



**REQUEST FOR PROPOSALS
FOR
Exchange Parent Aide (EPA) Services**

Publication Date: March 1, 2024

Response Deadline: April 24, 2024, by 12:00 P.M.

Funding available:

\$27,599 in federal funds (CFDA # 93.556)

and \$3,674,401 in state funds

**There will be a non-mandatory virtual
conference on March 20, 2024, at 10:00 A.M.**

The link for the conference is: <https://www.zoomgov.com/j/1615345694>

**Christine Norbut Beyer, MSW
Commissioner**

The Department of Children and Families (DCF) is the agency dedicated to ensuring all New Jersey residents are safe, healthy, and connected. To that end, DCF announces to potential respondents its intention to award new contracts.

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Attachment A – EPA Program Agreement

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Section I - General Information

A. Summary Program Description:

The Department of Children and Families (DCF), Division of Family and Community Partnerships (FCP), Office of Family Preservation and Reunification (FPR), announces its intent to award contracts to establish the Exchange Parent Aide (EPA) evidence-supported service model in twenty-one (21) counties assigned to six (6) regional programs as part of a comprehensive, statewide family support services continuum. These EPA contracted programs will support families involved with DCF's Division of Child Protection and Permanency (DCP&P). Each program will provide supportive and educational in-home services for parents/caregivers of children ages birth through seventeen (17) years-old, who are living at home and considered at-risk for abuse or neglect. The EPA intervention will provide parents/caregivers with effective parenting skills and strategies, and teach them about enhanced social connections, social-emotional competency, child safety, and child development.

B. Funding Information:

All funding is subject to appropriation. The continuation of funding is contingent upon the availability of funds and resources in future fiscal years.

This is a competitive process. Respondents are on notice that no annual increases will be considered as part of this contract to salaries, fringe, or benefits in future negotiations or contracts, unless approved by the State legislature for all contracting entities. Funds awarded under this program may not be used to supplant or duplicate existing funding.

DCF will make available \$3,702,000 in state and federal dollars (CFDA #93.556). Of this amount, up to \$3,252,000 is available for operating expenses for 12 months and up to \$450,000 is available for one-time approved start-up costs. DCF reserves the right to award all or a portion of these funds.

Available funding is up to \$617,000 per award for up to six (6) awards. Each award supports pro-rated operational expenses funding up to \$542,000 available in year 1, and up to \$75,000 for one-time approved start-up costs. Up to \$725,000 in annualized operational expenses funding is available for the contract renewing on July 1, 2025.

The intended funding period for the contract is: July 1, 2024 – June 30, 2025. The funds available are to be budgeted to cover the expenses incurred during the contract term. DCF will not reimburse expenses incurred prior to the effective date of the contract except for approved start-up costs. Contract renewal is contingent on the availability of funds. NOTE: If the award results in a renewal

of the FY25 contract, the anticipated full capacity operating costs for the FY26 contract will be up to \$725,000.

A justification and detailed summary of the anticipated costs required for program operations of up to \$542,000, from the date the contract is effective on July 1, 2024, through June 30, 2025, must be entered and submitted with this response using the Proposed Budget Form found at: <https://www.nj.gov/dcf/providers/contracting/forms/>. Proposed Budget Forms must be submitted as documents included PDF 3: Section III - *Documents to be Submitted with This Response, Subsection B. Additional Documents Requested to be Submitted in Support of This Response*.

Additional funding to pay for the reimbursement of permitted start-up costs is available. A justification and summary of the anticipated costs required to begin program operations of up to \$75,000 must be entered into the final Start-up Funding column of the proposed budget form found at: <https://www.nj.gov/dcf/providers/contracting/forms/>. This completed form must be submitted as a document included in PDF 3: Section III - Documents to be Submitted with This Response, Subsection B. Additional Documents Requested to be Submitted in Support of This Response.

All start-up costs are subject to contract negotiations and DCF approval. Funds for approved start-up cost funds will be released upon the execution of a finalized contract and are paid via Scheduled Payments. Start-up costs shall include, but shall not be limited to, the costs of one vehicle purchase; five (5) tablets equipped with broadband; and curriculum. *Additional information on Service Modalities (and curriculum) can be found in D. Activities, 9. Service Modalities.*

NOTE: The Proposed Budget submitted with a response is not the actual budget an awarded respondent will submit for DCF approval as part of the contract. If awarded a contract, the awarded respondent then will be required to submit their budget information again using the more detailed Annex B Budget Form found at: <https://www.nj.gov/dcf/documents/contract/forms/AnnexB.xls>.

The awarded respondent shall prepare and submit an annual budget each fiscal year. Each budget will require a Reports of Expenditures and be subject to the DCF contract close out process.

Once awarded a contract, the awarded respondent will submit for approval its first Annex B Budget for the period of July 1, 2024 through June 30, 2025. In addition to these first 12 months of operating costs, all start-up costs also must be included in this Annex B Budget.

Awarded respondents may not cluster this contract with any other DCF contracted service.

Matching funds are not required.

C. Pre-Response Submission Information:

There will be a Non- Mandatory Virtual Conference for all respondents held on March 20, 2024.

Join ZoomGov Meeting
<https://www.zoomgov.com/j/1615345694>

Meeting ID: 161 534 5694

One tap mobile
+16692545252,,1615345694# US (San Jose)
+16468287666,,1615345694# US (New York)

Dial by your location

- +1 669 254 5252 US (San Jose)
- +1 646 828 7666 US (New York)
- +1 646 964 1167 US (US Spanish Line)
- +1 551 285 1373 US (New Jersey)
- +1 669 216 1590 US (San Jose)
- +1 415 449 4000 US (US Spanish Line)

Meeting ID: 161 534 5694

Find your local number: <https://www.zoomgov.com/u/abfSIX9227>

Join by SIP

- 1615345694@sip.zoomgov.com

Join by H.323

- 161.199.138.10 (US West)
- 161.199.136.10 (US East)

Respondents may not contact DCF in person or by telephone concerning this RFP. Questions may be sent in advance of the response deadline via email to DCF.ASKRFP@dcf.nj.gov.

Technical inquiries about forms, documents, and format may be requested at any time prior to the response deadline, but **questions about the content of the response must be requested by 12 P.M. on March 13, 2024**. Questions should be asked in consecutive order, from beginning to end, following the organization of the RFP and each question should reference the page number and section number to which it relates. All inquiries submitted should reference the program name appearing on the first page of this RFP. Written inquiries will be answered and posted on the DCF website as a written addendum to this RFP at: <https://nj.gov/dcf/providers/notices/requests/>

D. Response Submission Instructions:

All responses must be delivered ONLINE by 12:00 P.M. on Wednesday, April 24, 2024. Responses received after this deadline will not be considered.

To submit online, respondent must first complete an Authorized Organization Representative (AOR) form found at [AOR.pdf \(nj.gov\)](#). The completed AOR form must be signed and dated by the Chief Executive Officer or designated alternate and sent to DCF.ASKRFP@dcf.nj.gov. Upon receipt of the completed AOR, DCF will grant the Respondent permission to proceed and provide instructions for the submission of the response.

Registered AOR forms should be received in the DCF.ASKRFP mailbox not less than five (5) business days prior to the date the response is due. DCF recommends emailing your AOR forms as soon as you know you will be filing a response to allow time to report to DCF any technical difficulties you may encounter and to timely resolve them.

E. Required PDF Content of the Response:

Submit in response to this RFP separate PDF documents labeled as follows:

PDF 1: *Section II - Required Performance and Staffing Deliverables ending with a Signed Statement of Acceptance*

PDF 2: *Section III - Documents Requested to be Submitted with This Response, Subsection A. Organizational Documents Prerequisite to a DCF Contract Award Requested to be Submitted with the Response*

PDF 3: *Section III – Documents Requested to Submitted with This Response, Subsection B. Additional Documents Requested to be Submitted in Support of This Response*

PDF 4: *Section IV - Respondent's Narrative Responses, subsections A. Community and Organizational Fit; B. Organizational Capacity; and C. Organizational Supports*

F. Respondent Eligibility Requirements:

Respondents that have State or Federal grants or contracts must be compliant with all their terms and conditions and in good standing as grantees and contractors.

Respondents must not be suspended, terminated, or barred for deficiencies in the performance of any grant or contract award, and if applicable, all past issues must be resolved as demonstrated by written documentation.

DCF may disqualify and decline to forward for the review of the Evaluation Committee a response from those under a corrective action plan in process with DCF or any other New Jersey State agency or authority.

Respondents must be fiscally viable and be able to comply with the contracting rules and regulations set forth in the DCF Contract Policy and Information Manual (CPIM) found at: [DCF | Contracting Policy Manuals \(nj.gov\)](http://www.nj.gov/DCF/CPIM/).

Where required, all respondents must hold current State licenses.

Respondents that are not governmental entities must have a governing body that provides oversight as is legally required in accordance with how the entity was formed, such as a board of directors for corporations, or the managing partners of a Limited Liability Corporation (LLC)/Partnership, or the members of the responsible governing body of a county or municipality.

Respondents must have the capability to uphold all administrative and operating standards as outlined in this RFP.

Respondents must be business entities that are duly registered to conduct business within the State of New Jersey, for profit or non-profit corporations, partnerships, limited liability companies, etc. or institutions of higher education located within the State of New Jersey.

Respondents awarded a contract should ensure the program is operational within sixty (60) days of contract award or the award may be rescinded. Extensions may be available by way of written request to DCF. The contracted program shall be fully staffed to meet the needs of the maximum census of youth within ninety (90) days of being awarded.

Respondents awarded a contract must be prepared to execute any planned sub-contracts, memorandum of agreements with vendors, consultants, or agencies, after the review and approval of DCF, within thirty (30) days of contract execution. Awarded respondents must execute the Exchange Parent Aide Program Agreement available for review as **Attachment A** below.

Section II - Required Performance and Staffing Deliverables

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

(SUBMIT A COMPLETE COPY OF THE CONTENT OF SECTION II, ENDING WITH YOUR SIGNED STATEMENT OF ACCEPTANCE, AS A SINGLE PDF DOCUMENT. THIS WILL BE THE FIRST PDF SUBMISSION IN YOUR RESPONSE PACKET AND IS TO BE LABELED AS: PDF 1: SECTION II - REQUIRED PERFORMANCE AND STAFFING DELIVERABLES.)

A. 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:

DCF's vision is that all New Jersey residents either are or become safe, healthy and connected. Since its creation in 2006, DCF has designed and managed a strong, statewide network of core services, including child protection and child welfare services, children's behavioral health care, programming to support children with intellectual and developmental disabilities and their families, community-based family strengthening services, specialized educational programming, services and programming to support women, and more. Over 100,000 New Jersey constituents are impacted by these services each month. DCF, as demonstrated by our Strategic Plan, is committed to providing high-quality, evidence-based or evidence-informed services to individuals and families in New Jersey.

Over the last seven years, New Jersey's rate of foster care placement per 1,000 children has declined to less than one-third of its 2014 level (2.5 per 1,000 in 2014, compared to 0.8 per 1,000 in 2021). Today, New Jersey has the lowest rate of foster care placement in the country. Placement rates vary based on race and age. New Jersey's placement rate for Black or African American children is four times as high as the placement rate for White children (2.0 per 1,000 compared to 0.5 per 1,000) and its placement rate for infants under 1 is 4 times higher than the placement rate for any other age group (4.2 per 1,000 compared to 0.5 – 0.8 per 1,000 for other age groups). In 2021, 55% of children entering foster care were aged 5 years or younger and 27% were infants under the age of one year. Between 2014-2021, about 80% of the children who entered foster care did so for the first time and 20% entered for at least a second time.

The core approaches included in [DCF's strategic plan](#) - race equity, family voice, protective factors, healing centered practice, and collaborative safety - are essential and catalytic components of New Jersey's existing prevention strategy. Recognizing both the strengths and limitations of this prevention system, DCF used the findings from a multi-year information gathering process to devise a prevention strategy oriented towards achieving outcomes

in three domains: (1) identity, (2) process and (3) program. More on each domain can be found in the [NJDCF FFA Prevention Plan Concept Paper](#).

DCF's vision of the family strengthening system is rooted in the Protective Factor's Framework. In the forefront, it is comprised of the natural connections between families and their extended family, friends, and community. Secondly, it includes a myriad of concrete supports and social, health and education services, all existing outside of the child protection system, aimed at helping family's function at their best. When the elements of this system work together, families and communities are supported to thrive safely together and state intervention through the child protection system is reserved for rare situations in which a child is unsafe or at risk of harm.

However, when a family system is so challenged that children are unsafe or at a high risk of abuse or neglect, child protection interventions are available to support the family and ensure the safety of children. In New Jersey, such interventions include DCF's core child protection services, e.g., investigations, case management and planning, etc., and its statewide network of social and clinical services for families with active child protection involvement.

Most often, when DCP&P becomes involved with a family, the Division is able to help the family develop and carry plans that allow for the family to remain together, safely. The majority (90%) of the children with active DCP&P involvement remain in their own homes with their family. DCP&P works with families to identify their needs and to connect them with appropriate services and supports. DCP&P has access to DCF's comprehensive network of services, which includes an array of mental health services, substance use disorder services, parenting supports and services, domestic violence services, and more.

New Jersey's Prevention Strategy & Family First Prevention Services Act 5-year Plan includes adding Exchange Parent Aide (EPA) to DCF's current service array to support families in high risk or unsafe situations. EPA is part of the continuum of family support services designed to strengthen families and connect them to the resources and support they need within their own community—support that can prevent crisis, mitigate risks, and prevent future child abuse and neglect.

The design of the NJDCF-funded Exchange Parent Aide program is informed by the results of a statewide constituent survey conducted by DCF-Office of Family Preservation and Reunification Services in May 2023. Constituents surveyed reflect the diversity of the populations served by DCP&P. The purpose of the voluntary survey was to inform the program design and service delivery approach of the new portfolio of in-home family support services. Caregivers conveyed that parenting education, specifically individualized parenting guidance to meet the developmental needs of their child, was the most important function of an in-home family support service followed by

connections to community resources and group parenting support. Caregivers also provided feedback related to their experiences with service providers. Family priorities include providers who worked around families' schedules, were supportive, compassionate, and respectful of their families' cultures, provided personalized tools, and had clear and consistent communication with their family and DCP&P around service delivery and progress. Feedback and suggestions from the constituent survey are incorporated throughout the program model and embedded within provider partner expectations.

