

**Required Performance and Staffing Deliverables**

**for**

**Kinship Navigator Program**

**Effective Date: July 1, 2024**

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**Section I - Summary Program Description:**

The Division of Family and Community Partnerships (DFCP) Office of Family Support Services (OFSS) is responsible for the programmatic development and oversight of the New Jersey Kinship Navigator Program (KNP) throughout the State.  Adherence to the standardized delivery of KNP Program Model is essential to ensure successful program outcomes   Through enhanced case management services, Kinship Navigator agencies help caregivers “navigate” through various community resources, determine if the caregiver’s family is eligible for Kinship Navigator Program benefits such as help with short-term expenses for the relative child, such as furniture, moving expenses and clothing, and provide technical support and guide the family through the process of Kinship Legal Guardianship if the caregiver wishes to make a legal commitment to the child.

The overarching goal of KNP is to enrich the lives of fictive kin children living in households headed by grandparents, other relatives, or friends in partnership with New Jersey’s regional kinship agencies.  KNP case managers assist caregivers in navigating through government systems when seeking local supports and services.  Kinship caregivers can access KNP through nj211.org or by contacting their local kinship agency directly.

The design and delivery of services affirm the rich ethnic and cultural diversity that characterize the community.   Kinship Navigator Program services include:

* Kinship Wrap-Around Services (KWS):provides a wide range of services designed for kinship caregivers and the fictive kin children in their care. Eligible participants can receive enhanced case management that includes transformational opportunities for caregivers and an annual KWS grant.  Qualifying kinship families are eligible for a yearly KWS grant of up to $1,000 based on determined need and family composition.  One child is entitled to $500; two children are entitled to an additional $200, the third child an additional $200, and the fourth child an additional $100.
* Kinship Legal Guardianship (KLG): assists caregivers with petitioning the court to appoint him or her as Kinship Legal Guardian
* Kinship Legal Guardianship Subsidy Grant: assist caregivers with applying for a KLG subsidy grant through their local Board of Social Services
* Information and Referral (I&R): provides information and referrals to support caregivers’ need for critical services for themselves and the child(ren) in their care.   I&R can be provided for families that do not qualify for KNP services.
* Professional networking with community-based agencies.
* Coordination of caregiver events such as, annual Kinship Caregivers Appreciation Event, and other family engagement events that support kinship families.

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

**NOTE: After reviewing the required deliverables listed below,** **Contractors must sign the statement at the bottom of this Section II to signify acceptance of all of them. Please submit an executed copy as a PDF document with the title heading: *Required Performance and Staffing Deliverables*.**

1. **Subject Matter -** **The below describes the needs the contractor 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:**

According to the 2021 U.S. Census Bureau and Kids Count Data, 23.8% of the grandparents that live with their grandchildren are kinship caregivers. In NJ, 41,828 grandparents were caring for their grandchildren. For every one child raised by kin in foster care, 28 are being raised by kin outside of foster care.

Per 2022 NJ KNP Connex data, majority of kinship households serviced by NJ KNPs were black or African American, followed by white households. A very small percentage of caregivers serviced were Asian, American Indian, or multiracial. The majority of KNP caregivers serviced were grandparents, followed by aunts and uncles. Most NJ kinship households were female led, with a very small percentage of male head of households. KNP provided $2.5 million in kinship wrap around funds to assist NJ caregivers.

The table below depicts the potential KNP eligible caregiver population for each KNP region in 2024.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **County/****Region** | **KNP Population (***M)* | **KNP Families (***M*) | **KNP%****Pop Served (2023)** | **KNP LOS (2024)** | **LOS% Pop Served (2024)** | **Agency Growth/Difference** |
| Northern | 3103 | 352 | 11% | 800 | 26% | 14% |
| Essex | 6022 | 486 | 8% | 800 | 13% | 5% |
| Central | 3380 | 643 | 19% | 800 | 24% | 5% |
| Southern | 1723 | 725 | 42% | 800 | 46% | 4% |
| **Statewide** | **3557** | **2206** | **20%** | **3200** | **27%** | **7%** |

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

The Kinship Navigator Program is designed to enrich the lives of fictive kin children living in households headed by grandparents, other relatives, or friends. In support of this goal, KNP agencies:

* Provide direct supports to families with informal kinship arrangements, to safeguard family stability and facilitate permanency for children.
* Provide information and referrals to support caregivers’ need for critical services for themselves and the child(ren) in their care.
* Engage in professional networking with community-based agencies.
* Coordinate caregiver events throughout the year, such as annual Kinship Caregivers Appreciation Event, and other family engagement events that support kinship families.

