation and skill building exercises. Workshops feature hands-on approaches to learning and are to relate to one or more of the Core services.
* Presentations: A subject matter expert(s) delivering information to participants primarily via lecture and discussion. Presentations should relate to the core services in some way.
* Support groups: A professional in the subject matter being discussed facilitates a group of people with common experiences and concerns who provide emotional and moral support for one another.
* Parent Child Activities: An activity facilitated or sponsored by the FSC that is for parents and their children to participate in together.
* Individual Session: Consists of 1:1 engagement between an FSC staff member or a volunteer and an individual, to help the individual achieve goals, obtain, or link the individual to a desired or necessary service, or to utilize any of the FSC Contracted or Expanded Services.
* Family Session: Consists of direct engagement between an FSC staff member or a volunteer and a family to help the family achieve a goal, obtain or link the family to a desired or necessary service, or to utilize any of the FSC Core Services or Expanded Services. At a minimum, two members of a family must be present to qualify as a family session.
* Workshops or Group Sessions: Must be at least thirty (30) minutes in duration. These duration intervals cannot be split up and must take place in a single episode. Group sessions consist of engagement in a group setting that requires at least two unrelated participants present.
* Community Engagement Events: The FSC is required to participate in the following family/community engagement events, whether through providing, sponsoring, (co-) hosting, or participating in as follows:
* During the month of February: A National Parent Leadership event
* Strengthening Families Event: at least three (3) community engagement events per year, including but not limited to the Child Abuse Prevention Awareness (CAPA) event in April
* During the month of April: a Child Abuse Prevention Awareness (CAPA) event – see associated policy in the FSC Programming Manual. FSCs must allocate $350 towards this event on an annual basis.
* During the month of May: a Mother’s Day event
* During the month of June: a Father’s Day event
* A father engagement event other than Father’s Day
* A Kinship Navigator Program collaborative event
* An event celebrating/highlighting the diversity of populations in their communities, such as LGBTQI+, Juneteenth, or specific cultural groups.

**FSC Core Service Programming Guidance**

FSC’s are required to offer a variety of programming that promote one or more of the above-mentioned Core Services. The following guidelines are to be used as a reference when planning and developing future programs and activities. FSC’s are to balance offering fresh and new programming that is also reflective of community needs:

* at least 1-2 parent/child activities a week, or 4-6 a month
* at least one (1) workshop a month
* at least one (1) presentation a month; a second workshop may be substituted for the presentation

Core Services Programming is to be influenced and determined by a variety of sources:

* FSC staff
* FSC volunteers
* Parent Advisory Council members
* FSC participants
* Community partners, who can speak about themes and needs they see in the community.
* Community data

The FSC is to establish and implement a formal internal feedback process to ensure that all participants have the opportunity to share resources and input to inform programmatic decisions.

FSC staff are to utilize a variety of data sources to identify needs and strengths of the community that translates to program planning. Some examples are outlined in the Programming Policy in the FSC Program Manual.

FSCs are to develop and utilize a formal structure to discuss the community data with FSC participants, volunteers, and PAC members to decipher its meaning through the community’s lens.

FSC programs may provide very limited financial assistance to address emergent needs, ensure child safety and well-being, and help families overcome tangible barriers to success. FSC programs are authorized to allot up to $5,000 per year in financial assistance funding for this purpose. This allotment is considered “Specific Assistance to Clients” (Participants) and must be specified in the approved budget. Direct cash assistance to families is not permitted, however assistance in form of gift cards is allowable. Funds, including gift cards, are dispersed at the discretion of the FSC on an as needed basis. All FSCs should have a diligent tracking system that shows how all expenditures were used. All distributions are directly related to the goals and objectives of the program and may not exceed $200 per household per year. Allowable expenditures include but are not limited to essential household items, food, clothing, and other necessities. If gift cards are used, the retail outlet must be appropriate and provide goods or services that fall within the parameters of allowable expenditures dictated by DCF policy. FSCs are expected to maintain a system with appropriate documentation and strict internal controls that satisfy established financial management and accounting standards as outlined in the DCF Contract Reimbursement Manual; Section 2.2; Internal Controls[[2]](#footnote-3). Written policies and procedures for accessing and dispersing Special Assistance funds are retained on file.