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

The EPA program will provide each family at risk of child abuse and neglect with a professionally trained and supervised Parent Aide who will provide supportive and educational in-home services. The Parent Aide will partner with family members and help them understand their options, build self-confidence, develop coping skills to manage daily stresses, and access community supports and local resources. Once enrolled in the program, the Parent Aide and family will engage in weekly visits with the goal of keeping the family safe, healthy, and connected. Services are strength-based and family-centered. Auxiliary services as needed, such as parenting groups, enhance service delivery. Model components include:

- a) An Initial Needs Assessment (INA) describing family dynamics, patterns of coping, abuse histories, and immediate needs.
- b) A family service plan focusing on the program's four goal areas:
 - i. Child safety
 - ii. Problem solving skills
 - iii. Parenting skills
 - iv. Social support

Exchange Parent Aides act as mentors and provide intensive support, information, and modeling of effective parenting — all in the home of the family. Services are family-centered and focus on the development of the protective and promotive factors of the family¹:

- a) **Parental and youth resilience** is developed through teaching problem solving skills, modeling effective parenting, providing 24/7 support and referrals to services.
- b) **Knowledge of parenting child and youth development** is encouraged and developed through sharing skills and modeling strategies. Individualized help is provided in the home with the

¹ [Prevention of Child Abuse | National Exchange Club \(NEC\)](#)

children. Families will be able to provide structure, limits, rules, monitoring, and predictability.²

- c) **Social connections** are developed and fostered through social support, building the individual relationship, and connecting the parents to others through group meetings, activities, and referrals.
- d) **Cognitive and social-emotional competence of children** and youth is developed through strengthening of the nurturing capabilities of the family; interaction of parents with the children is observed and modeling is provided for support of the children's competence.
- e) Ensuring families have access to **concrete resources** in times of need through connecting a family with a designated care manager.

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

Includes prevention of: Domestic Violence, Emotional Abuse/Neglect, Family Separation, Physical Abuse, Sexual Abuse, Use of Foster Care.

B. Target Population - The below describes the characteristics and demographics the awarded respondent must ensure the program serves.

1) **Age:**

Children and youth ages 0-17 and their parents/caregivers. Enrollment must occur prior to the youth's 18th birthday.

2) **Grade:**

N/A

3) **Gender:**

Female; Male; Trans; Non-binary; All

4) **Marital Status:**

Includes: Married; Divorced; Separated; Widowed; Civil Partnership; Single

5) **Parenting Status:**

For parents/caregivers of children ages 0-17, who are involved in the child welfare system.

² [Risk and Protective Factors for Youth | Youth.gov](#)

Includes: Expectant; Biological; Adoptive, Informal Kinship Caregiver, Grandparent, Resource Parent: Kin, Non-Kin

6) Will the program initiative serve children as well as their parent or caregiver?

Yes

7) DCF CP&P Status:

Families should have a DCP&P In-Home Case at the time of initial referral and enrollment. DCP&P open case status is not a requirement to continue receiving EPA services.

8) Descriptors of the youth to be served:

N/A

9) Descriptors of the Family Members/Care Givers/Custodians required to be served by this program initiative:

N/A

10) Other populations/descriptors targeted and served by this program initiative:

N/A

11) Does the program have income eligibility requirements?

No.

C. 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, the staff delivering those services.

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

Point in Time (PIT) and Unduplicated Families Served

2) The frequency of these increments to be tracked:

Daily open cases may be tracked at any point in time.

3) Estimated Unduplicated Clients:

N/A

4) Estimated Unduplicated Families:

Each region will serve 52 families at any point in time (PIT) and 96 unduplicated families per year. The minimum number of families served is based on model fidelity, needs data, and specified by county below.

Region 1: Camden, Gloucester, Salem	Counties	Approximate Percentage of Caseload	Estimated Families Served PIT
	Camden	65%	34
	Gloucester	25%	13
	Salem	10%	5

Region 2: Atlantic, Burlington, Cape May, Cumberland	Counties	Approximate Percentage of Caseload	Estimated Families Served PIT
	Atlantic	34%	18
	Burlington	33%	17
	Cape May	10%	5
	Cumberland	23%	12

Region 3: Mercer, Monmouth, Ocean	Counties	Approximate Percentage of Caseload	Estimated Families Served PIT
	Mercer	20%	10
	Monmouth	35%	18
	Ocean	45%	23

Region 4: Middlesex, Somerset, Union	Counties	Approximate Percentage of Caseload	Estimated Families Served PIT
	Middlesex	50%	26
	Somerset	15%	8
	Union	35%	18

Region 5: Hunterdon, Morris, Passaic, Sussex, Warren	Counties	Approximate Percentage of Caseload	Estimated Families Served PIT
	Hunterdon	5%	3
	Morris	20%	11
	Passaic	45%	23
	Sussex	10%	5
	Warren	20%	10

Region 6: Bergen, Essex, Hudson	Counties	Approximate Percentage of Caseload	Estimated Families Served PIT
	Bergen	24%	13
	Essex	36%	19
	Hudson	39%	21

Assigned county-based slots will be allowed flexibility to ensure the needs of the families within the region are met. Additional information on staffing requirements and caseload size can be found in D. Resources, 9. Staffing Requirements.

5) Is there a required referral process?

Yes. Participants must be accepted in accordance with the required referral process.

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

Families with current involvement with the DCPD may be referred to the program through various referral sources, including:

Referral Sources	
Self-Referral	<ul style="list-style-type: none"> Families may contact the provider directly
Social Service Staff	<ul style="list-style-type: none"> DCP&P caseworkers Other social service personnel
Community Providers	<ul style="list-style-type: none"> Mental health care provider Child's pediatrician Child's school/childcare Other community agency

Awarded respondents will communicate with DCPD regularly on the receipt of, acceptance or rejection of program referrals.

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

This is a voluntary service. Nevertheless, repeated and consistently missed or cancelled visits could allow, but should not automatically call for, termination or suspension of the service. Awarded respondents shall communicate termination parameters with families at the time of enrollment.

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

EPA services and activities utilize a trauma-informed, strength-based perspective, rely on families as experts, and begin when a family is carefully matched to an Exchange Parent Aide. The matching process is conducted by the Program Supervisor to ensure the interests of the family will be best served and the potential of the Parent Aide for helping the family can be fully maximized.

The Parent Aides, collaborating with their families and DCP&P, use information obtained from collateral resources to address the following:

- a) Children's development or behavioral issues
- b) Parenting behaviors leading to child abuse or neglect
- c) Family issues creating stress for parents/caregivers
- d) Environmental issues creating stress for parents/caregivers

These issues are addressed through the following activities:

- a) **Initial Needs Assessment:** This Assessment is completed during the first session with the family and the Exchange Parent Aide to discuss family dynamics, patterns of coping, abuse histories, and immediate needs.
- b) **Safety Evaluation:** As part of the needs assessment, provider agency staff will complete an initial safety evaluation with the family using a validated safety tool that will identify whether there is immediate or imminent danger to the child or youth. Families will be provided with information and education regarding accident prevention, with the goal of decreasing or preventing accidents to children and youth in the care of their parent or caregiver. As part of service delivery, provider agency staff will have regular contact with the family and will be expected to informally assess safety during every interaction. During the service delivery process, should safety concerns emerge, provider agencies will coordinate with DCP&P and develop safety plans as needed and maintain ongoing communication to ensure families receive the supports necessary to keep children safely at home. This support also includes but is not limited to attention to medical, dental, and mental health care needs, as well as safe housing and freedom from child abuse, neglect, and domestic violence.
- c) **Family Service Planning:** Utilizing a trauma-informed, strength-based perspective and relying on families as experts, Parents Aides will utilize the initial needs assessment to inform service and goal planning. Families will lead the development of their Family Service Plan which will guide their services. With ongoing coordination with DCP&P, the

family's service plan will be revisited at regular intervals to ensure services are having the intended result as reported by the Parent Aide or family. The family service plan is to be adjusted on an ongoing basis as the family's needs change throughout the course of service delivery. Cases are reviewed at least quarterly by supervisors or case work teams. Case closures are discussed with supervisor or case work teams.

- d) **Service Coordination:** A core component of the Family Service Plans includes connection to community resources, supports and information intended to help the family in achieving their goals and ensure positive child and family outcomes. The Care Manager will work alongside the Parent Aide to connect families to needed resources in the community and provide individual support to ensure successful service linkage. The Care Manager will focus on the ongoing development of community resources to be responsive to the specific needs of the families being served and integrating Exchange Parent Aide into the larger prevention system of care.
- e) **In-Home Sessions:** Parent Aides provide individualized family support including but are not limited to teaching problem solving skills, observing, and modeling effective parenting, and providing attention to medical, dental, mental health care needs, safe housing, child safety, and freedom from child abuse, neglect, and domestic violence. Parents integrate rapport building activities and provide mentoring services to help the family develop a relationship with the staff and work more effectively mentoring by the aide provides support, information, and modeling of effective parenting strategies/techniques to the family.
- f) **Group Sessions:** Group services are also provided to the parents which help the family develop social supports and connect with other parents. These may occur as Parenting Groups.

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

- a) Evidence Based Practice (EBP) modalities:

Exchange Parent Aid (EPA) provides evidence-based intervention strategies and curriculum based on the individual needs and characteristics of children and families and is a model with promising research study outcomes that have been published in peer-reviewed journals.

<https://www.qic-ag.org/logs/exchange-parent-aide/>

<https://www.cebc4cw.org/program/exchange-parent-aide/detailed>

Awardees of this RFP shall select one or more evidence-based curriculum that aligns with the race, ethnicity, culture, and languages of the communities you are seeking to serve. As most evidence-based, evidence-informed curriculums have associated costs for items such as tools and training, respondents should reserve a portion of their SFY25 budgets for costs associated with use of evidence-based intervention strategies and curriculum. DCF will review and approve all selected curriculum.

Suggestions of evidence-based, evidence-informed curriculums include, but are not limited to: Triple (individual and group), Active Parenting (group), Strengthening Families (SFP), Parents as Teachers, and Nurturing Parenting.

More information regarding evidence-based curriculums for consideration can be found on the Clearinghouse websites:

Clearinghouse	Website
California Evidence-Based Clearinghouse	https://www.cebc4cw.org/search/by-program-name/
Title IV-E Prevention Clearinghouse (FFA)	https://preventionservices.acf.hhs.gov/
National Registry of Evidenced Based Programs and Practices	https://www.samhsa.gov/resource-search/ebp

b) DCF Program Service Names:

Exchange Parent Aide (EPA)

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

N/A

10) The type of treatment sessions required for this program initiative are:

Complete intake assessment, Family sessions, In Family Home

11) The frequency of the treatment sessions required for this program initiative are:

Weekly, and as needed.

Parent Aides typically provide a one-to-two-hour home visit once or twice a week for an estimated 6 months with an extension for after care based on needs, not to exceed 12 months of service delivery. The frequency of visits

may be reduced when success in meeting program goals is demonstrated. Telephone contact occurs between home visits. Parents have telephone access to professional staff 24 hours a day, 7 days a week. EPA service delivery is not contingent upon continued involvement with DCP&P.

Care Managers provide 3-4 contacts per month, or approximately 90 minutes of care management per family/per month plus transportation and other indirect activities.

12) 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:

Yes. Providers are expected to participate in advisory councils/boards in their local community/area of service. Programs are required to incorporate participation of the community in which they serve. For example, awarded respondents should partner and collaborate with schools, health care centers, pediatrician's offices, etc. to facilitate awareness of EPA program availability, eligibility criteria, and the referral process. Awarded respondents also shall collaborate with community agencies/locations to facilitate parent cafes and parent groups.

Specific advisory councils and boards include but not limited to:

- a) Connecting NJ/ Family Connects NJ Advisory Board
- b) County Councils for Young Children
- c) Human Service Advisory Council
- d) Children's Interagency Coordinating Council
- e) NJ4S Advisory Boards

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:

All Exchange Parent Aide programs are supported by the National Exchange Club, the EPA model developer working with DCF to implement and maintain the awarded programs. This allows national staff to provide many services to the staff of the awarded respondents' programs free or at minimal cost. The master's level national staff is available to provide training, on-site or via the internet, and also provide free case and program consultation. Awarded respondents shall accept the following offerings of the National Exchange Club staff:

- a) **Annual National Training Symposium.** Awarded respondents should allocate funds in their annual budgets, beginning in Year 2 (FY26), for costs associated with the travel and staff attendance for at least one staff person at this otherwise free national training symposium. The

FY26 National Symposium is scheduled to be held in Louisville, Kentucky at The Galt House on July 9-12, 2025.

- b) **Initial Exchange Parent Aide Training.** Resources for this 16-hour training will be supplied by DCF and do not need to be included in the respondent's budget. Parent Aides receive training not to "analyze" parents and families, but to increase awareness of how past life experiences impact decisions and behaviors today and to increase ability to communicate in ways that parents and children can understand.
- c) **Consultations and Ongoing Training.** Program staff will receive technical assistance and support, coaching, program consultation, guidance on program management and other supportive services, as indicated. This consultation and training will occur locally at program sites during monthly in-service trainings, weekly supervision, and the Parent Aides 24/7 access to supervisors. DCF will pay the National Exchange Club for the costs associated with this consultation and training.

Note: Awarded respondents also are encouraged to provide in their budgets for their provision of additional local training offered through local conferences, universities, and various other institutions to meet the specific needs of families served.

- d) **Accreditation Guidance.** Exchange Parent Aide programs shall be subject to an extensive initial accreditation process and must participate in a re-accreditation process every three years. Providers will receive consultation to become and remain accredited within 18 months of contract award through the National Exchange Club. An awarded respondent that does not obtain accreditation within the timeframe or does not remain in good standing will be subject to the DCF corrective action process, which may result in the loss of its contract.