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

Kinship Navigator Program is designed to enhance family well-being by:

* Enriching the lives of children living in households headed by grandparents, other relatives, or friends in partnership with New Jersey’s regional kinship agencies.
* Providing supports to families with informal kinship arrangements, to safeguard family stability and facilitate permanency for children.
* Working with the kinship caregivers to assess strengths and needs, provide referrals that align with their needs and goals, and recommend supports to assist the family’s unique circumstances.
* Assisting kinship caregivers in learning about, finding, and using programs and services to meet the needs of the children they are raising.
* Connecting kinship caregivers to community organizations, such as Family Success Centers, to help develop a network of support and promote social connections.
* Promoting partnerships among public and private organizations to raise awareness of Kinship Navigator Program services and to connect available resources to the needs of kinship caregivers.
1. **Target Population - The below describes the characteristics and demographics the contractor must ensure the program serves.**
2. **Age:**

Open to kinship families with children up to 18 years and services can be extended up to 21 years with a documented disability.

1. **Grade:** Up to and including 12th grade
2. **Gender:** Open to all
3. **Marital Status**: N/A
4. **Parenting Status:**

Any person acting as a caregiver, related or non-related, that can provide a stable permanent home environment for fictive kin (non-biological children).  Exemption: caregivers of parenting teens are eligible to apply for kinship services for the parenting teens’ child(ren) (caregiver’s grandchild/ren).

1. **Will the program initiative serve children as well as their parent or caregiver?** Yes
2. **DCF CP&P Status:**

The child cannot be active on an open child welfare service (CWS)/Child Protection Service (CPS)/Interstate Compact Placement of Child (ICPC) DCP&P cases.

1. **Descriptors of the youth to be served:**

Fictive kin (non-biological children), up to and including 18 years of age; or up to and including 21 years of age with a documented disability.

1. **Descriptors of the Family Members/Care Givers/Custodians required to be served by this program initiative:**

Any person acting as a caregiver, related or non-related, that can provide a stable permanent home environment for fictive kin (non-biological children).  KWS applicants must prove they are the primary caregivers of the child(ren), or have legal custody, and that the children resided with them.

1. **Other populations/descriptors targeted and served by this program**

**initiative:**

All participants must be residents of New Jersey to qualify for service.

1. **Does the program have income eligibility requirements?**

Yes. Eligibility for all Kinship Navigator Program services (except for I&R) are subject to the programs’ restrictions regarding caregiver’s income, age, and household size, as set forth in the 2022 KNP Operations Manual’s eligibility and intake procedures.  There are no eligibility criteria for I&R, which is offered to everyone.

**C. Activities - The below describes the activities this program initiative requires of contractors, 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, the staff delivering those services.**

Participation and service delivery are driven by the self-identification and choices of kinship caregivers.  All Kinship Navigator Program providers are contracted to maintain and demonstrate fidelity to the expanded case management program model developed by DCF through rigorous study.  KNP providers are expected to follow the standardized processes and procedures outlined in the KNP Operational Manual released in 2022, to ensure fidelity to the enhanced KNP Program Model for increased successful program outcomes.  KNP providers are expected to follow the KNP Logic Model and Practice Profile provided as a road map.  These materials can be reviewed in the operations manual use the following link:  [KNP.Operations.Manual.pdf (nj.gov)](https://www.nj.gov/dcf/providers/fcp/knp/KNP.Operations.Manual.pdf).