9) **The service modalities required for this program initiative are:**

The FSC model uses several frameworks to inform service delivery. Below are a list of frameworks and concepts that providers are expected to be familiar with. For more information about these principles, please see section F (page 19) for the FSC Program Manual.

|  |  |
| --- | --- |
| **Concept/Framework** | **Additional Resource(s)** |
| NJ DCF Core Values   * Children are, first and foremost, protected from abuse and neglect. * Children do best when they have strong families; preferably their own, and when that is not possible, a stable relative, foster or adoptive family. * Relevant services are offered to meet the identified needs of children and families and promote child development, education, physical and mental health. * Most families have the capability to change with the support of individualized services. * Partnerships with people and agencies involved in a child’s life are essential to ensure child safety, permanency, well-being, which results in stronger bonds between families. |  |
| New Jersey Standards for Prevention Programs: Building Success through Family Support. | http://nj.gov/dcf/news/reportsnewsletters/taskforce/Standards.for.Prevention.Programs.pdf. |
| Strengthening Families Protective Factors:   * Parental Resilience * Social Connections * Knowledge of Parenting & Child Development * Concrete Support in Times of Need * Social & Emotional Competence of Children | [2022-2025.NJ.Statewide.Prevention.Plan.pdf](https://www.nj.gov/dcf/news/reportsnewsletters/taskforce/2022-2025.NJ.Statewide.Prevention.Plan.pdf)  [Protective Factors Framework - Center for the Study of Social Policy](https://cssp.org/our-work/projects/protective-factors-framework/) |
| New Jersey Family Success Center Practice Profile | [Family Success Center Program Manual.pdf](https://www.nj.gov/dcf/providers/fcp/fsc/Family%20Success%20Center%20Program%20Manual.pdf) |
| Two-generation approach | Two-Generation Approaches to Supporting Family Well-Being: cwig-prodprod-drupal-s3fs-us-east-1.s3.amazonaws.com) |
| Healing-centered practices | Trauma-Informed-Approach-Continuum-Definitions.pdf (nj.gov). |

1. **Evidence Based Practice (EBP) modalities:** All FSCs are encouraged to use evidence based, evidence emerging, or evidence informed parent education programs, such as Strengthening Families and Positive Parenting Program (“Triple P”).
2. **DCF Program Service Names:** Family Success Center
3. **Other/Non-evidence-based practice service modalities:** N/A

10) **The type of treatment sessions required for this program initiative are:** N/A

11) **The frequency of the treatment sessions required for this program initiative are:** Daily program activities listed on monthly calendars.

1. **Awarded respondents are required to communicate with Parent/Family/Youth Advisory Councils, or to incorporate the participation of the communities the providers serve in some other manner:** Efforts are to include interacting with families, individuals, stakeholders, and community resources through listening tours, focus groups, and surveys, among other strategies. These efforts are to be advertised, accessible, and offered in languages spoken by the community.

The FSC is required to have a Parent Advisory Council (PAC), also known as a Community Advisory Council. Membership must include family members/caregivers, including fathers and father-figures, and community members. The council is a collection of diverse individuals representative of the community who bring unique knowledge and skills to enhance the life of the FSC. For more information about PACs, see the Parent Advisory Council policy in the FSC Program Manual.

1. **The professional development through training, supervision, technical assistance meetings, continuing education, professional board participation, and site visits, required for this program initiative are:** All FSC staff are expected to complete the asynchronous online training and be well versed in the FSC practice profile and its guiding principles and essential functions as they relate to the activities proscribed in the FSC logic model. In addition, FSC Directors must:
   * stay up to date on Principles of Family Support, protective factors, family engagement, parent leadership, cultural sensitivity, trauma-informed approaches, and other best practice trainings.
   * attend trainings identified by the parent agency.
   * attend trainings identified by DCF and/or OFSS.
   * encourage all Parent Advisory Council members to attend council development training deemed appropriate by the parent agency and provided by the FSC.

The Office of Family Support Services staff conduct site visits with FSCs at a minimum of once a year to tour the space, discuss FSC program and performance data, provide technical assistance and feedback, observe the fidelity of the program to the FSC model using the FSC Essential Functions Observation Tool (EFOT), and address concerns. Directors must attend and participate in these visits.

1. **The court testimony activities, which may address an individual’s compliance with treatment plan(s); attendance at program(s), participation in counseling sessions, required for this program initiative are:** N/A
2. **The student educational program planning required to serve youth in this program:** N/A
3. **Resources - The below describes the resources required of awarded respondents to ensure the service delivery area, management, and assessment of this program.**

1)**The program initiative’s service site is required to be located in:**

County:

Municipality (if required by FCP):

Program accessibility and location is critical. FSCs must be within proximity to families, easily accessible for all community members, and in or nearby residential areas. The FSCs location may not change, unless data supports a change of the original location. If the FSC must change locations or sites, it must receive pre-approval from the OFSS.