The EPA program must be implemented with fidelity. Awarded respondents shall adhere to the Standards of Operation and Practice as defined by the National Exchange Club and available to review as **Attachment B** below. Awarded respondents should allocate \$150 or the cost of the required accreditation in their annual budgets, beginning in Year 2 (FY26).

- 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:**

Parent Aides and Supervisors may on rare occasions be called upon/subpoenaed to testify in court by Public Defenders representing Parents, or Deputy Attorneys General representing DCF.

15) The student educational program planning required to serve youth in this program:

N/A

D. 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:

The awarded respondent's service site (i.e., primary office, headquarters, etc.) can be in any location, in state or out of state.

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

Each program is required to serve one of the regions listed below. All counties listed in each region must be served. Awarded respondents may apply and be awarded more than one region.

Region	Counties
1	Camden, Gloucester, Salem
2	Atlantic, Burlington, Cape May, Cumberland
3	Mercer, Monmouth, Ocean
4	Middlesex, Somerset, Union
5	Hunterdon, Morris, Passaic, Sussex, Warren
6	Bergen, Essex, Hudson

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

Family Home: The primary location of services provided by Parent Aides is in the adoptive or birth family home. Care Managers also may utilize telehealth or phone communications to deliver information and concrete resources to families.

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

Monday through Friday, 12 months per year. Awarded respondents shall have weekend and evening hours to ensure accessibility to the service.

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?

Awarded respondents shall operate an answering service that will provide individuals and families with special instructions of where to go in case of an emergency and/or to call 911. Awarded respondents also shall provide clients with emergency numbers such as the Crisis Intervention Unit phone number, the PerformCare hotline to be connected with Mobile Response Stabilization Services, the hospital emergency number, and any other appropriate hotline number.

Awarded respondents shall bring all concerns regarding the safety and well-being of a caregiver or child involved in the family being served by EPA to the attention of the assigned DCP staff as soon as possible. If the concerns are noted outside of normal business hours, or the family no longer has an active case with DCP&P, then EPA is directed to contact the State Central Registry at 1-877-NJ ABUSE. DCF's normal business hours are defined as Monday through Friday 9 a.m.-5 p.m.

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

Yes. Programs should be operational to meet the needs of youth and families being served. This is inclusive of non-traditional evening and weekend hours. Professional staff shall be available 24 hours per day to the family to respond to crises.

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

Efforts should be made to provide direct services in the family's primary language. Translation services will be utilized to service families. Recruitment plans shall seek bi/multi-lingual staff. Exchange Parent Aide has materials available in the Spanish language. Services shall be provided with sensitivity to cultural differences.

8) The transportation this program initiative is required to provide:

The core services of the EPA model are provided to families in their home or within the community. Nevertheless, ensuring successful linkages to other community resources may require transportation assistance. Respondents should address how caregivers and families would be able to access services through a variety of resources when transportation is a barrier.

The program should assess the family's transportation needs up front and address inequities exacerbated by transportation issues. Transportation may be provided by the care manager, on a limited and as needed basis. If

transportation is needed, it should be to mitigate delays in achieving goals as identified in the family case plans.

- 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:**

Each program is required to have a Program Director, Program Supervisor, Care Manager, and a team of Parent Aides.

Program Staffing Requirements and Caseload Size:

# of Staff per Program	Caseload Size
4 FTE Parent Aides	12-15 Families/any given time [^]
1 FTE Care Manager	Program's entire caseload
1 FTE Supervisor	—
.5 FTE Director	--

As applied to this program, one full time equivalent (FTE) employee of an awarded respondent shall be scheduled to work 35-40 hours per week. Employees scheduled to work 17.5 to 20 hours per week are 0.5 FTEs. Each Care Manager and Supervisor shall be a full-time employee scheduled to work 35-40 hours per week. Each Director shall be a half time employee scheduled to work 17.5 to 20 hours per week. Each Parent Aide may be scheduled to work full-time or part-time hours that add up to the required total number of 4 FTEs, subject to the limitation that awarded respondents hire no more than 2 part time Parent Aides per region.

[^]The average caseload size is 13 families. Caseloads may range depending on the complexity of the needs of the child and family, the level of competency of the worker, functions assigned and the time required for activities related to the case, and the geographic area served.

Awarded respondents shall ensure the above individuals:

- attend initial and on-going training sessions;
- have cell phones, personal transportation, and a computer;
- document notes in shared files that are stored securely, and
- receive travel expense reimbursement (mileage) for home visits.

Position Descriptions & Credentials:

Position	Responsibilities	Education/Credentials/Certificates
Director	<ul style="list-style-type: none"> Position requires a high level of accountability and an ability to make critical decisions and work to 	<ul style="list-style-type: none"> Master's degree in social work with a LCSW or LICSW and five years' experience managing a program.

	<p>ensure the success of those decisions.</p> <ul style="list-style-type: none"> • Supervise program manager. • Provide clinical support to the entire program. • Additional support provided to employees with lived experience 	<p>--OR--</p> <ul style="list-style-type: none"> • Master's degree in business or related field is appropriate; at least two years' experience with children and families; two years of management and supervisory experience.
Program Manager/ Supervisor	<ul style="list-style-type: none"> • Support Parent Aide Program including direct service to families. • Oversee and provide reflective supervision to Parent Aides and Care Manager • Additional support provided to employees with lived experience 	<ul style="list-style-type: none"> • Bachelor's degree in social work, Education, Early Childhood or the equivalent or related experience in the field of early childhood • Minimum of three years of case management, home visiting experience, mental health experience or work with at-risk families
<p>Care Manager</p> <p>Minimum Salary: \$52,000 (commensurate with education and/or experience)</p>	<ul style="list-style-type: none"> • Act as a resource broker, by building a relationship with the community, collecting community-based resources, and linking families to supports that will enhance their protective factors. • Applicants should be embedded in the communities that they serve. • Limited transportation of families is required 	<ul style="list-style-type: none"> • Bachelor's degree in psychology, Social Work or equivalent experience within the child welfare system preferred. • Recommended that staff have experience in in parent/family support, maternal-child health, or adolescent mental health. • Candidates should also demonstrate knowledge and experience in care coordination for families and community stakeholders.
<p>Parent Aide</p> <p>Minimum Salary: \$47,000 (commensurate with education)</p>	<ul style="list-style-type: none"> • Maintain caseload of 12-15 families • Help families identify their strengths and needs, identify their natural support system, community supports, work on increasing knowledge of parenting and age-appropriate development, 	<ul style="list-style-type: none"> • Parent Aides' may possess a GED or High School Diploma and demonstrate 3-5 years' experience in providing direct care to minors and/or related lived experience in the child welfare system.

and/or experience)	<p>and work with the family on developing coping skills, decision making skills, and organizational skills, using Exchange Parent Aide model.</p> <ul style="list-style-type: none"> • Other duties as assigned based on program's needs. 	<ul style="list-style-type: none"> • Parents with lived experience must have demonstrated the ability to effectively advocate within the system while maintaining the appropriate level of diplomacy and model these skills to families being served. ----OR---- • Bachelor's degree in social work or related field with at least one years' experience working with families experiencing trauma, mental health, substance abuse, domestic violence, homelessness, and child abuse and/or neglect.
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10) The legislation and regulations relevant to this specific program, including any licensing regulations:

DCPP Policy III.C.2.150 Service Provision: [CPP-III-C-2-150.pdf \(nj.gov\)](#), directs the use of services for families to protect the child, reduce stressful situations within the family, and increase the family's abilities to function more adequately without the constant and ongoing intervention of a social service agency.

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

DCPP and referred families should be able to connect with the provider via all modes of communication, including electronic, telephone, and in person. Staff will need laptops with internet and encryption capabilities while in the field.

In person or virtual conferences will occur between the provider agency, DCF Office of Family Preservation and Reunification, and DCPP. These conferences will occur at least quarterly.

During the inception of the program, awarded respondents shall send weekly emails to local DCPP offices to inform them of the new families

referred to the program from non-DCPP entities, all families starting the program, and of the slots available for new referrals.

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

Awarded respondents shall create and maintain strong, meaningful relationships with the following stakeholders to ensure success of the program:

- a) The National Exchange Club for implementation support
- b) DCF's DCP and Division of Family and Community Partnerships, Office of Family Preservation & Reunification (DFCP, OFPR)
- c) Community human service agencies
- d) Local community-based service providers
- e) Other EPA programs

13) The data collection systems this program initiative requires:

Awarded respondents shall collect and report on individual-level person and program data including, but not limited to, participant demographics and outcomes and practitioner adherence to model requirements. They shall use a DCF approved data collection and reporting system.

14) The assessment and evaluation tools this program initiative require:

In accordance with the EPA model, two family-centered assessment tools are completed with caregivers to determine areas of strength and to measure progress.

- a) Awarded respondents shall use the Adult-Adolescent Parenting Inventory (AAPI) for pre- and post-tests. Respondents in their Proposed Budgets submitted with their responses to this RFP, and Awarded Respondents in their Annex B budgets submitted in support of their contracts, should allocate dollars for costs associated with purchasing the AAPI assessment tool. Additional information on the tool and costs is available at: <https://assessingparenting.com/assessment/aapi>.
- b) Awarded respondents shall utilize the Parenting Stress Index™, Fourth Edition Short Form or The Protective Factors Survey. The selection of one of these tools will be determined post-award in consultation with DCF and the National Exchange Club. For additional information on these tools and costs: <https://www.parinc.com/Products/Pkey/335>
<https://friendsnrc.org/evaluation/protective-factors-survey/>

Deficiencies in quality, timeliness, or service shall be documented and improvement plans shall be developed.

E. 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:

Awarded respondents shall engage in a process of participatory and collaborative evaluation planning activities with DCF and consultants as needed.

2) The outcomes required of this program initiative:

a) Short-Term Outcomes:

The short-term outcomes of EPA include the parents/caregivers increased:

- i. capability to provide safe parenting;
- ii. knowledge of parenting skills including age-appropriate discipline and age-appropriate supervision;
- iii. capability to meet their child's concrete needs:

b) Mid-Term Outcomes:

The mid-term outcomes of EPA include the parents/caregivers:

- i. provision of safe housing;
- ii. provision of adequate food, and
- iii. appropriate response to their child's physical, medical, dental, educational, and emotional needs;
- iv. improvement of family communication; and
- v. reduction of family stress.

c) Long-Term Outcomes:

The primary long-term outcome of EPA is the prevention of child abuse and neglect, the prevention of out-of-home placements, and the achievement of family stabilization. Additional outcomes include the parents/caregiver:

- i. assurance of child safety;
- ii. enhancement of social supports
- iii. decrease in preventable accidents to their youth.

3) Required use of databases:

Awarded respondents shall use a DCF approved data collection and reporting system.

4) **Reporting requirements:**

Programs will be expected to collect program data and provide monthly, quarterly, and/or annual reports to DCF and/or the National Exchange Club, as indicated. The format of reports will be determined collaboratively with awarded respondents post-award.

Programs will also be expected to participate in Continuous Quality Improvement and monitoring activities as indicated by DCF.

Awarded respondents are expected to complete and submit quarterly expenditure reports (ROE) to their identified DCF Business Office and the other reports specified in Section VI - Post Award Requirements, Subsection C. Reporting Requirements for Awarded Respondents.

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.

Name:

Signature:

Title:

Date:

Organization:

Federal ID No.:

Charitable Registration No.:

Unique Entity ID #:

Contact Person:

Title:

Phone:

Email:

Mailing Address:

Section III - Documents Requested to be Submitted with This Response

In addition to the Signature Statement of Acceptance of the Required Performance and Staffing Deliverables, DCF requests respondents to submit the following documents with each response. Respondents must organize the documents submitted in the same order as presented below under one (1) of the two (2) corresponding title headings: A. *Organizational Documents Prerequisite to a DCF Contract Award Requested to be Submitted with This Response* and B. *Additional Documents Requested to be Submitted in Support of This Response*. **Each of these two (2) sections must be submitted as a separate PDF, which would be the second and third PDF submission in your response packet.**

A. Organizational Documents Prerequisite to a DCF Contract Award Requested to be Submitted with this Response:

(THIS WILL BE THE SECOND PDF SUBMISSION IN YOUR RESPONSE PACKET AND IS TO BE LABELED AS: *PDF 2: SECTION III - DOCUMENTS REQUESTED TO BE SUBMITTED WITH THIS RESPONSE, SUBSECTION A. ORGANIZATIONAL DOCUMENTS PREREQUISITE TO A DCF CONTRACT AWARD REQUESTED TO BE SUBMITTED WITH THIS RESPONSE.*)

- 1) A description of how your **Accounting** System has the capability to record financial transactions by funding source, to produce funding source documentation, authorization to support all expenditures, and timesheets which detail by funding source how the employee spent their time, invoices, etc.
- 2) **Affirmative Action Certificate:** Issued after the renewal form [AA302] is sent to Treasury with payment.
Note: The AA302 is only applicable to new startup agencies and may only be submitted during Year One (1). Agencies previously contracted through DCF are required to submit an Affirmative Action Certificate.
Website: https://www.state.nj.us/treasury/contract_compliance/
- 3) **Agency By-Laws** -or- Management **Operating Agreement** if a Limited Liability Corporation (LLC) or Partnership
- 4) Statement of **Assurances** signed and dated.
Website: <https://www.nj.gov/dcf/providers/notices/requests/#2>

Form:

<https://www.nj.gov/dcf/providers/notices/Statement.of.Assurance.doc>

- 5) **Attestation Form for Public Law P.L. 2021, c.1** - Complete, sign and date as the provider.

Form:

[Attestation.Form.To.Be.Completed.by.Providers.Covered.by.Public.Law.2021c.1.-6.7.21.pdf](https://www.nj.gov/dcf/providers/notices/Attestation.Form.To.Be.Completed.by.Providers.Covered.by.Public.Law.2021c.1.-6.7.21.pdf) (nj.gov)

- 6) Dated List of Names, Titles, Emails, Phone Numbers, Addresses and Terms of either the **Board of Directors** of a corporation, or the **Managing Partners** of a Limited Liability Corporation (LLC)/Partnership, or the **members** of the responsible governing body of a county or municipality.

- 7) For Profit: **NJ Business Registration Certificate** with the Division of Revenue (see instructions for applicability to your organization).