1) **The level of service increments for this program initiative:**

* The KNP agency pre-screens at least 800 families for program eligibility determinations to be submitted to DCF’s Office of Family Support Services
* The KNP agency grants at least 600 KWS stipends during the contract term.
* The KNP agency processes at least 75 KLG applications initiated with the provider during contract term.
* The KNP agency provides at least one (1) to three (3) referrals to each caregiver, per contract term. At least one (1) of the three referrals must be to a Family Success Center.
* The KNP agency coordinates at least four (4) caregiver support events within the contract term, at least one per quarter, and events must be alternated between/among the KNP service area.

2) **The frequency of these increments to be tracked:** monthly

3) **Estimated Unduplicated Clients:** N/A

4) **Estimated Unduplicated Families:**

|  |  |  |
| --- | --- | --- |
| Unduplicated Families Pre-Screened  | Unduplicated Families KWS Grant Stipends | Unduplicated Families KLG Applications  |
| 800 | 600 | 75 |

5)  **Is there a required referral process?** Yes

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

Kinship families can contact KNPs directly or via nj211.org to be referred to the appropriate KNP agency for service.

7) **The rejection and termination parameters required for this program initiative:**

This is a voluntary service. Applicants who do not meet the target population or program criteria may be offered I&R, but they are ineligible to receive any other KNP services.

A Kinship family who is eligible for and receiving KNP services may be terminated from the program for one state fiscal year due to the caregivers’ misuse of funds or inadequate documentation of funds’ use.

If a Kinship family becomes involved with DCP&P during KNP service, KNP must discharge the family until the kin child is no longer active with DCP&P. KNPs cannot service children active on an DCP&P case.

8) **The direct services and activities required for this program initiative:**

KNPs to follow KNP Operations Manual to complete KWS and KLG application process.

The KNP is required to enter family contacts into the DCF Connex System  (“Connex”) in a timely manner, beginning at prescreening, continuing through enrollment, and through case closure. All family contacts must be entered prior to the case’s closure.

Throughout the case, the KNP agency reviews goal plan progress, follow up on action items, and work to overcome identified barriers, and provide additional referrals as needed

**Intake Pre-Screening:**

* + - KNP agency engages caregivers who contact provider directly through walk-ins immediately.
		- KNP agency engages caregivers who contact them via phone calls or NJ211 within two (2) business days.
		- Completed pre-screening applications are entered into Connex to be verified by the OFSS program lead for eligibility. OFSS program lead completes lookup determination, sending notification in Connex system.
		- KNP agency provides caregiver written confirmation of their program eligibility or ineligibility within fourteen (14) business days of the OFSS response.

**Case Opening/Enrollment:**

* + - **Pre-Strength and Needs Assessment and Child Stability Assessment:**
			* KNP completes the Pre-Strength and Needs Assessment and Child Stability Assessment during an in-person home visit, which occurs within 45 days of the Intake Pre-Screening.
			* The Pre-Strength and Needs Assessment may be conducted virtually if there are extenuating circumstances, such as a medical pre-caution.
		- **KWS Stipend**
			* The KNP provider grants at least 600 KWS stipends during the contract term.
			* The KNP Provider may issue KWS stipends to qualifying kinship families as follows:
				+ Qualifying kinship families are eligible for a **yearly** KWS grant of up to $1,000 based on determined need and family composition.

Per year, one child is entitled to $500; two children are entitled to an additional $200, the third child an additional $200, and the fourth child an additional $100.