2) **The geographic area the program initiative is required to serve is:**

The Contractor shall serve anyone from the target population described above who elects to receive services in their county. No individual shall be refused services if their last known physical address was not within the Contractor’s required geographic service area.

3) **The program initiative’s required service delivery setting is:**

The Physical Space policy of the FSC Program Manual establishes standard expectations. FSCs have a clearly identifiable dedicated space and welcoming atmosphere for all individuals and families in the community, regardless of race, ethnicity, gender identity, sexual orientation, age, physical ability, language, immigration status, and socioeconomic status, including fathers/father-figures, and older generations. FSC sites must be non-stigmatizing and culturally appropriate for the diverse families in its community. All sites have a clearly defined FSC identity and are reflective of the communities in which they are located. All sites must provide sufficient space to accommodate the provision of FSC services.

4) **The hours, days of week, and months of year this program initiative is required to operate:**

Families need to be able to access the FSC at times that are convenient for them and should have quick access to information about its operational hours. The FSC hours of operation should be posted and available in clear, visible areas, including the front door, FSC website, social media platforms, and the monthly calendar.

* All FSCs must be in operation at least five (5) days a week, with a minimum of five (5) hours per day, whether staff is hosting within the FSC itself or within their community. The FSC can close to the community for the remaining hours of the work week for staff to prepare for FSC activities, attend meetings offsite, complete administrative tasks, etc.
* All FSC staff workstations must be located at the FSC and follow parent agency’s telework policy, however FSC staff must be available in person during all hours of operation at the FSC physical site.
* FSCs must be open a minimum of one evening a week until at least 7pm and two weekend days per month (Friday nights through Sundays) to engage community members who work traditional hours. This includes on- and off-site programming, such as tabling events and collaborative activities with community partners.
* In determining evening and weekend programming, FSCs should consider the availability of their community members such as their work schedules, transportation availability, and location safety.
* FSCs should be mindful of providing opportunities to promote the father-friendliness of their centers, such as consideration of their availability, working hours, etc.

Enter the FSC’s normal operating hours for each day of the week:

|  |  |
| --- | --- |
| Days of Week | FSC’s Hours of Operation |
| Monday |  |
| Tuesday |  |
| Wednesday |  |
| Thursday |  |
| Friday |  |
| Saturday |  |
| Sunday |  |

Holiday Schedule: Enter the dates services are not available at the FSC:

|  |  |
| --- | --- |
| Date of Closure | Reason for Closure |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

5) **Additional procedures for on call staff to meet the needs of those served twenty-four (24) hours a day, seven (7) days a week?** N/A

6) **Additional flexible hours, inclusive of non-traditional and weekend hours, to meet the needs of those served?** Yes, see #4 above.

7) **The language services (if other than English) this program initiative is required to provide:**

Policies and programs must affirm and strengthen cultural identity and be culturally sensitive and responsive to the full diversity of New Jersey families in structure, cultural values, or life stage. Policies and programs must be flexible and tailored to the unique needs of families and must be provided with enough time and intensity to achieve and maintain positive outcomes over time for diverse families. The provider shall identify and develop, as needed, accessible culturally responsive services and supports. These shall include, but are not limited to, employing bilingual staff, hiring staff that reflects the diversity of the community they serve to establish collaborations with formal and informal partners, neighborhood and civic associations, faith-based organizations, and recreational programs determined to be appropriate. If the FSC is serving a community where more than 30% of the population are non-English speaking, every effort shall be made by the Contractor to hire bilingual staff. FSC’s may use program funds to cover the cost for translation services.

8) **The transportation this program initiative is required to provide:** None

9) **The staffing requirements for this program initiative, including the number of any required FTEs, ratio of worker to youth, shift requirements, supervision requirements, education, content knowledge, credentials, and certifications:**

**FSC Staffing Structure**

FSCs are requiredto employ at the minimum three (3) full-time positions which include (1) Program Director/Site Supervisor, (1) Family Partner, and (1) Volunteer and Community Partnership Coordinator (VCPC). The FSC may consider two part time staff to equate to a full-time Family Partner or VCPC, however it is recommended that full-time staff fill these positions to establish and maintain strong relationships with the families and community. Full-time is defined as a minimum of 35 hours per week. Each of the three positions must be 100% dedicated to the FSC. Exceptions must be approved by OFSS.