Website: <https://www.nj.gov/treasury/revenue/busregcert.shtml>

- 8) **Business Associate Agreement/HIPAA** - Sign and date as the Business Associate.

Form: <https://www.nj.gov/dcf/providers/contracting/forms/HIPAA.docx>

- 9) **Conflict of Interest Policy** (Respondent should submit its own policy, **not** a signed copy of the DCF model form found at the end of the following DCF policy.)

https://www.nj.gov/dcf/documents/contract/manuals/CPIM_p8_conflict.pdf

- 10) All **Corrective action plans or reviews** in process or completed by DCF (inclusive of DCF Licensing, Divisions and Offices) or other State entities within the last two (2) years. If applicable, a copy of the corrective action plan should be provided and any other pertinent information that will explain or clarify the respondent's position.

If not applicable, the respondent is to **include a signed written statement** that it has never been under any Corrective Actions or reviews. Respondents are on notice that DCF may consider all materials in our records concerning audits, reviews, or corrective active plans as part of the review process. DCF may disqualify and decline to forward for the review of the Evaluation Committee a response from those under a corrective action plan in process with DCF or any other New Jersey State agency or authority.

- 11) Certification Regarding **Debarment**

Form: <https://www.nj.gov/dcf/documents/contract/forms/Cert.Debarment.pdf>

- 12) **Disclosure of Investigations & Other Actions Involving Respondent**

Form:
<https://www.nj.gov/treasury/purchase/forms/DisclosureofInvestigations.pdf>

13) Disclosure of Investment Activities in Iran

Form:
<https://www.nj.gov/treasury/purchase/forms/DisclosureofInvestmentActivitiesinIran.pdf>

14) Disclosure of Ownership (Ownership Disclosure Form) A RESPONSE SHALL BE DEEMED NON-RESPONSIVE UNLESS THIS FORM IS SUBMITTED WITH IT.

Form:
<https://www.nj.gov/treasury/purchase/forms/OwnershipDisclosure.pdf>
The Ownership Disclosure form must be completed and returned by non-profit and for-profit corporations, partnerships, and limited liability companies. The failure of a **for-profit** corporation, partnership, or limited liability company to complete the form prior to submitting it with the response **shall result in rejection of the response.**

15) Disclosure of Prohibited Activities in Russia and Belarus

Form:
<https://www.state.nj.us/treasury/administration/pdf/DisclosureofProhibitedActivitiesinRussiaBelarus.pdf>

16) Source Disclosure Form (Disclosure of Source Location of Services Performed Outside the United States)

Form:
<http://www.state.nj.us/treasury/purchase/forms/SourceDisclosureCertification.pdf>

17) Document showing Unique Entity ID (SAM) Number

Website: <https://sam.gov/content/duns-uei>

18) Certificate of Incorporation

Website: <https://www.nj.gov/treasury/revenue>

19) Notice of Standard Contract Requirements, Processes, and Policies

Sign and date as the provider

Form: [Notice.of.Standard.Contract.Requirements.pdf \(nj.gov\)](#)

20) Organizational Chart of respondent - Ensure chart includes the agency name, current date, and the allocation of personnel among each of the agency's DCF programs with their position titles and names.

21) Prevent Child Abuse New Jersey's (PCA-NJ) Safe-Child standards - A brief description (no more than two (2) pages double spaced) of the ways in which respondent's operations (policies and/or practices) mirror these

standards. The document should include the agency name & current date. The Standards are available at: ["Sexual Abuse Safe-Child Standards" \(state.nj.us\)](https://www.state.nj.us/sexualabuse/safechildstandards/)

- 22) **Standard Language Document (SLD) (or Individual Provider Agreement or Department Agreement with another State Entity as designated by DCF.)**
Sign and date as the provider
Form:
<https://www.nj.gov/dcf/documents/contract/forms/StandardLanguage.doc>
- 23) **System for Award Management (SAM)** Submit a printout showing active status and the expiration date. Available free of charge.
Website: <https://sam.gov/content/home>
Helpline: 1-866-606-8220
- 24) **Tax Exempt Organization Certificate (ST-5) -or- IRS Determination Letter 501(c)(3)**
Website: <https://www.nj.gov/treasury/taxation/exemptintro.shtml>
- 25) **Tax Forms: Submit a copy of the most recent full tax return**
Non-Profit: Form 990 Return of Organization Exempt from Income Tax
or- For Profit: Form 1120 US Corporation Income Tax Return -or- LLCs: Applicable Tax Form and may delete/redact any SSN or personal information
Note: Store subsequent tax returns on site for submission to DCF upon request.
- 26) **Trauma Informed and Cultural Inclusivity Practices** - Submit written policies describing the incorporation of these practices into your provision of services.

B. Additional Documents Requested to be Submitted in Support of This Response

(THIS WILL BE THE THIRD PDF SUBMISSION IN YOUR RESPONSE PACKET AND IS TO BE LABELED AS: PDF 3: SECTION III – DOCUMENTS REQUESTED TO BE SUBMITTED WITH THIS RESPONSE, SUBSECTION B. ADDITIONAL DOCUMENTS REQUESTED TO BE SUBMITTED IN SUPPORT OF THIS RESPONSE.)

- 1) A completed **Proposed Budget Form** documenting all costs associated with operating the program. If DCF is allowing funding requests for **start-up costs**, document these separately in the final column of the Proposed Budget Form. This form is found at:
<https://www.nj.gov/dcf/providers/contracting/forms/>

- 2) A completed **Budget Narrative** is required for the proposed program that:
a) clearly articulates budget items, including a description of miscellaneous expenses or “other” items; b) describes how funding will be used to meet the project goals, responsibilities, and requirements; and c) references the costs associated with the completion of the project as entered in the Proposed Budget Form found at:
<https://www.nj.gov/dcf/providers/contracting/forms/>. When DCF allows funding requests for start-up costs, include in the Budget Narrative a detailed summary of, and justification for, any one-time program implementation costs documented in the final column of the Proposed Budget Form.
- 3) An **Implementation Plan** for the program that includes a detailed timeline for implementing the proposed services, or some other detailed weekly description of your action steps in preparing to provide the services and to become fully operational.
- 4) **Letter(s) of Support** from community organizations with which you already partner. Letters from any New Jersey State employees are prohibited.
- 5) **Proposed Respondent Organizational Chart** for the program services required by this response that includes the respondent’s name and the date created.
- 6) **Proposed Subcontracts/Consultant Agreements/ Memorandum of Understanding** to be used for the provision of contract services.
- 7) **Summary of Reduction of Seclusion and Restraint Use** (maximum 3 pages) describing policies adopted and the practices implemented to achieve this goal.

Section IV - Respondent’s Narrative Responses

Respondents who sign the above Statement of Acceptance to provide services in accordance with the *Required Performance and Staffing Deliverables* additionally must submit a narrative response to every question below. A response will be evaluated and scored as indicated on each of the following three Narrative Sections: A. Community and Organizational Fit; B. Organizational Capacity; and C. Organizational Supports. Respondents must organize the Narrative Response sections submitted in the same order as presented below and under each of the three corresponding title headings.

There is a 20-page limitation for each of the three (3) narrative sections of the response. The narrative should be double-spaced with margins of one (1) inch on

the top and bottom and one (1) inch on the left and right. Narrative Sections of the responses should be double-spaced with margins of one (1) inch on the top and bottom and one (1) inch on the left and right. The font shall be no smaller than twelve (12) points in Arial or Times New Roman.

(ALL THREE (3) OF THESE SECTIONS MUST BE SUBMITTED AS A SINGLE PDF DOCUMENT, WHICH WOULD BE THE FOURTH PDF SUBMISSION IN YOUR RESPONSE PACKET AND IS TO BE LABELED AS: PDF 4 – SECTION IV: RESPONDENT’S NARRATIVE RESPONSES, SUBSECTIONS A. COMMUNITY AND ORGANIZATIONAL FIT; B. ORGANIZATIONAL CAPACITY; AND C. ORGANIZATIONAL SUPPORTS.)

A. Community and Organizational Fit (35 Points)

Community and Organizational fit refers to respondent’s alignment with the specified community and state priorities, family and community values, culture and history, and other interventions and initiatives.

- 1) Describe how your mission is aligned with what we hope to accomplish with this program. Tell us about how you make your values "real" for the people this program is intended to support.
- 2) Describe how this program fits with existing initiatives/programming in your organization.
- 3) Describe your agency's experience, if any, implementing evidence-based services, including those aimed at promoting child safety, parenting skills, problem solving skills, building social connections, and accessing community supports and local resources. Include in your response successes and challenges related to your agency meeting evidence-based service delivery and expectations. Describe if these services were provided to DCF-involved families. Data should be used to demonstrate your success whenever it is available.
- 4) Describe your organization’s experiences in serving diverse communities.
- 5) Provide any data your agency has that demonstrates your knowledge of the dynamics and diversity within the community you are proposing to serve. Include, in narrative or table format, supporting data about the race, ethnicity, culture and languages of the communities you are seeking to serve. Community needs data should reflect at minimum, county-level data.

Utilize local resources and/or the following data sources to complete this section:

- U.S. Census: <https://www.census.gov/quickfacts/fact/table/US/PST045222>
- NJ Dept. of Health: <https://www-doh.state.nj.us/doh-shad/home/Welcome.html>
- NJ Child Welfare Data Hub: <https://njchilddata.rutgers.edu/#home>
- NJ Kids Count (2023) <https://assets.aecf.org/m/resourcedoc/aecf-2023kidscountdatabook-2023.pdf>

Applicants are encouraged to draw from other recent county/local needs assessments and reports, e.g., Human Services Advisory Council (HSAC).

- 6) From your agency's perspective, and/or from your work with caregivers and families, where are there gaps in services? Describe any anticipated challenges your organization may encounter in the community you are proposing to serve and your organization's experience in meeting and overcoming similar challenges in other service communities (please use specific examples).
- 7) Specify the catchment area for which your organization is applying. Please describe the level of current presence your agency has in the proposed catchment areas.
- 8) Describe your organization's experience, if any, with addressing inequities and racism.
 - a) How do these efforts address inequities and racism? How do you support staff in addressing inequities and racism?
 - b) Identify experiences with providing accessible culturally responsive services and supports.
 - c) Describe the relationships and involvement your organization has with the community to be served.

B. Organizational Capacity (35 Points)

Organizational Capacity refers to the respondent's ability to meet and sustain the specified minimum requirements financially and structurally.

- 1) Describe how the organization's leadership is knowledgeable about and in support of this program. Describe your agency's organizational structure and the level of diversity among the agency's managers, executives, and Board of Directors. Include how the requirements of this program will be met through your governance and management structure, including the roles of senior executives and governing body (Board of Directors, Managing Partners, or the members of the responsible governing body of a county or municipality).—Do leaders have the diverse skills and perspectives representative of the community being served?

- 2) Staff Recruitment and Retention: Describe the recruitment and retention of staff as well as how you will meet the needs of the target population. The staffing plan should include the following:
 - a) A detailed description of how staff will be recruited and selected. Include your agency's plan to recruit a diverse staff, including bi/multi-lingual staff, who reflect the racial and ethnic composition of the communities you plan to serve;
 - b) A description of how the staffing plan will be appropriate to the language, age, gender, sexual orientation, disability, and ethnic/racial/cultural factors of the target population. Include data on your agency's ability to hire and retain multi-cultural/multi-lingual staff;
 - c) A staff retention plan detailing measures taken to reduce staff turnover. The plan should describe how staff hiring and retention has been achieved to maintain contract staffing levels or how challenges in recruitment and turnover have been addressed; and
 - d) A description of how the program will continue to provide services that are timely, effective, and true to the models when regularly scheduled staff experience sickness, training, vacancies, leaves of absence, etc.
- 3) Describe your agency's prior experience collecting and reporting data for program administration, continuous quality improvement (CQI), and for reporting on program progress. Include your agency's CQI processes, and examples of your agency's success meeting the data and reporting requirements of funders. Describe how this experience positions your organization to meet the data and reporting requirements of this RFP.
- 4) What administrative practices must be developed and/or refined to support the program? What administrative policies and procedures must be adjusted to support the work of the staff and others to implement the program?
- 5) DCF, the National Exchange Club and each awarded respondent will collaborate on marketing strategies and development of effective referral pathways for the EPA program.
 - a) Provide a detailed and specific description of your agency's history and success of partnering with both traditional and non-traditional community services, institutions that support families, particularly families involved with child welfare, and services critical in strengthening the family system such as, mental, or behavioral health, substance use treatment, services to improve family functioning and concrete supports.
 - b) Describe how you will engage the target population and maintain their participation in services in accordance with service recipients' need(s).

- 6) Describe the strategies your agency will implement to ensure that agency policies, procedures, and service delivery practices promote equitable access and minimize barriers to service that include, at a minimum, the following: safety considerations, language, transportation, hours of operation, office locations, signage, and physical accessibility options for those served.

C. Organizational Supports (30 Points)

Organizational Supports refers to the respondent's access to Expert Assistance, Staffing, Training, Coaching & Supervision.

- 1) The Exchange Parent Aide model has defined requirements around training, coaching and supervision. Describe your organization's experience with adapting training and supervision practices to achieve model fidelity with an evidence based model, or other externally imposed requirements.
- 2) Describe how this program will be supported by your use of the data after it is analyzed and reported to evaluate program performance. If your organization has experience with evidence-based programs, how have you used data to ascertain fidelity to evidence-based practices?
- 3) Describe the role the families you serve play in your organization's quality assurance and performance improvement processes.
- 4) Describe how your organization supports safety, well-being, and mental health of its staff, such as providing access to online mental health and wellness resources, establishing regular programming focused on common issues, or providing mental health counselors for employees in need of assistance.

Section V - Response Screening and Review Process

A. Response Screening for Eligibility, Conformity, and Completeness:

DCF will conduct a preliminary review of each response to determine whether it is eligible for evaluation or immediate rejection in accordance with the following criteria:

- 1) The response was received prior to the stated deadline.
- 2) The Statement of Acceptance is signed by the person with the necessary authority to execute the agreement.