* + - * The KNP provider issues the KWS stipend within thirty (30) days of the home visit.
			* The KNP provider encourages the family to utilize funds to address identified needs that were determined from completed Strengths and Needs Assessment
			* The KNP provider outreaches the caregiver, via telephone, within two (2) weeks of the caregiver’s receipt of the KWS stipend to follow up on services provided and to complete post assessments.
			* The KNP program ensures appropriate management and oversight of these funds.
			* The KNP provider collects receipt(s) from caregiver and/or vendor.
			* The KNP provider utilizes budgeted KWS direct client assistance funds within the contract term.
			* The KNP program submits a monthly report tracking distribution of KWS funds to DCF, due by the 15th day of the following month.
		- **KWS Special Funding Requests:**
			* In the event a qualifying kinship family requests KWS stipend funds that exceed the kinship family’s yearly KWS threshold, the KNP provider can submit a Special Funding Request through Connex for OFSS review and approval.
			* The KNP provider shall encumber Special Funding Request funds at the time it submits the request to OFSS for approval.
			* If OFSS does not approve the additional Special Funding Request, the KNP provider unencumbers the associated funds.
* **KLG Applications:**
	+ - * The KNP provider processes at least 75 KLG applications initiated with the provider during the contract term.
			* The KNP provider assists caregivers with petitioning the court to appoint him or her as Kinship Legal Guardian.
			* The KNP provider assists caregivers who have been granted KLG status with their application for a KLG subsidy grant through their local Board of Social Services (BOSS).
			* The KNP provider will partner with BOSS to complete redeterminations on an annual basis to recertify monthly subsidies through the Board of Social Services Child Only grant for income eligible families.

   .

**Case Closure**:

* + - Prior to case closure, the KNP completes a post strength and needs assessment, as well as the child stability form with the caregiver.

**Caregiver Outreach and Engagement/Family Support:**

KNPs will complete a separate KNP Strategic Plan table to include plans for caregiver outreach events, marketing, and outreach for the contract term to OFSS by August 1.

KNPs coordinates and provides at least four (4) caregiver support events within the contract term and the KNP alternates the location for the events between/among their service areas.

One of the minimum four (4) annual events one must be the annual Caregiver Appreciation Event, which is required to occur during the month of September. KNPs will record caregiver outreach events in the DCF KNP Connex event form.

* + - **Planning Caregiver Events**

**Key Collaborators:**

* + - * The required caregiver support events can be held virtually or in person, and to be coordinated with other community partners such as FSCs.
			* KNPs are encouraged to collaborate with FSCs, New Jersey Statewide Student Support Services (NJ4S) hubs, School Based Youth Services Programs (SBYSP), Parents Inc., and other community providers for these events and groups.
			* Caregiver support events are designed to increase caregivers’ social connections to other caregivers, resources, and supports.
			* Caregiver support events can include resource fairs, financial empowerment classes, support groups, parent education workshops, and activities that support the healthy growth and development of the children in kinship care.
			* The events should target an audience of no less than fifty (50) families.
			* More than one event should be held in several service counties.
			* The provider will submit an Event Proposal to OFSS for each Caregiver Support Event at least 45 days prior to the scheduled event.

**Caregiver Event Proposal and Using Grant Funds:**

* + - * KNP contract funds can be used to support the event.
				+ As a general guideline, the KNP program may use up to $500 in contract funds per caregiver event.
			* If funds are being utilized for an event, an itemized event proposal outlining the event and funds will be used must be submitted to OFSS no less than thirty (45) days prior to the event for approval. In the event proposal, be sure to include the number of families invited/registered to attend and the date and location of the event.

**Community Partners Outreach:**

* KNP agencies are expected to engage in monthly community collaborations and events to market KNP and to outreach new caregivers.
	+ - The KNP must engage in at least three (3) outreach efforts per quarter throughout service area.
* KNPs are expected to establish strong neighborhood and community partnerships that will be able to meet the varied needs of the target population.
* KNPs are required to create partnerships with strategic community partners identified by DCF and others such as FSOs, FSCs, DCP&P, Court, Board of Social Services (BOSS), CCR&Rs, schools, community planning board meetings, healthcare offices, faith-based programs, Senator offices, etc.
* **Family Success Center (FSC) Collaboration:**
	+ - KNPs are expected to maintain a strong partnership with all Family Success Centers (FSCs) in their service areas.
		- KNPs are to ensure they are on the FSCs’ email list.
		- KNPs are to share FSC resources and events with all Kinship caregivers throughout contract term.
		- KNPs are required to engage in at least four (4) Family Success Center (FSC) events, per year,
		- KNPs are required to alternate their engagement between/among Family Success Centers across the counties the KNP serves.
* **Ensure Race/Ethnicity Demographic Reach:**
	+ KNPs will identify three (3) underserved populations not represented in current LOS to target this contract term. KNPs will record monthly marketing efforts to these target populations into Connex and will use Connex, NJ Kids Count, and other available community data to identify targeted populations. KNPs will indicate this information in the KNP Strategic Plan.
* **Promotional Materials:**

KNPs utilize an array of outreach, program marketing, and resource connection strategies to educate caregivers and inform community partners about KNP services.