Agencies that hold contracts with the Department of Children and Families to implement more than one FSC can choose to have the FSC director provide oversight of all program sites or have a director of each program site. All FSC directors are required to be 100% dedicated and responsible for FSC work, this is inclusive of outreach efforts, training program staff, attending required funder meetings, etc.

In situations where a FSC director is providing oversight to multiple program sites, the managing agency must then identify a FSC staff member to function as a site supervisor at each FSC as part of the staff member’s responsibilities as a Family Partner or Volunteer and Community Partnerships Coordinator.

|  |  |
| --- | --- |
| **Position** | **Education/ Experience/Skills/Certifications & Trainings** |
| **FSC Director** | * Bachelor’s Degree. Additional education and related experience are preferred, such as a master’s degree in a Human Services related field, experience in the provision of prevention related programs, or a bachelor’s degree with 3+ years of related experience. * Note: Valid New Jersey driver’s license, safe driving record, and vehicle availability are required. * If the FSC has a candidate that does not meet the above qualifications, the FSC’s may request special consideration on a case-by-case basis for review and approval/non-approval. Contact your OFSS coordinator in writing to request further information. |
| **\*Site Supervisor** | This job functionality is only required if DCF contracts with the provider agency for more than one Family Success Center (FSC) and the contracted provider assigns one FSC Director to multiple FSCs. The Site Supervisor is an existing Family Partner or Volunteer and Community Partnerships Coordinator. |
| **Family Partner** | * Associate’s Degree with two years’ experience in development or implementation of community-based services, prevention programs, or any other human service programs. Additional education and related experience are preferred, such as a bachelor’s degree in a Human Services related field, experience in the provision of prevention related programs. * Respondents who do not possess the required education may substitute additional experience as indicated on a year-for-year basis with thirty (30) semester hour credits being equal to one (1) year of experience. * Note: Valid New Jersey driver’s license, safe driving record, and vehicle availability are required. |
| **Volunteer and Community Partnership Coordinator (VCPC)** | * Associate’s Degree with two years’ experience in development or implementation of community-based services, prevention programs, or any other human service programs. Additional education and related experience are preferred, such as a bachelor’s degree in a Human Services related field, experience in the provision of prevention related programs. * Respondents who do not possess the required education may substitute additional experience as indicated on a year-for-year basis with thirty (30) semester hour credits being equal to one (1) year of experience. * Note: Valid New Jersey driver’s license, safe driving record, and vehicle availability are required. |

The managing agency and/or FSC are required to notify OFSS and the Contract Administrator of all personnel changes, including vacancies, within five business days and must submit an updated Annex A 2.4 that reflects the change, along with a detailed plan that includes a timeline for and efforts to fill the position. All new hires must meet staffing requirements listed above.

See [FSC Program Manual](file:///\\DCF\SHARED\CO\RFP\~2025\2025%20RFP%20FCP%20FSS%20Family%20Success%20Center-Cumberland\nj.gov\dcf\providers\fcp\fsc\Family%20Success%20Center%20Program%20Manual.pdf) for job descriptions and responsibilities.

10) **The legislation and regulations relevant to this specific program, including any licensing regulations:** N/A

11) **The availability for electronic, telephone, or in-person conferencing this program initiative requires**:

FSC directors or their designee are expected to make themselves available for virtual and in-person site visits and other meetings with OFSS staff and are expected to respond to email communication from such in a timely manner.

12) **The required partnerships/collaborations with stakeholders that will contribute to the success of this initiative:**

FSCs establish and nurture collaborative partnerships with other Department of Children and Families (DCF) initiatives, including the Kinship Navigator Program (KNP), New Jersey Statewide Student Support Services (NJ4S), Parents Inc, Family Connects NJ, and Connecting NJ. FSC staff are required to know who the point of contact is for each of the key partners listed above, providing/accepting referrals from partners and working together to plan and host program activities.

In addition, FSCs should consult their designated local Traumatic Loss Coalition (TLC) coordinator when their community is impacted by a death/traumatic event, caused by weather-related events, illness, crime, or suicide. Contact information for coordinators can be found on the websites below.

|  |  |
| --- | --- |
| KNP | [DCF | Kinship Navigator Program](https://www.nj.gov/dcf/providers/fcp/knp/) |
| NJ4S | [Home](https://nj4s.nj.gov/s/) |
| Parents Inc. | [Homepage - Parents Inc of New Jersey](https://parentsincofnj.org/) |
| Family Connects NJ | [DCF | Family Connects NJ Universal Home Visiting](https://www.nj.gov/dcf/providers/fcp/uhvp/) |
| Connecting NJ | [Connecting NJ](https://nj.gov/connectingnj/) |
| TLC | [Traumatic Loss Coalitions for Youth Program (TLC)](https://ubhc.rutgers.edu/education/trauma-loss-coalition/overview.xml) |
| NJ211 | [Need Help? Start Here](https://nj211.org/) |

FSCs must ensure that their information with NJ211 is kept up to date.