- 3) The response is complete in its entirety, including all documents requested to be submitted in support of the response listed in Section III. A. and the organizational documents prerequisite to a contract award listed in Section III. B. If any of these documents are missing from the response, DCF may provide an email notice to the respondent after the response is submitted. Respondents will have up to five (5) business days after notice from DCF to provide the missing documentation, except those documents, such as the Ownership Disclosure Form, required by the applicable law to be submitted with the response. If the documents are not then timely submitted in response to that notice, the response may be rejected as non-responsive.
- 4) The response conforms to the specifications set forth in the RFP.

Failure to meet the criteria outlined above, constitutes grounds for rejection of the response.

Responses meeting the initial screening requirements of the RFP will be distributed to the Evaluation Committee for its review and recommendations.

B. Response Review Process

DCF convenes an Evaluation Committee in accordance with existing policy to review all responses. All voting and advisory reviewers complete a conflict-of-interest form. Those individuals with conflicts or with the appearance of a conflict are disqualified from participation in the review process. The voting members of the Evaluation Committee will review responses, deliberate as a group, and recommend final funding decisions.

DCF reserves the right to reject any response when circumstances indicate that it is in its best interest to do so. DCF's best interests in this context include, but are not limited to, the State's loss of funding, inability of the respondent to provide adequate services, applicant's lack of good standing with a State Department, and indication or allegation of misrepresentation of information or non-compliance with any State contracts, policies and procedures, or State or Federal laws and regulations.

A response to an RFP may result in a contract award if the Evaluation Committee concludes the respondent will comply with all requirements as demonstrated by submitting the specified documentation and signing the Statement of Acceptance. All respondents are required to provide all the requested documentation, to confirm their ability to meet or exceed all the compulsory requirements, to provide services consistent with the scope of services delineated, and to comply with the service implementation and payment processes described. In addition, a response to an RFP will be evaluated and scored by the Evaluation Committee based on the quality, completeness, and

accuracy of each of the three Narrative Sections: A. Community and Organizational Fit; B. Organizational Capacity; and C. Organizational Supports. A response earning the highest score may result in a contract award. The narrative must be organized appropriately and address the key concepts outlined in the RFP. The quality and completeness of the required documents may impact the score of the Narrative Sections to which they relate.

All respondents will be notified in writing of DCF's intent to award a contract.

C. Appeals

An appeal of a determination to reject a response as incomplete or unresponsive may be considered only to dispute whether the facts of a particular case are sufficient to meet the requirements for rejection and not to dispute the existence of any of the requirements.

An appeal of a determination not to award contract funding may be considered only if it is alleged that DCF has violated a statutory or regulatory provision in its review and evaluation process.

Pursuant to DCF policy P1.08, such appeals must be submitted in writing within ten (10) business days following the date on the Notice of Disqualification or Notice of Regret letter by emailing it to DCF.AHUAppeals@dcf.nj.gov and/or mailing it to:

Department of Children and Families
Office of Legal Affairs
Contract Appeals
50 East State Street 4th Floor
Trenton NJ 08625

Section VI - Post Award Requirements

A. General Conditions of Contract Execution:

Respondents who receive notice of DCF's intent to award them a contract will be referred to the DCF Office of Contract Administration (OCA). As a condition of executing a contract, awarded respondents must resolve with OCA any issues raised in the award letter or otherwise found to be need of clarification. If DCF finds after sending a notice of intent to award that the awarded respondent is incapable of providing the services or has misrepresented any material fact or its ability to manage the program, the award may not proceed to contract execution. DCF determines the effective date of any contract, which is the date compensable services may begin.

An awarded respondent shall be required to comply with the terms and conditions of DCFs' contracting rules, regulations, and policies as set forth in the Standard Language Document, the Notice of Standard DCF Contract Requirements, the Contract Reimbursement Manual, and the Contract Policy and Information Manual. Awarded respondents may review these items via the Internet at: www.nj.gov/dcf/providers/contracting/manuals <https://www.state.nj.us/dcf/providers/contracting/forms/>. Awarded respondents also shall comply with all applicable State and Federal laws and statutes, assurances, certifications, and regulations regarding funding.

B. Organizational Documents Prerequisite to Contract Execution to be Submitted After Notice of Award:

The OCA contract administrator assigned to initiate and administer an awarded respondent's contract will require the awarded respondent to submit the following documents prior to finalizing the contract for funding:

Post-Award Documents Prerequisite to the Execution of All Contracts

- 1) **Acknowledgement of Receipt** of NJ State Policy and Procedures:
Return the receipt to DCF Office of EEO/AA.
Form: <https://www.nj.gov/dcf/documents/contract/forms/DiscriminationAcknowReceipt.pdf>
Policy: <https://www.nj.gov/dcf/documents/contract/forms/AntiDiscriminationPolicy.pdf>
- 2) **Annual Report to Secretary of State** proof of filing.
Website: <https://www.njportal.com/dor/annualreports>
- 3) **Employee Fidelity Bond Certificate** (commercial blanket bond - crime/theft/dishonest acts)

Bond must be at least 15% of the full dollar amount of all State of NJ contracts for the current year when the combined dollar amount exceeds \$50,000. The \$50,000 threshold includes fee-for-service reimbursements made via Medicaid. Not Applicable Note: Should state your agency will not exceed \$50,000 in combined State of NJ contracts for the current year.

Email To: OfficeOfContractAdministration@dcf.nj.gov and copy your contract administrator
Policy: https://www.nj.gov/dcf/documents/contract/manuals/CPIM_p8_insurance.pdf

4) **Liability Insurance** (Declaration Page/Malpractice Insurance/Automobile Liability Insurance)

Important: Policy must show:

- a. DCF as the certificate holder – NJDCF 50 E State Street, Floor 3, P.O. Box 717, Trenton, NJ 08625
- b. Language Stating DCF is “an additional insured”
- c. Commercial Liability Minimum Limits of \$1,000,000 an occurrence, \$3,000,000 aggregate
- d. Commercial Automobile Liability Insurance written to cover cars, vans or trucks, limits of liability for bodily injury and property damage should not be less than \$2,000,000/occurrence.

Email To: OfficeOfContractAdministration@dcf.nj.gov and copy your contract administrator Policy: 5) Document showing **NJSTART** Vendor ID Number (NJ's eProcurement System) Website: <https://www.njstart.gov/> Helpline: 609-341-3500 or - njstart@treas.nj.gov

5) **Standardized Board Resolution Form**

Form: https://www.nj.gov/dcf/documents/contract/manuals/CPIM_p1_board.pdf

6) **Chapter 271/Vendor Certification and Political Contribution Disclosure Form**

[2006 Federal Accountability & Transparency Act (FFATA)]

Form: <https://www.nj.gov/treasury/purchase/forms/CertandDisc2706.pdf>

7) **Program Organizational Chart**

Should include agency name & current date

Post-Award Documents Prerequisite to the Execution of This Specific Contract

8) **Annex A** - Sections 1.1, 1.3 & 2.4

Note: Contract Administrators will provide any Annex A forms customized for programs when they are not available on the DCF public website.

Website: <https://www.nj.gov/dcf/providers/contracting/forms>

9) **Annex B Budget Form** - Include Signed Cover Sheet

Form: <https://www.nj.gov/dcf/documents/contract/forms/AnnexB.xls>

Note: The Annex B Expense Summary Form is auto populated. Begin data input on Personnel Detail Tab.

Website: <https://www.nj.gov/dcf/providers/contracting/forms>

10) **Equipment Inventory** (of items purchased with DCF funds) Policy:

https://www.nj.gov/dcf/documents/contract/manuals/CPIM_p4_equipment.pdf

- 11) **Schedule of Estimated Claims (SEC)**-signed
Form: Provided by contract administrator when applicable.
- 12) For Programs Hosting Youth, Adults, and Families or relying on Rent, Interest, or Depreciation in their program budget: current **Health/Fire Certificates**
- 13) For Programs Hosting Youth, Adults, and Families or when including Rent, Interest, or Depreciation in the program budget: copies of an executed **Lease, Mortgage or Deed**.
- 14) For Programs Hosting Youth, Adults, and Families or relying on Rent, Interest, or Depreciation in their program budget: current/continued **Certificate of Occupancy**.
- 15) **Professional Licenses and/or Certificates** currently effective related to job responsibilities.
- 16) **Subcontracts/Consultant Agreements/ Memorandum of Understanding** related to this contract for DCF review and approval.

C. Reporting Requirements for Awarded Respondents

Awarded respondents are required to produce the following reports in accordance with the criteria set forth below, in addition to the reports specified above in this RFP related to the delivery and success of the program services.

- 1) **Audit or Financial Statement** (Certified by accountant or accounting firm.)
A copy of the Audit must be submitted to DCF by all agencies expending over \$100,000 in combined federal/state awards/contracts if cognizant with any department of the State of NJ. As noted in the Audit DCF Policy CON -I-A-7-7.6.2007 Audit Requirements, section 3.13 of the Standard Language Document, DCF also may request at any time in its sole discretion an audit/financial statement from agencies expending under \$100,000 that are not cognizant with any department of the State of NJ. Note: Document should include copies of worksheets used to reconcile the department's Report of Expenditures (ROE) to the audited financial statements. (DCF Policy CON -I-A-7-7.6.2007 Audit Requirements)

Awarded respondents are to submit the most recent audit or financial statement with the initial contract and then each subsequent one within 9 months of the end of each fiscal year.

Policy:

https://www.nj.gov/dcf/documents/contract/manuals/CPIM_p7_audit.pdf

2) **DCF Notification of Licensed Public Accountant Form (NLPA)-and-copy of Non-Expired Accountant's Certification**

Awarded respondents must ensure DCF form is used, and 2 signatures are provided. Not required for agencies expending under \$100,000 in combined federal/state awards or contracts. The \$100,000 threshold includes fee-for-service reimbursements made via Medicaid. Also, the NLPA is a State of NJ form and need only list federal/state funds received via contracts with the State of NJ.

Awarded respondents are to submit this form with each Audit, providing info related to the year subsequent to the audit.

Not Applicable Note: Must state your agency will not exceed \$100,000 in combined Federal/State awards or contracts.

Form: <https://www.nj.gov/dcf/providers/contracting/forms/NLPA.docx>

3) Photocopies of Licensed Public Accountant firm's **license to practice**, and most recent **external quality control review** to be submitted with the NPLA.

4) **Reports of Expenditures (ROE):**

A. Scheduled Payments Contract Component: To be submitted two times during the contract year: Interim (15 days from the end of the 6th month, and Final (120 days after the end of the fiscal year); or in accordance with any separate DCF directive to file additional ROEs for specific contracted programs. **Quarterly ROEs must be submitted for contracted program budgets funded with federal grants.** The format for the ROE must match that of the Annex B budget form. **Note:** Must be prepared in accordance with the governing cost principles set forth in the DCF Contract Reimbursement Manual (CRM Section 6)

B. Fee for Service Contract Component: Not Required

Website: <https://nj.gov/dcf/providers/contracting/forms/>

5) **Level of Service (LOS) Reports**

Enter the cited DCF Standard Template Form for each month the number of youth, adults, and families served and ages of those receiving services, and the hours/days, county locations, etc. of those services, or record this data into another form, survey, or database that DCF agrees can serve to track LOS for the contracted program.

Website: <https://www.nj.gov/dcf/providers/contracting/forms/>

6) **Significant Events Reporting:**

Timely reports as events occur to include, but not be limited to, changes to: (1) Organizational Structure or Name [DCF.P1.09-2007]; (2) Executive and/or Program Leadership; (3) Names, titles, terms and addresses, of the

Board of Directors; (4) Clinical Staff; (5) Subcontract/consultant agreements and the development or execution of new ones; (6) a FEIN; (7) Corporate Address; (8) Program Closures; (9) Program Site locations; (10) Site Accreditations (TJC,COA,CARF); (11) the contents of the submitted Standard Board Resolution Form; (12) Debarment and SAM status; and (13) the existence and status of Corrective Action Plans, Audits or Reviews by DCF (inclusive of DCF Licensing, Divisions and Offices) or other State entities.

Note: Agencies are under a continuing obligation, through the completion of any contract with the State of NJ, to renew expired forms filed with the NJ Department of the Treasury and to notify Treasury in writing of any changes to the information initially entered on these forms regarding: Investment Activities in Iran as per P.L. 2012, C.25; Investment Activities in Russia or Belarus as per P.L. P.L.2022, c.3; Disclosures of Investigations of the Vendor; Ownership Disclosure if for profit; Service Location Source Disclosure as per P. L. 2005, C.92; Political Contribution Disclosure as per P.L. 2005, C.271; and Report of Charitable Organizations.

Policy:

https://nj.gov/dcf/documents/contract/manuals/CPIM_p1_events.pdf

Website:

<https://www.state.nj.us/treasury/purchase/forms.shtml>

D. Requirements for Awarded Respondents to Store Their Own Organizational Documents on Site to be Submitted to DCF Only Upon Request

- 1) Affirmative Action Policy/Plan
- 2) Copy of Most Recently Approved Board Minutes
- 3) Books, documents, papers, and records which are directly pertinent to this contract for the purposes of making audits, examinations, excerpts, and transcriptions, and to be produced for DCF upon request.
- 4) Personnel Manual & Employee Handbook (include staff job descriptions)
- 5) Procurement Policy



EXCHANGE

THE NATIONAL EXCHANGE CLUB
America's Service Club

Exchange Parent Aide Program Agreement

National Exchange Club

The Exchange Club of _____ *Name*

Organization _____ *Name*

PURPOSE

This Agreement is made and entered into by and between The National Exchange Club hereafter referred to as "NEC", the Exchange Club of _____, hereafter referred to as "Exchange Club", and the *Organization*: _____, hereafter, referred to as _____. This Agreement is made for the purpose of describing the partnership between the aforementioned parties effective _____. The term of this Agreement shall be for one year and shall be automatically renewed each year thereafter. Any of the parties may terminate this Agreement at any time by giving the other parties 90 days written notice of termination.

Organization's **EXCHANGE PARENT AIDE PROGRAM**

The Exchange Parent Aide Program is implemented through the *Organization* _____, and supported by the Exchange Club of _____, and the NEC. The Program provides the components described in the NEC's Exchange Parent Aide Training Manual and meets the requirements of the NEC's Standards of Operation and Practice for Exchange Parent Aide - 2023.