* KNPs ensure that promotional materials include access information regarding Family Success Centers; and New Jersey’s Parent Inc. Family Helpline
* KNPs ensure that promotional materials are readily available to all caregivers, and reflect languages spoken by caregivers in the communities served by the KNP.
* Promotional materials must advertise the services available from the KNP.

**Program procedures**

* KNP will review goal plan progress, follow up on action items, work to overcome identified barriers, and provide additional referrals as needed. [does this fall within the Community Referral Activity, is this bullet needed ’or is it covered within the Community Referral section?] client level

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

**NJ Standards for Prevention Programs: Building Success through Family Support**

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

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

[http://nj.gov/dcf/news/reportsnewsletters/taskforce/Standards.for.Prevention.Programs.pdf](http://nj.gov/dcf/news/reportsnewsletters/taskforce/Standards.for.Prevention.Programs.pdf%C2%A0)

**New Jersey Kinship Navigator Practice Profile**

The Office of Family Support Services in partnership with DCF Office of Strategic Development utilized best practices from implementation science and developed the New Jersey Kinship Navigator Practice Profile to support the development of a well-defined KNP model and implementation supports that include training, coaching, fidelity tools etc.   All staff must complete the required NJ KNP staff trainings, please reach out to your OFSS program lead for access to the web-based training material.

The New Jersey Child Abuse & Neglect Prevention Plan 2014-2017 can be found at: [http://www.state.nj.us/dcf/news/reportsnewsletters/taskforce/SupportingStrongFamiliesandCommunitiesinNew%20Jersey.pdf](http://www.state.nj.us/dcf/news/reportsnewsletters/taskforce/SupportingStrongFamiliesandCommunitiesinNew%20Jersey.pdf%C2%A0)

**a) Evidence Based Practice (EBP) modalities:**

**Strengthening Families Protective Factors**

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

**b) DCF Program Service Names:**

Kinship Navigator Program (KNP), Wraparound

**c) Other/Non-evidence-based practice service modalities:** N/A

10) **The type of treatment sessions [OR prevention services] required for this program initiative are:** N/A

11) **The frequency of the treatment sessions [OR prevention services] required for this program initiative are:** N/A

1. **Providers 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:** N/A

13) **The professional development through staff training, supervision,**

**technical assistance meetings, continuing education, professional board participation, and site visits, required for this program initiative are:**

**Staff Training**

All KNP staff are expected to complete the online Rutgers University Kinship Navigator Canvas trainings and be trained in and knowledgeable about the KNP Practice Profile and KNP Logic Model.  KNPs are expected to set up in-service trainings annually for staff to ensure that all staff are familiar with KNP enhanced operations. KNPs are expected to set up supervision and ongoing oversight of KNP work to ensure staff is incorporating the guiding principles and enter accurate data into the DCF KNP Connex mis system. To learn more about the guiding principles and essential functions found in the logical model and listed below, please reference the Kinship Navigator Program Operations Manual.

|  |  |
| --- | --- |
| **Guiding Principles****of Kinship Navigator Programs** | **Essential Functions****of Kinship Navigator Programs** |
| Family-FocusedStrengths-BasedVoluntaryCulturally CompetentChild Safety and Well-being~~.~~Permanency and Out-of- home PlacementFlexibleAccessible | EngagingSupportive ListeningAssessingConnectingAdvocatingCollaborating |

14) **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

15**)** **The student educational program planning required to serve youth in this program:** N/A

**D. Resources - The below describes the resources required of contractors to ensure the service delivery area, management, and assessment of this program.**

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

Must be accessible to the geographic area(s) served by the KNP program. The KNP program may use space or be hosted by another agency in the area(s) it serves.