13) **The data collection systems this program initiative requires:**

Survey Monkey and Excel.

FSCs record the number of community participants registered and the total of all Core Services provided during each month. All programmatic reports are submitted electronically to DCF in accordance with the guidelines specified in section E #4 below**.**

14) **The assessment and evaluation tools this program initiative requires:** N/A

1. **Outcomes - The below describes the evaluations, outcomes, information technology, data collection, and reporting required of respondents for this program.**

1) **The evaluations required for this program initiative:** N/A

2**)** **The outcomes required of this program:**

1. **Short Term Outcomes**:

* Participants report that the FSC is warm and welcoming.
* Staff report feeling competent and well trained.
* Individuals and families report feeling safe and comfortable when at the FSC and engaging with FSC staff members.
* Participants become active in the life of the center through volunteering and PAC activities.
* FSC activities are aligned with community needs through continuous quality improvement processes.

1. **Mid Term Outcomes:**

* Participants are successfully linked to formal and informal concrete supports.
* Participants report an increase in their protective factors: parental resilience, social connections, knowledge of parenting and child development, concrete support in times of need, and social and emotional competence of children.
* The FSC is driven by transformational parent leadership with the PAC, parents, caregivers, and other community participants responsible for the identification and execution of FSC programming and activities.
* The FSC maintains a broad network of community services for a seamless system of care and nurtures these connections to ensure the most impactful collaborative delivery of services.
* Formal partners contribute services throughout the contracted year.
* FSCs organize efforts to address structural and parenting norms in their communities.

1. **Long Term Outcomes:**

* NJ’s families are strengthened and experience greater safety, permanency, and well-being.
* There are demonstrable structural and parenting norms in NJ’s communities.
* Community surveys show high level of awareness of about the FSC and available supports it offers.
* The FSC network demonstrates impact and uses data to continually improve.
* Parent leaders drive community activation within their communities.

3) **Required use of databases:** N/A

4) **Reporting requirements:**

* FSCs are responsible for submitting copies of monthly reports to the DCF Business Office and to the Office of Family Support Services.
* FSCs shall submit the “FSC Strategic Plan” to the OFSS by May 15th. The FSC Strategic Plan includes a snapshot of program activities in the current contract period and a snapshot of program activities planned for the following contract period.
* FSCs are required to submit Reports on Expenditures (ROE) to the DCF Business Office and the Office of Family Support Services. Reports are due on the 15th of the month following the end of the reporting period. Frequency of ROE submission is identified on the Scheduled of Estimated Claims.
* All programmatic reports are submitted electronically (in Survey Monkey) and a copy of the Excel spreadsheet is submitted via email to OFSS and the DCF Business Office no later than the 15th day of each month for the previous month in which services were provided. If the 15th of the month falls on a weekend/holiday, the report must be submitted the next business day.
* All data must be submitted in the format prescribed specified by DCF.
* For assistance with completing the report, please see the Monthly Reporting Guide located within the FSC Program Manual.
* In addition to submitting the monthly reports via Survey Monkey and Excel, FSCs must provide a copy of their calendar for the following month to OFSS via email no later than the 15th day of each month.

**F. Signature Statement of Acceptance:**

By my signature below, I hereby certify that I have read, understand, accept, and will comply with all the terms and conditions of providing services described above as *Required Performance and Staffing Deliverables* and any referenced documents. I understand that the failure to abide by the terms of this statement is a basis for DCF’s termination of my contract to provide these services. I have the necessary authority to execute this agreement between my organization and DCF.

**County to be Served**:

**Municipality to be Served (if applicable)**:

**Name**:

**Signature**:

**Title**:

**Date**:

**Organization**:

**Contract Number:**

**Contact Person**:

**Title**:

**Phone**:

**Email**:

**Mailing Address**:

1. [Family Success Center Program Manual.pdf](https://www.nj.gov/dcf/providers/fcp/fsc/Family%20Success%20Center%20Program%20Manual.pdf) [↑](#footnote-ref-2)
2. [DCF | Contracting Policy Manuals](https://www.nj.gov/dcf/providers/contracting/manuals/) [↑](#footnote-ref-3)