THE EXCHANGE CLUB ASSURES AND/OR AGREES TO:

1. That club members are available to serve on the *organization's* _____ advisory board if requested.
2. Adopt the Exchange Parent Aide program as a club child abuse prevention program.

3. Raise or designate an amount or percentage from fund raisersp or alternate support to the Exchange Aide Program as necessary to administer and conduct a viable service. This amount will be established in the annual Exchange Club budget.
4. Allocate all funds designated for the Exchange Parent Aide Program to *Organization* to administer and conduct the program until this Agreement is ended or changed.

ORGANIZATION ASSURES AND/OR AGREES TO:

1. That it is an incorporated non-profit organization with federal income tax-exempt status from the Internal Revenue Service pursuant to Section 501(c)(3) of the Internal Revenue Code.
2. Provide to the NEC:
 - A. Proof of Insurance, including Directors and Officers, Professional and General Liability, Property, Crime, Automobile, and Fiduciary.
 - B. Annually, a copy of the audited financial statement at the close of *Organization's* fiscal year.
3. Implement the Program Practices as prescribed in the NEC's Standards of Operation and Practice for Exchange Parent Aide – 2023.
4. Maintain accurate and complete client records and service plans meeting the NEC's Standards of Operation and Practice for Exchange Parent Aide – 2023 and needs of the Organization's.
5. Submit monthly statistical and other reports and inform the NEC of changes in staff composition or program location
6. Participate in program evaluations required by the NEC and act on recommendations as agreed to for best practice.
7. Comply with all laws, regulations of federal, state, and municipal authorities and at their own expense, shall obtain and maintain all required licenses or permits for the conduct of services and protection of their employees, clients, and invitees.
8. Utilize all funds allocated for the Exchange Parent Aide Program to administer and conduct the Program, including any amount raised and designated by the Exchange Club.
9. Designate a Program Director/Manager/Supervisor for the Program and as staff representative to the Exchange Club.

THE NATIONAL EXCHANGE CLUB ASSURES AND/OR AGREES TO:

Provided the obligations of the Exchange Parent Aide Program, pursuant to the terms of this Agreement, continue to the satisfaction of the NEC's Board of Directors, the NEC agrees to:

1. Provide orientation to the Program Director.
2. Provide technical assistance, consultation, and program monitoring of the Exchange Parent Aide Program.
3. Provide Exchange Parent Aide training.

4. Provide the annual NEC Prevention of Child Abuse Symposium.
5. Develop and provide materials for volunteer recruitment and training for the Program.

EXCHANGE CLUB AND ORGANIZATION ASSURE AND/OR AGREE TO:

1. The Exchange Parent Aide Program will adhere to the principles, philosophy and goals of the NEC, to wit:
 - A. To diminish child abuse and neglect by providing parent aide and auxiliary services to families with risk factors for child abuse and neglect.
 - B. To increase public awareness of child abuse and its tragic effects on children, their families and communities by disseminating information on child welfare to the public.
 - C. To enhance child and parent relationship, whereby families are strengthened and healthier.
2. Adhere to Standard of Operation and Practice for Exchange Parent Aide 2023, of the National Exchange Club.
3. Determine which party is responsible for the following fees to be paid to NEC for implementation and support of the Exchange Parent Aide program:
 - \$800 Initial Fee
 - \$1500 Training Fee (travel, hotel and staff time)
 - \$150 Accreditation Fee at time of accreditation and re-accreditation
 - \$2500 Annual Fee
4. Inform in writing and secure written approval from the NEC for any major program modifications, additions, or deletions prior to their implementation.

THE NEC, ORGANIZATION, and EXCHANGE CLUB ASSURE AND/OR AGREE TO:

1. The parties represent that they are agents of one another and that each party is independent of the other, including their officers, agents, or employees.
2. Hold the others harmless in the conduct of their respective responsibilities to provide the Exchange Parent Aide Program. Each party is not liable for injury or damage to person or property unless caused by or resulting from its own negligence.
3. This agreement constitutes the entire and complete agreement between the Exchange Club, Organization, and the NEC.
4. No amendments or variations of the terms and conditions of this Agreement shall be valid unless the same are in writing and signed by all the parties hereto.
6. This agreement shall be construed and enforced pursuant to the laws of the State of _____, and the Courts within the State of _____ shall have exclusive jurisdiction over any controversy between the parties hereto.

7. Give ninety days written notification by any party to the others, to terminate this Agreement. In the event of disputes, each party will negotiate with the others in good faith to resolve the dispute, utilizing the signers of the agreement or designees, or other means as agreed upon to mediate.

INWITNESS WHEREOF, the undersigned officers, being legally authorized by their respective Board of Directors to enter into this Agreement, have hereunto set their hands on behalf of the NEC, Exchange Club, and *Organization*.

For the National Exchange Club: _____
Tracey Edwards, Executive Vice President Date

For the Exchange Club: _____:
President Date

For the *Organization*: _____
President/CEO Date



EXCHANGE

THE NATIONAL EXCHANGE CLUB

America's Service Club

Exchange Club Parent Aide Program

Standards of Operation and Practice

Purpose of Standards: These *Standards of Operation and Practice* are intended to serve as a guide to sound management and best practice for the National Exchange Club Exchange Parent Aide to ensure the model is implemented with quality and fidelity. Each organization implementing Exchange Parent Aide agrees to comply with these national standards prior to their site being approved by The National Exchange Club Board of Directors. Compliance with such professional standards enables organizations to avoid pitfalls and assists them in maintaining a high degree of quality in program services and sound business practice.

The National Exchange Club's *Standards of Operation and Practice* are consistent with other national standards in the field and were developed based on over 25 years of observation of the successes and failures of programs within our National Exchange Club Network. Regular review enables the network to ensure quality implementation of the Exchange Parent Aide model, and to support organizations in developing the necessary infrastructure to maintain consistent and effective services to families in their communities.

Exchange Parent Aide programs within our network undergo an accreditation review process initially and must participate in a re-accreditation process every three years. Centers can qualify for various levels of accreditation.

Accreditation Submission Process

These instructions provide a framework that can be used by centers to complete the accreditation process.

General Information

- **Self-Assessment:** It is recommended that the director and / or other key staff and board members review the *Standards of Operation and Practice* to become familiar with the instrument and process prior to submitting the accreditation packet.
- **Accreditation rating and submission type:** The “Initial” accreditation level to be attempted is a joint decision between the board and center director. It is recommended that staff and board confer at regular intervals to ensure that the process is on schedule and policy revisions are occurring as needed.
- **Collection of supporting documentation:** This is typically the most time-consuming part of the accreditation process. It is advisable to make an early determination concerning what documents will need to be revised or created, and develop a strategy to address deficiencies. It may be helpful to complete one standard per month, thereby giving the Board of Directors time to take action on policy changes

Accreditation Packet

A typical accreditation submission “packet” consists of the Center Information Form, Standards Checklist, and supporting documentation:

- **Center Information Form:** Please complete each section of the form, if possible. The form provides useful information to reviewers about the size of your agency and community served. This form is required.
- **Standards Checklist:** The Checklist, which begins on page 9 should be submitted electronically.
 - Please indicate in the “Exchange Parent Aide Program Complies” column the items with which your organization is currently in compliance. If the organization does not comply with a measure, leave the box blank. In the event that a measure is not applicable to the center being reviewed, mark it “NA” and provide explanation in the “COMMENTS” section at the end of each standard.
 - Leave “Reviewer” columns blank.
 - Please provide other explanations or information in the “COMMENTS” section at the end of each standard.
 - A section titled “Leveling Options” is found at the end of each standard. This section reflects the number of required and total items in compliance within each standard. A Center can determine its possible accreditation rating by summing the items with which center is in compliance and recording these numbers in the “Center” column.

- The organization's director, board president, and board secretary should review all materials and complete the "Verification Form".
- **Documentation Submission:** All supporting documentation should be submitted electronically using the system provided by the National Exchange Club. Instructions for accessing this system can be obtained from the National Exchange Club, Prevention Services Department.
 - The types of documents to be submitted are listed in each standard.
 - Organizations wishing to submit documentation but concerned about confidentiality should contact the CAP Services Department of the NEC for submission instructions.

Ratings

Centers earn points for each standard based on the total number of measures found to be in compliance. Ratings (A, AA, AAA) within each individual standard cannot be granted until 100% of the mandatory measures within that standard have been met—regardless of the point value achieved within the standard. To obtain an overall rating, the scores for each standard (1-4) are tallied. Overall ratings and accreditation level are determined using the following scale:

- ❑ For a rating of AAA, the center must have an overall score between 72-80 points and score a minimum of "A" within each standard.
- ❑ For a rating of AA, the center must have an overall score between 64-71 points and score a minimum of "A" within each standard.
- ❑ For a rating of A, the center must have an overall score between 56-63 points and score a minimum of "A" within each standard.

ORGANIZATION INFORMATION FORM

Legal Name of Agency:			
DBA:			
Address			
City/State/Zip			
Phone:		Fax:	
E-Mail:			
Web Site:			
Name of Director:			
Years employed as director of this agency:			
Date staff attended training:			
Board President:			
Date Elected:		Term Expires:	

SERVICE AREA INFORMATION: Describe service area for Exchange Parent Aide Model

Service Area	<input type="checkbox"/>	Statewide	<input type="checkbox"/>	Multiple Cities
(Check One)	<input type="checkbox"/>	Multiple Counties	<input type="checkbox"/>	Citywide
	<input type="checkbox"/>	County	<input type="checkbox"/>	Specific Neighborhoods
General Description:	<input type="checkbox"/>	Urban	<input type="checkbox"/>	Rural
Approximate population of area served:				
Racial/Ethnic Composition of Service Area:				
African-American		%	Caucasian	%
Latino/Hispanic		%	Native American	%
Asian/Pacific Islander		%	Other	%
Child Abuse Statistics:				
Total number of child abuse and neglect fatalities in service area last year				
Total number of child abuse and neglect reports in service area last year				
Total number of child abuse and neglect confirmations in service area last year				
Statewide total number of child abuse and neglect fatalities last year				

Statewide total number of child abuse and neglect reports last year	
Statewide total number of child abuse and neglect confirmations last year	

Agency History		
Year Established:		
If the Agency has been involved in a merger in the last ten years, please provide:		
Names Of Organizations That Merged:		Date:
Is the Agency currently considering a merger with another agency:		
If so: Name of Agency		
Address		
City, State, Zip		
Phone, E-mail		

Finance/Operations

	Current Fiscal Year (Dates:)	Last Fiscal Year (Dates:)	Previous Fiscal Year (Dates:)

Total Agency Income/Budget			
Total Agency Expenditures			
Income for Exchange Parent Aide Program			
Expenditures for Exchange Parent Aide Program			

Staffing

Number of full-time permanent staff (total for agency):		
Number of part-time permanent staff (total for agency):		
<ul style="list-style-type: none"> Of the total number of full- and part-time permanent staff listed above, please indicate the number that are Exchange Parent Aides. 		

Number of other staff (e.g., contract, interns, etc.)		
Number of volunteers:		
Exchange Parent Aides:		Administrative:
Number of volunteer hours annually (all volunteers):		

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Legal Considerations

Has the Agency been involved in any lawsuits in the last three years?			
Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
If so, has the suit(s) been resolved?			
Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Please attach a description of the suit(s) and how it has been or is being addressed.			

Other Information

If you believe there is additional center information relevant to the review process, please provide it here or submit additional descriptive information. Examples might include pertinent historical information, recent shifts that are impacting the agency, or unique, cultural, or geographic factors of your area that influence the agency's work.

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STANDARD 1 - PROGRAM PRACTICES

Prevention of Child Abuse Services are implemented through the family-centered, intensive, home visitation practices of the Exchange Parent Aide Program.

(These criteria apply to both volunteer and paid Exchange Parent Aide programs.)

Criteria 1.1: Exchange Parent Aide Program provides services to families to promote child development, enhance parent child relationships and prevent abuse and neglect.

MEASURES:

Exchange Parent Aide program complies	Peer Reviewer	Staff Reviewer	
			1.1.1 Required: The Exchange Parent Aide program provides home visitation services with fidelity to the model established by the National Exchange Club.
			1.1.2 The Exchange Parent Aide program utilizes volunteer and/or paid staff to provide Parent Aide services.

Criteria 1.2: The Exchange Parent Aide program provides adequate training to ensure that knowledgeable staff and volunteers consistently provide quality Parent Aide services.

MEASURES:

Exchange Parent Aide program complies	Peer Reviewer	Staff Reviewer	
			1.2.1 A minimum of sixteen hours of initial training, utilizing the Exchange Parent Aide Training Manual is provided to Exchange Parent Aides.

Exchange Parent Aide program complies	Peer Reviewer	Staff Reviewer	1.2.2 Monthly in-service training is conducted for Exchange Parent Aides.
			1.2.3 Exchange Parent Aides secure credentialing by the NEC's Prevention Services.
			1.2.4 Initial Exchange Parent Aide training includes <i>(must meet all of the following utilizing the Exchange Parent Aide Training Manual to comply with this measure)</i> :
			<ul style="list-style-type: none"> ❑ Orientation to the Exchange Parent Aide program (history, structure, goals and objectives) ❑ Orientation to Exchange Club and The National Exchange Club Foundation ❑ Local and state child abuse reporting laws; introduction to the local social service system and how it operates ❑ Parent Aide job description ❑ Roles and responsibilities of the Parent Aide in relation to the client, the referral agency and the provider agency ❑ Comprehensive overviews of child maltreatment ❑ Case planning and case management including documentation ❑ Stages in the parent/Parent Aide relationship ❑ Communication skills ❑ Relationship-building skills ❑ Parenting skills ❑ Confidentiality ❑ Community resources ❑ Cultural competency

Criteria 1.3: Supervision provides the necessary guidance to staff to ensure quality services, enhance morale, and monitor program and staff needs.