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

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

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

**Hours of Operation**

The KNP agency must have hours of operation to meet the needs of the caregiver between 8 a.m. and 5 p.m, Monday through Friday.  Services and written notification should indicate flexibility based on caregivers’ needs within the hours of operation. Agency should also make efforts to accommodate working caregivers outside of hours of operation. There should be at least one to two (1-2) staff at the designated KNP program site always to assist caregivers that call and walk into agency for services, including picking up or dropping off documentation for KWS grants.

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?**

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

Parent agency/KNP notify the DCF Office of Family Support Services and DCF Business Office of emergency or unplanned closings.

In the event of a statewide or local emergency, the organization must provide DCF alternate contact information for the KNP Program Director.

6) **Additional flexible hours, inclusive of non-traditional and weekend hours, to meet the needs of those served?**

KNPs to ensure home visits and pick up/drop off hours for documentation or KWS grant are flexible to accommodate caregivers that work. KNP written communication to caregivers should also reflect language that conveys the providers’ willingness to make reasonable accommodation to caregivers that can’t report to the agency during normal business hours due to employment.

7) **The language services (if other than English) this program initiative is required to provide:** None

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 staff to clients, shift requirements, supervision requirements, education, content knowledge, staff credentials, and certifications:**

**STAFF REQUIREMENTS:**

**Program Staffing Requirements Per KNP Provider**

|  |
| --- |
| **Minimum # of Staff per KNP Provider**  |
| 1 FTE Program Supervisor  |
| 3 FTE Case Managers  |
| 1 FTE Intake Specialist  |
| 1 PTE Administrative Assistant  |

All positions provide a minimum 35 hours of service per week and are 100% dedicated to the KNP program operations, with the exception of the Administrative Assistant position which can be part time (according to operational needs of program).  As some programs were established prior to the implementation of these requirements, the qualifications specified in this section apply to individuals hired on or after July 1, 2024.

**Position Descriptions & Credentials**

|  |  |
| --- | --- |
| **Position**  | **Education/ Experience/ Skills/ Certifications & Training**  |
| **Program Supervisor** (1 FTE)     | * Bachelor’s Degree is required. Master’s Degree is preferred.
* Three (3) years of supervisory experience having responsibility for managing the development or implementation of community-based services, prevention programs, or any other human assistance programs.
* Valid NJ Driver’s License, safe driving record, and vehicle availability are required.
* If the agency has a candidate that does not meet the above qualifications, a request for special consideration may be submitted on a case-by-case basis for review. Contact your OFSS Program Lead in writing to request further information.
 |
| **Case Managers (3 FTE)**     | * Bachelor’s Degree is preferred. Staff who do not possess a degree may substitute an associate degree with two (2) years of customer-related experience.
	+ Minimum of one (1) year experience working with children, families, and adolescent populations.
* Valid NJ Driver’s License, safe driving record, and vehicle availability are required.
* If the agency has a candidate that does not meet the above qualifications, a request for special consideration may be submitted on a case-by-case basis for review. Contact your OFSS Program Lead in writing to request further information.
 |
| **Administrative Assistant (at least 1 PTE)**   | * High School Diploma or General Education Degree (GED)
* At least one (1) year of clerical experience
* Valid NJ Driver’s License and clean driver’s abstract.
 |

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:**

KNP staff are expected to attend periodic meetings of the statewide service network as scheduled and convened by the OFSS, in addition to site visits or virtual technical assistance meetings to review program operations.

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

KNPs are required to partner with community partners that service target population, in addition to FSCs, to market KNP and to provide resources to kinship caregivers.

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

KNPs are to ensure that KNP staff follow policy and procedures outlined in program manual to input data into the DCF KNP Connex mis system. KNP supervisors are to ensure oversight of this data and compliance with KNP logic model and KNP workflow.

14) **The assessment and evaluation tools this program initiative**

**requires:**

Connex strength and needs assessments and customer satisfaction survey.