MEASURES:

Exchange Parent Aide program complies	Peer Reviewer	Staff Reviewer	
			1.3.1 Exchange Parent Aide supervisor meets monthly in person with each matched volunteer Exchange Parent Aide.
			1.3.2 Exchange Parent Aide supervisor maintains at least weekly telephone contact with matched volunteer Exchange Parent Aides.
			1.3.3 Exchange Parent Aide supervisor provides a minimum of one hour per week case supervision to each paid Exchange Parent Aide.
			1.3.4 Exchange Parent Aide supervisor reviews 33% of the active case files per month so that every three months every case shall have been reviewed.
			1.3.5 Supervisor maintains case supervision notes.
			1.3.6 Monthly case staffings are conducted with Exchange Parent Aides to discuss family progress and casework strategies.

Criteria 1.4: Case management is designed to focus on providing the most appropriate services and support to families.

MEASURES:

Exchange Parent Aide program complies	Peer Reviewer	Staff Reviewer	
			<p>1.4.1 The Exchange Parent Aide program has a written referral policy that outlines the following items <i>(must comply with all of items listed below to comply with this measure)</i>:</p> <ul style="list-style-type: none"> <input type="checkbox"/> plan for soliciting referrals from the community <input type="checkbox"/> intake procedures <input type="checkbox"/> acceptance of referrals <input type="checkbox"/> method of prioritizing referrals.
			1.4.2 The Exchange Parent Aide program serves ethnic and geographic diversity.
			1.4.3 An intake log or other method of organizing incoming referrals is maintained.
			1.4.4 A referral form is completed on each family and includes <i>(must meet all of the following to comply with this measure)</i> :
			<ul style="list-style-type: none"> <input type="checkbox"/> Date <input type="checkbox"/> Referral source <input type="checkbox"/> Family name <input type="checkbox"/> Type of referral <input type="checkbox"/> Disposition of referral
			1.4.5 Families accepted for services are at risk of or involved in child abuse and neglect.
			1.4.6 Families served have a child in their family seventeen years or under.

Exchange Parent Aide program complies	Peer Reviewer	Staff Reviewer	
			1.4.7 Case openings and status changes are reported on the NEC Monthly Statistical Report.
			1.4.8 Initial Needs Assessments are typed or written legibly and placed in the file within one week of interview.
			1.4.9 <u>Initial Needs Assessments</u> include <i>(minimum of 13 of the following items required to comply with this measure)</i> :
			<ul style="list-style-type: none"> <input type="checkbox"/> Interview setting <input type="checkbox"/> Referral history <input type="checkbox"/> Appearance and affect <input type="checkbox"/> Environment/housing <input type="checkbox"/> Financial <input type="checkbox"/> Medical <input type="checkbox"/> Educational background <input type="checkbox"/> Marital relationship <input type="checkbox"/> Isolation <input type="checkbox"/> Bonding <input type="checkbox"/> Past parenting <input type="checkbox"/> Discipline <input type="checkbox"/> Pregnancy <input type="checkbox"/> Violence (including domestic violence) <input type="checkbox"/> Recommendations <input type="checkbox"/> Stability of residency (how long in geographic area) <input type="checkbox"/> Prior removal of children <input type="checkbox"/> Substance abuse

Exchange Parent Aide program complies	Peer Reviewer	Staff Reviewer	
			1.4.10 Family files include <i>(must comply with all of the following items to comply with this measure)</i> :
			<ul style="list-style-type: none"> <input type="checkbox"/> Initial intake <input type="checkbox"/> Initial Needs Assessment <input type="checkbox"/> Service Agreement <input type="checkbox"/> Case summaries – quarterly <input type="checkbox"/> Documentation of contacts with family and others <input type="checkbox"/> Confidentiality releases <input type="checkbox"/> Documentation of match <input type="checkbox"/> Family Plans <input type="checkbox"/> Family Rights Statement <input type="checkbox"/> Evaluation of Parent Aide impact (program evaluation) <input type="checkbox"/> Closing summary <input type="checkbox"/> Any follow-up contacts
			1.4.11 Documentation of client contacts include <i>(must comply with all of the following items to comply with this measure)</i> :
			<ul style="list-style-type: none"> <input type="checkbox"/> Date <input type="checkbox"/> Type of contact <input type="checkbox"/> Summary of contact <input type="checkbox"/> Signature
			1.4.12 Consumer surveys or other family evaluations of services are completed and kept either in client files or separate files.
			1.4.13 Documentation is placed in the client file at least monthly.
			1.4.14 All documentation is legible even if struck through.

Exchange Parent Aide program complies	Peer Reviewer	Staff Reviewer	
			1.4.15 Every contact with the family or with any collateral contacts, by volunteers or Exchange Parent Aide supervisor, is documented by the person making the contact.
			1.4.16 All contact entries are signed.
			Matching Exchange Parent Aides and client families ensures that the interests of the family will be best served and the potential of the Exchange Parent Aide for helping the family can be fully maximized.
			1.4.17 Client families and Exchange Parent Aides have the opportunity of accepting or rejecting participation in a given assignment through separate pre-match interviews conducted by the Exchange Parent Aide supervisor. Documentation of these interviews is entered into the case file.
			1.4.18 Primary and secondary interviews are conducted by a supervisor/manager with the Exchange Parent Aide and client family to determine feasibility of Parent Aide/family match and to identify goals.
			1.4.19 Professional staff from the Exchange Parent Aide Program is available to the Exchange Parent Aide on a 24-hour basis; and/or a 24-hour crisis line/emergency service is maintained for families being served.
			1.4.20 A family plan is developed by the Exchange Parent Aide, and client family within thirty (30) days of the formal match.and signed by the Exchange Parent Aide supervisor.

Exchange Parent Aide program complies	Peer Reviewer	Staff Reviewer	
			1.4.21 The family plan includes <i>(must meet all of the following to comply with this measure)</i> :
			<ul style="list-style-type: none"> <input type="checkbox"/> Goals and objectives for the relationship <input type="checkbox"/> Time-frames <input type="checkbox"/> Responsibilities of the Exchange Parent Aide and family <input type="checkbox"/> Signatures of the Exchange Parent Aide, supervisor and family <input type="checkbox"/> Outcomes
			1.4.22 The family plan is reviewed and updated, if necessary, every 90 days by the Exchange Parent Aide.
			<u>Caseload size should be manageable for size of staff:</u>
			1.4.23 Exchange Parent Aide program supervisor maintains no more than 5 Exchange Parent Aide/ family matches.
			1.4.24 Full-time paid Exchange Parent Aides maintain a maximum caseload of 15 Exchange Parent Aide/family matches.
			1.4.25 Only one client family is assigned to each volunteer Exchange Parent Aide unless the Exchange Parent Aide has demonstrated a documented capability to handle additional cases. Such situations might occur with full-time volunteers or university students/interns who would be governed by the same standards.
			1.4.26 Paid Exchange Parent Aide caseloads are determined on the basis of an average number of hours of service per week per family according to the needs of the family within their family plan. (Service is defined as face-to-face

			contact, collateral contacts and paperwork.) Consideration is given to time spent in travel and additional responsibilities of Exchange Parent Aide. In order to provide adequate services adhering to the Exchange Parent Aide model, the caseload of an Exchange Parent Aide who is a full-time staff member working 35 to 40 hours per week might reasonably include 10 to 15 families.
			1.4.27 Case closure forms or documentation includes <i>(must meet all of the following to comply with this measure)</i> :
			<ul style="list-style-type: none"> <input type="checkbox"/> Dates of case opening and closing <input type="checkbox"/> Brief summary of the match <input type="checkbox"/> Documentation of re-abuse or length of time since last reported abusive incident <input type="checkbox"/> Reasons for closure (use national closure categories) <input type="checkbox"/> Summary of case evaluation <input type="checkbox"/> Recommendations for the future
			1.4.28 Case progress made by family is <u>evaluated</u> by progress toward long-range goals (e.g. safety of the child, improved parenting skills, demonstrated better problem solving, increased family support).
			1.4.29 The Exchange Parent Aide program has a written policy on the archiving/maintenance and/or disposal of client records.

Criteria 1.5: Program services require the most ethical professional standards of confidential treatment be demonstrated to families.

MEASURES:

Exchange Parent Aide program complies	Peer Reviewer	Staff Reviewer	
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			1.5.1 Only authorized persons have access to records. All records and files are kept in locked file cabinets in rooms that can be secured when staff are not present. Electronic records are password protected.
Exchange Parent Aide program complies	Peer Reviewer	Staff Reviewer	
			1.5.2 A log is maintained in the file cabinet indicating who has checked out client files, when they are removed, and their location. Access to electronic records is monitored.
			1.5.3 There is a policy on confidential information kept on Information Systems (confidential information on computers and other technology should have the same standards as hard copy documentation).
			1.5.4 Staff are required to report suspected child abuse and neglect to the proper authorities.
			1.5.5 Staff are required to report potential suicide or homicide situations to the proper authorities.
			1.5.6 Families are notified of their rights (to receive services, to confidential treatment, to view their files, to file a grievance) and a signed copy of the Family Rights Agreement is on file.
			1.5.7 Families have access to their case records upon demand. Supervisors should review the files for any information that was disclosed from any source that is by law confidential and take measures to remove this information before shown to the family.
			1.5.8 The identities of client families are not disclosed without a signed release of information.

			1.5.9 Clients sign releases prior to appearing in public on behalf of the Exchange Parent Aide program (e.g. media, speeches, etc.)
Exchange Parent Aide program complies	Peer Reviewer	Staff Reviewer	
			1.5.10 Health Insurance Portability and Accountability Act (HIPAA) guidelines regarding security and privacy of personal health information (PHI) is followed as applicable.

Criteria 1.6: A Quality Assurance Plan is in place to consistently monitor and improve the quality of services to families.

MEASURES:

Exchange Parent Aide program Complies	Peer Reviewer	Staff Reviewer	
			1.6.1 Case decisions are discussed with supervisors or treatment team.
			1.6.2 Cases are reviewed at least quarterly by supervisors or case work teams.
			1.6.3 Case closures are discussed with supervisors or case work teams.
			1.6.4 Deficiencies in quality, timeliness or service are documented and plans developed to improve.

Required Documentation for Standard 1 Criteria:

Please include documentation as noted below in support of criteria with which you are in compliance. Additional documentation may be submitted and should be listed in "Other". If a measure does not apply to the center, mark it "NA" and provide an explanation justifying this designation in the "Comments" section at the end of each standard.

- ❑ Description of center programs
- ❑ List of volunteer &/or paid parent aide staff (include length of service; caseload size)
- ❑ Initial orientation &/or training agenda for staff; include total hours of training
- ❑ In-service training agendas for last 12 months
- ❑ Certificate of National Parent Aide Network (NPAN) credentialing for parent aide staff
- ❑ Description of supervisory practices employed to volunteer &/or paid parent aide staff. Include:
 - Type supervision provided
 - Frequency of supervision
 - Sample of tools utilized
- ❑ Calendar detailing staffings of last 12 months
- ❑ Current Referral Policy (see measure 1.4.1)
- ❑ Service demographics
- ❑ Sample Intake Log
- ❑ 24-hour crisis line number(s)
- ❑ Sample referral/intake form
- ❑ Initial Needs Assessment (INA) sample
- ❑ Documentation sample
- ❑ Satisfaction survey form
- ❑ Sample Family Plan
- ❑ Sample case closure forms
- ❑ Sample pre/post tests utilized
- ❑ Confidentiality Statement/Policy
- ❑ Confidentiality Release
- ❑ Health Insurance Portability and Accountability Act (HIPAA) compliance policy
- ❑ Sample file sign out log
- ❑ Child Abuse Reporting Policy
- ❑ Family Rights Agreement
- ❑ Service Agreement form
- ❑ Sample Release of Information
- ❑ Operations manual for parent aides
- ❑ Interview format for first & second volunteer interviews
- ❑ Current Quality Assurance Plan

- ☐ Sample family file
- ☐ Policy on the archiving/disposal of client files
- ☐ Other _____

Required Documentation to be kept on-site:

- ☐ Supervision notes
- ☐ Review of 10%, not less than 10 files, of randomly selected open and closed files (closed within previous 18 months)
- ☐ Monthly statistics for past year
- ☐ Review Intake Log
- ☐ Observe location(s) of current & closed files
- ☐ Review client satisfaction surveys

Information to be Obtained from National office by Reviewer:

- ☐ Monthly statistics for past year and/or a yearly statistics analysis

<u>Leveling Options for Standard 1</u>			Exchange Parent Aide program	Peer Reviewer	Staff Reviewer
Total Number of Measures:	55	Required Measures In Compliance:			
Total Required:	1				
		Total Measures in Compliance:			
Needed for AAA Level:	50	(Includes Required Measures)			
Needed for AA Level:	44				
Needed for A Level:	39	Standard 1 Level:			

COMMENTS:	
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STANDARD 2 - PROGRAM EVALUATION

The Exchange Parent Aide Program is strengthened through implementation of sound program evaluation.

Criteria 2.1: The Exchange Parent Aide program ensures consistency in delivery of Exchange Parent Aide services through the implementation of Exchange Parent Aide program policies.

MEASURES:

Exchange Parent Aide program complies	Peer Reviewer	Staff Reviewer	
			2.1.1 The Exchange Parent Aide program has documented procedures to insure that Parent Aide services are delivered in the same manner. These procedures must contain all elements below:
			<ul style="list-style-type: none"><input type="checkbox"/> Exchange Parent Aide Description<input type="checkbox"/> Types of services provided<input type="checkbox"/> Service dosage (number of home visits per week, recommended length of average home visit, recommended length of services)<input type="checkbox"/> Curriculums utilized<input type="checkbox"/> Goals/Objectives<input type="checkbox"/> Pre/Post Tests utilized<input type="checkbox"/> Procedure for delivering tests<input type="checkbox"/> Evaluation procedures
			2.1.2 The Exchange Parent Aide program reviews and updates the procedures every two years.
			2.1.3 A Quality Assurance Plan is in place to consistently monitor and improve the quality of services to families.
			<u>2.1.4 Required: The Exchange Parent Aide program submits monthly statistical reports to the NEC.</u>

Criteria 2.2: The Exchange Parent Aide program conducts basic evaluation(s) of its Parent Aide program.

MEASURES:

Exchange Parent Aide program complies	Peer Reviewer	Staff Reviewer	
			<u>2.2.1 Required--Exchange Parent Aide program consistently implements program evaluation elements (must comply with all elements below to achieve compliance with this measure):</u>
			<ul style="list-style-type: none"> <input type="checkbox"/> Program evaluation practices are outlined in the center's case procedures manual or exist as a separate document. <input type="checkbox"/> The center uses the Adult-Adolescent Parenting Inventory to measure progress using pre- and post-test basis. <input type="checkbox"/> A minimum of one additional tool will be required. Centers will select either the Parenting Stress Index, or The Protective Factors Survey. <input type="checkbox"/> The center uses a logic model specific to the local program and context containing clear and measurable goals/objectives and that outlines service delivery components. <input type="checkbox"/> Center consistently uses NEC case closure reasons. <input type="checkbox"/> The center tracks the following data elements electronically (must comply with all elements and sub-elements): <ul style="list-style-type: none"> ○ Family: ID#, zip code, income, type of abuse (in cases where referrals involve family with confirmed abuse), substantiation of abuse ○ Parent or Caregiver #1 & #2: DOB, gender, marital status, race, education, employed, relation to child ○ Children: DOB, gender, race ○ Parent Aide services: Date referred, Date of INA, Date closed, Close reason, referral source, # of home visits ○ Measurement tool: Pretest and posttest scores for each inventory administered <input type="checkbox"/> Center administers a client satisfaction survey at the conclusion of services. <input type="checkbox"/> The center summarizes collected data at least annually. <input type="checkbox"/> Outcome data summaries are shared with the program committee, board, and/or staff at least annually.

			2.2.2 The Exchange Parent Aide program regularly shares program evaluation outcomes with NECF.
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Criteria 2.3: The Exchange Parent Aide program seeks to strengthen its program evaluation efforts.

MEASURES:

Exchange Parent Aide program complies	Peer Reviewer	Staff Reviewer	
			2.3.1 The Exchange Parent Aide program has developed and is actively working on an evaluation strategic plan to increase program evaluation.
			2.3.2 The Exchange Parent Aide program consistently uses two standardized, valid, and reliable measurement tools at pre-test and post-test.
			2.3.3 Exchange Parent Aide program keeps in-depth electronic records of program delivery data (all elements must be met to achieve credit for this measure):
			<ul style="list-style-type: none"> ❑ Family: CPS history, Social Support Networks ❑ Children: Physical health, mental health, disability ❑ Parent Aide services: Other services provided, # of referrals, # of contacts, 2nd measurement tool: pre-test and post-test
			2.3.4 The Exchange Parent Aide program has documented procedures to ensure that measurement tools are administered in the same manner.
			2.3.5 The Exchange Parent Aide program utilizes a mid-point test, i.e. a periodic re-administration, of at least one of the measurement tools.

Required Documentation for Standard 2 Criteria:

Please include documentation as noted below in support of criteria with which you are in compliance. Additional documentation may be submitted and should be listed in "Other". If a measure does not apply to the center, mark it "NA" and provide an explanation justifying this designation in the "Comments" section at the end of each standard.

- ☐ Quality Assurance Plan
- ☐ Logic Model
- ☐ Satisfaction Survey
- ☐ Evaluation Strategic Plan (may be a part of overall strategic plan)
- ☐ Annual program evaluation report; description of how information shared with board and/or program committee
- ☐ Copy of any in-house evaluation instruments, including satisfaction survey form
- ☐ Screen shot of electronic data elements tracked by center or list of fields tracked w/ notation about type of database used (e.g. excel)
- ☐ Policy on evaluation practices

<u>Leveling Options for Standard 2</u>			Exchange Parent Aide program	Peer Reviewer	Staff Reviewer
Total Number of Measures:	11	Required Measures In Compliance:			
Total Required:	2				
		Total Measures in Compliance:			
Needed for AAA Level:	10	(Includes Required Measures)			
Needed for AA Level:	9				
Needed for A Level:	8	Standard 2 Level:			

Standard 3 Networking

The Exchange Parent Aide Program is promoted and reinforced through networks and partnerships that enable staff to provide a continuum of services to families and which enhance efforts to strengthen families.

Criteria 3.1: The Exchange Parent Aide Program has established and maintains relationships within the community in order to positively impact prevention of child abuse issues.

MEASURES:

Exchange Parent Aide program complies	Peer Reviewer	Staff Reviewer	
			3.1.1 The Exchange Parent Aide program effectively collaborates and cooperates with public and private agencies to provide leadership in developing community child abuse prevention efforts.
			3.1.2 Exchange Parent Aide Program staff are recognized as informational resources on issues relating to child abuse prevention within the context of the community by the media and other professionals.
			3.1.3 The Exchange Parent Aide Program advocates for child abuse prevention funding at the local, state and/or national level within legal and funding guidelines.
			3.1.4 The Exchange Parent Aide Program affiliates with other local level organizations for the purpose of improving services to families and preventing child abuse.
			3.1.5 The Exchange Parent Aide Program affiliates with state level organizations for the purpose of improving services to families and preventing child abuse.

			3.1.6 The Exchange Parent Aide Program initiates and promotes collaborative relationships among community resources.
			3.1.7 Exchange Parent Aide Program staff participate in the development of interagency groups that focus on efficient coordination of service delivery to families.
			3.1.8 The Exchange Parent Aide Program actively participates in Child Abuse Prevention Month activities.

Required Documentation to be submitted for Standard 3 Criteria:

Please include documentation as noted below in support of criteria with which you are in compliance. Additional documentation may be submitted and should be listed in “Other”. If a measure does not apply to the center, mark it “NA” and provide an explanation justifying this designation in the “Comments” section at the end of each standard.

- ☐ Description of cooperative/collaborative activities with public/private agencies
- ☐ Description of advocacy activities for child abuse prevention funding (local, state &/or national level)
- ☐ Letters of support or affiliation from agencies referenced in measures 3.1.4, 3.1.5, and 3.1.6.
- ☐ List involvement with interagency groups, multi-disciplinary teams, child abuse prevention task force, statewide councils, etc. Include names of staff members assigned to each group
- ☐ Current agency public relations (PR) plan
- ☐ Current calendar of child abuse prevention events
- ☐ Agency brochures
- ☐ Recent news clips
- ☐ Printed and electronic materials
- ☐ Announcements
- ☐ Recent public service announcement copy
- ☐ Billboards (photo)
- ☐ Website URL
- ☐ Recent letters to the editor
- ☐ Other: _____

<u>Leveling Options for Standard 3:</u>				Center	Peer Reviewer	Staff Reviewer
Total Number of Measures:	8		Required Measures In Compliance:			
Total Required:	0					
			Total Measures in Compliance:			
Needed for AAA Level:	7		(Includes Required Measures)			
Needed for AA Level:	6					
Needed for A Level:	5		Standard 3 Level:			

COMMENTS:	

STANDARD 4 - ADMINISTRATION AND MANAGEMENT

The Exchange Parent Aide Program is sustained by effective management including providing necessary resources, sound business plans, policies and practices that provide adequate infrastructure for uniform service delivery to families.

Criteria 4.1 The organization and the Exchange Parent Aide Program promote its connection to a sponsoring Exchange Club or Exchange District and maintains its identity with the Exchange Club Center network to foster quality programming and practices.

MEASURES:

Exchange Parent Aide program complies	Peer Reviewer	Staff Reviewer	
			<u>4.1.1 Required: The Exchange Parent Aide program is sponsored by at least one local Exchange Club or Exchange District.</u>
			<u>4.1.2 Required: A written agreement exists between the National Exchange Club, the Organization and the sponsoring Exchange Club/District which delineates roles and responsibilities</u>
			<u>4.1.3 Required: The Exchange Parent Aide program is titled “Exchange Parent Aide”. This name and logo is displayed on letterhead and other written materials (e.g. brochures), websites, etc.</u>
			4.1.4 The Exchange Parent Aide Program supervisor has completed the Exchange Parent Aide training through the National Exchange Club.

			4.1.5 The Exchange Parent Aide Program supervisor or staff must attend at least 3 out of the last 5 National Exchange Cub's Annual Prevention of Child Abuse Symposium.
			4.1.6 Exchange Parent Aide supervisor and/or staff are encouraged to be a member of an Exchange Club.
			4.1.7 The Exchange Parent Aide supervisor reports to sponsoring Exchange Clubs/Districts.
			4.1.8 Exchange Parent Aide staff are encouraged to attend and support Exchange Club fund raising activities.
			4.1.9 Exchange Parent Aide program supervisor participates in a child abuse prevention program during the annual Exchange Club District Convention or alternate District events.
			4.1.10 The Exchange Parent Aide Program supervisor is connected to the NEC's Prevention Network through zoom meetings, webinars, and social media.
			4.1.11 The Exchange Parent Aide Program supervisor maintains contact with an NEC Center Relations Committee representative as initiated by a representative.
			4.1.12 Exchange Parent Aide supervisor seeks technical support from NEC staff when needed.

			4.1.13 The Exchange Parent Aide program actively promotes its affiliation with The National Exchange Club on printed and electronic materials.
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Criteria 4.2 The organization and the Exchange Parent Aide Program maintain sound business plans to support quality service delivery to families.

MEASURES:

Exchange Parent Aide program Complies	Peer Reviewer	Staff Reviewer	
			<u>4.2.1 Required: Exchange Parent Aide Program has an operating budget.</u>
			4.2.2 The Organization's Articles of Incorporation are on file at the center to demonstrate compliance.
			4.2.3 The Organization has an operating budget including Exchange Parent Aide program,
			4.2.4 The Exchange Parent Aide program has a designated program supervisor.
			4.2.5 Additional professional and support staff are employed as needed to support the Exchange Parent Aide Program.
			4.2.6 Exchange Parent Aide staff are qualified to perform job duties as outlined in job descriptions. Consideration to be given to both personal characteristics such as ability to develop relationships with others; personal

			experience such as working with diverse populations and educational background which may include, but not be limited to:
			<ul style="list-style-type: none"> ❑ Supervisor: master's degree in social work, counseling, psychology, or equivalent field (or an equivalent combination of education and experience); or, masters degree in business or equivalent field is appropriate provided the center has an established clinical staff; at least two years experience with children and families; two years of management and supervisory experience; applicants must be eligible to meet state licensure requirements if applicable ❑ Paid Exchange Parent Aide: Bachelors degree in human services; two years related experience with children and families is recommended. ❑ Para-professional Exchange Parent Aides with high school diploma (associates degree in human services desirable) may be considered with demonstrated personal characteristics and sufficient years experience working with children and families
Exchange Parent Aide program Complies	Peer Reviewer	Staff Reviewer	
			4.2.7 Files maintained on volunteer Exchange Parent Aides include, but are not limited to <i>(minimum of 9 of the following items required to comply with this measure)</i> :
			<ul style="list-style-type: none"> ❑ Content checklist ❑ Application ❑ Interview summaries ❑ Reference checks ❑ 3 personal references (maintained in separate file to insure confidentiality) ❑ Police checks ❑ Department of Social Services (DSS) check ❑ Signed job description ❑ Signed confidentiality statement

			<ul style="list-style-type: none"> ❑ Signed agreement between Parent Aide and center ❑ Parent Aide performance evaluation forms ❑ Record of attendance at training program (in-service and outside) ❑ Copies of valid drivers license and current auto liability insurance
			4.2.8 Personnel files are maintained on all staff including, but are not limited to <i>(minimum of 10 of the following items required to comply with this measure):</i>
			<ul style="list-style-type: none"> ❑ Application/resume ❑ Interview summary ❑ Reference checks ❑ Signed job description <ul style="list-style-type: none"> ❑ Signed confidentiality statement ❑ Signed child abuse reporting procedures ❑ Evaluation forms ❑ Documentation of training ❑ Documentation of certification or licensure ❑ Copies of drivers license, insurance ❑ Copies of disciplinary actions and responses (if any) ❑ Department of Social Services (DSS) check ❑ Police check Signed Conflict of Interest Statement
			4.2.9 Staff are reviewed annually by the center director or designee using a standardized format
			4.2.10 A minimum of 20 hours of training per year is provided to Exchange Parent Aide staff.
			4.2.11 A minimum of 20 hours of training per year is provided to volunteer Exchange Parent Aides.

Required Documentation to be submitted for Standard 4 Criteria:

Please include documentation as noted below in support of criteria with which you are in compliance. Additional documentation may be submitted and should be listed in "Other". If a measure does not apply to the center, mark it "NA" and provide an explanation justifying this designation in the "Comments" section at the end of each standard.

- ☐ Signed Agreement between Exchange Club, National, and agency
- ☐ Name of sponsoring Exchange Club(s)
- ☐ Confirmation of attendance to annual symposium
- ☐ Certificate of Attendance to new director orientation
- ☐ Confirmation that center is registered on the CAP Discussion Forum
- ☐ Confirmation of center contacts with CAP Relations Committee representative
- ☐ Forms used to conduct background and criminal records checks
- ☐ List of staff/positions
- ☐ Resumes of director and supervisory staff
- ☐ Job descriptions of executive director and all staff positions related to parent aide program
- ☐ Personnel evaluation instrument(s)
- ☐ Volunteer parent aide file cover sheet &/or checklist
- ☐ Personnel file cover sheet &/or checklist
- ☐ Description of supervisory practices to staff. Please include:
 - ☐ Type of supervision offered
 - ☐ Frequency of supervision
 - ☐ Tools utilized
- ☐ Certificate of Attendance to new director orientation
- ☐ Confirmation of attendance to annual symposium for director, staff &/or board members
- ☐ Other: _____

Required Documentation to be kept on-site:

- ☐ Personnel files
- ☐ Volunteer files
- ☐ Resumes of parent aide staff

<u>Leveling Options for Standard 4:</u>				Center	Peer Reviewer	Staff Reviewer
Total Number of Measures:	24		Required Measures In Compliance:			
Total Required:	4					
			Total Measures in Compliance:			
Needed for AAA Level:	22		(Includes Required Measures)			
Needed for AA Level:	19					
Needed for A Level:	17		Standard 4 Level:			

COMMENTS:	