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

**1)** **The evaluations required for this program initiative:**

**Program Performance Evaluation**

Caregivers will be provided satisfaction surveys upon completion of services.  KNPs will review customer satisfaction data monthly and resolve issues identified to ensure quality of service delivery.  KNPs are expected to investigate customer concerns and resolve issues in a timely manner. KNPs are expected to ensure caregiver has a positive customer service experience.  KNPs will do the following:

* Achieve an 80 percent client satisfaction rating based on a client survey that will be indicated by caregivers.
* Schedule or performs at least 95 percent of the initial home visits within 45business days of receipt of the referral from 211 or a call from the caregiver to the agency.
* Determine the eligibility of the caregiver and completes the application for services within thirty (30) days of the home visit provided that necessary documentation is supplied by the caregiver.
* Purchase or fulfill requests for wraparound items within thirty (30) days of completion of the approved application.
* Provide case management for caregivers who are unable to produce all necessary documentation.
* Deliver at least 85 percent of the requested services to the caregiver within a 30-day timeframe, following the home visit, making every attempt to deliver the services within a 90-day timeframe beginning with the initial call or referral.
* Achieve accuracy of eligibility determination in at least 95 percent of all cases referred.
* Ensure oversight of data entered into DCF KNP Connex MIS system.
* Maintain ongoing community partnerships.
* Ensure extensive various marketing efforts to outreach new kinship caregivers in need of KNP services.
* Review monthly Level of Service reports.

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

1. **Short Term Outcomes**:
* Kinship families experience increased stability and demonstrate increased protective factors and self-sufficiency.
* Kinship families demonstrate decreased needs.
1. **Mid Term Outcomes:**
* Kinship caregivers have increased access to resources that help meet their family’s needs.
* Kinship caregivers are provided increased referrals to match their strengths, needs, and goals, so that caregivers learn about all resources available within their community.
1. **Long Term Outcomes:**
* Kinship caregivers report positive linkages to the services they were referred to and that the referral was appropriate for and met their needs,
* Kinship caregivers' express satisfaction with the services they receive from the KNP provider.
* Kinship families have enhanced capacity to provide for their family members’ needs.

3) **Required use of databases:**

The KNP agency is required to utilize the DCF KNP Connex MIS system for KNP program operations. The KNP agency must train and ensure staff enter required data accurately into the DCF KNP Connex in a timely manner. Supervisors and directors are to provide ongoing oversight to ensure accuracy in program data, program performance data, and compliance of data entered with KNP logic model and program manual.

4) **Reporting requirements:**

All programmatic reports are submitted electronically to DCF via DCF KNP Connex Management Information System (MIS) in accordance with the guidelines specified below:

KNPs must enter service delivery data outcomes into DCF KNP Connex by the fifteenth day of the following month.

* KNPs are to enter prescreening intakes, family contacts, pre and post strength and needs assessments, goal plans, referrals, funds distribution, child stability forms and special requests into the DCF KNP Connex system.
* KNPs are required to enter their community outreach efforts into DCF KNP Connex monthly.
* KNPs record in Connex events form additional monthly outreach efforts made to partners that service target population, i.e. BOSS, FSCs, DCP&P, Court, BOSS, Child Care Resource and Referral agencies (CCR&Rs).
* KNPS are required to enter their partnerships in the Connex community partners form monthly.
* KNPs will record at least four (4) FSC events they co-hosted or collaborated with the FSCs on an annual basis.
* KNPs will record monthly marketing, community collaborations, and caregiver outreach events,
* KNPs are responsible to submit monthly a copy of KWS spending to OFSS Program Lead.
* Quarterly expenditure reports (QROE) are due to the DCF Business Office(s) by the 15th day of the month following the end of a quarter. Failure to provide a QROE may delay funding to the program.
1. **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.

Name:

Signature:

Title:

Date:

Organization:

Federal ID No.:

Charitable Registration No.:

Unique Entity ID #:

Contact Person:

Title:

Phone:

Email:

Mailing Address: