

SECTION 2

PROGRAM INFORMATION

*The following four parts must be completed
for
each individual
contracted program/component*

Please note that additional requirements or stipulations may be necessary for an identified program and will be forwarded to you, as applicable, by the Department of Children and Families, Office of Contract Administration.

(Please Note: Effective 9/2011 Section 2.1 of the Annex A has been removed from the package to facilitate the DCF Resource Directory. This section of the Annex A will be provided to you for completion by DCF Contract Administrators.)

SECTION 2

Program Description and Service Delivery Information

One set is completed for each contracted program/component. Make additional copies as necessary. They can also be downloaded from the Office of Contract Administration website at www.nj.gov/dcf and clicking on the link to “Contract and RFP Information”.

Section 2.1: Program Name and Service Delivery Information

Effective 9/1/2011, Section 2.1 has been removed from the Standardized Annex A. DCF has reformatted Section 2.1 in order to facilitate the establishment and ongoing maintenance of a DCF Resource Directory. Your DCF Contract Administrator will email a partially completed Section 2.1 for each contract component to your agency at the time of contract renewal. The Section 2.1 form is still a required document and a part of a complete Annex A submission. Please remember to email the completed Section 2.1 to your Contract Administrator(s) as part of your Annex A submission(s).

Section 2.2: Program Description

Answer and clearly label all questions as outlined.

Note: Questions asked may not be all inclusive. You will be notified of any other Required Program Description and Deliverables for your specific program, as applicable, to complete your contract package.

Section 2.3: Performance Outcomes

This section should be negotiated with the managing Contract Office and program staff, where applicable, prior to inclusion in the contract package.

Section 2.4: Program Personnel Information Sheet

Note: If agency is contracted for 5 programs, and a social worker works in all of these programs, list this person on the core agency personnel sheet (Section 1.3). If the social worker works in only four out of the five programs, do not include this person on the core agency personnel sheet. This staff person will be listed on each of the four relevant program personnel sheets (Section 2.4) which is part of Section 2.

Column 1: List all full-time and part-time positions dedicated to and funded by **each program**. List the title of each full-time and part-time position in your agency. Check appropriate box.

Columns 2 through 5: Complete the remainder of the form by listing for each position, in the appropriate column, the following information:

- Name of employee
- Work hours (general-not specific to program)
- Indicate percentage of employee’s compensated time that is dedicated to the program
(Example: If the employee is a social worker who works for 4 of the 5 agency’s funded programs, then the employee’s time should be apportioned, as such)

- Qualifications, including degrees, licenses, certificates, etc. that the employee possesses and which are pertinent to his/her position; and
- The functional job duties of the employee

Note: Staff listed on the personnel information forms (Section 1.3 and Section 2.4) must also be represented on the Annex B budget presentation, when applicable.

Section 2.5: Level of Service Form

A monthly contracted level of service chart is to be completed for each program/component, if applicable. One program might require several LOS forms to be completed which can be downloaded from the website. This will be indicated to you by the Contract Administrator and/or in the renewal/award letter.

The information on this form is usually utilized as a reference/source document when completing reporting forms during the contract term, when required by DCF.

Service Type: Per service dictionary, contact your contract administrator (i.e. individual counseling, residential placement, legal assistance, transportation)

Description of Unit Measurement: Indicate what is being used as the measurement for monthly Contracted Level of Service (CLOS), (i.e. beds, rides, sessions, hours)

Number of Contracted Slots/Units: Numbers should reflect unduplicated service counts. Unduplicated service counts refers to the practice of counting a customer receiving services only once within a service cycle.

Refer to Annex B2 and or Renewal/Award Letter for this number. (i.e. # of beds, # of rides, # of sessions, # of hours)

Annualized Units: Equivalent to the Annual Total under Column 3 on chart.

Column 1: Select Month from drop down menu. Month 1 should reflect 1st month of Contract.

Column 2: Indicate Actual Number of Expected Days of Service or Units Per Month.

Column 3: Indicate total Contracted LOS per month, this could be 'Days of Service' multiplied by Number of Contracted Slots/Units per month or equivalent to number listed in Column 2.

Annual Totals: This number will equal annualized number of units to be contracted per program type.

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

**Annex A
PROGRAM DESCRIPTION
Section 2.2**

Program Name: Displaced Homemaker Program-SEC

Please note that additional information/addenda may be required in order to complete the contract package. Any specific requirements/stipulations pertaining to the program will be forwarded as applicable.

Label all answers clearly as outlined below:

- 1. Provide a brief program/component description and its purpose. The description should reflect the program requirements set forth in the initial RFP and any changes that may have resulted from negotiations.**

The Displaced Homemakers Program's focus is to provide participants with the support they to obtain economic self-sufficiency. Programs are designed to enhance the employability and earnings of individuals and impact on the quality of their lives and those of their families. DCF will ensure appropriate performance metrics are established to inform service delivery, enhance program management and support the seamless, coordinated delivery of services by all DH Programs. DCF provides a web-based data management system, to capture and measure outcomes such as employment, training, goal achievement and self-sufficiency through valid measurement applications. The DCF data management system can monitor how many individuals are in each program, outcomes of the programs and the demographics of the participants to gauge where additional services would be beneficial, gaps in service exist, and additional trainings that might be needed. This data will provide an understanding of who is involved in the program, whether the programs are achieving their goals and where changes could be helpful.

DH Programs will provide support to displaced homemakers, so they can make income adjustments, prioritize strategies and find ways to overcome barriers to becoming economically self-sufficient.

Focus on Livable Wage Programs

The mission of DH Programs is to help participants gain marketable skills and economic self-sufficiency through enrollment in higher wage vocational programs, or services that increase access to careers with wages that can sustain an individual or family (depending on the client's situation). DH Programs provide more than job placement. Participants do not accomplish their goals simply because they find employment.

Participants' access to service

There are many hurdles that individuals have to overcome to secure livable-wage employment, only one of which is the high price of education. Clients may be aware of what training, certification, or degree program they need in order to secure a more sustainable career, but there are often complex situations that prevent the client from finishing that education on their own. Childcare, transportation, the immediate costs of living, debt, confusion over application and loan forms, and other issues can make the task of returning to school seem impossible.

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

- **Indicate the program's level of experience with the target population.**
- **Provide a brief outline or snapshot of the characteristics, needs, and current circumstances of the customers the program intends to serve.**
- **Explain how these customers are distinct in any way from the general population. It is generally viewed as a sign of strength when a program is able to identify the population that will benefit the most from the services provided.**

See P.L. 1979, (c, 125 52:27D-43.18 et seq)

A displaced homemaker is defined as an individual who has not worked in the labor force for a substantial number of years but has, during those years, worked in the home providing unpaid services for family members and has been dependent upon the income of another family member but is no longer supported by that income and:

- a. Is receiving public assistance because of dependent children in the home but is within one year of no longer being eligible for assistance; or
- b. Is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment; or
- c. Is at least 40 years of age, an age at which discrimination based on age is likely, and at which entry or reentry or advancement in the labor market is difficult.

Individualized screening for eligibility of services- A participant must meet the eligibility criteria of a Displaced Homemaker as described above prior to participating in any services.

An applicant is someone who completes an Intake/Assessment Section

A Displaced Homemaker Intake must be completed for every participant. Eligibility is determined during the participate intake

An **active participant** is either a new or an ongoing participant, is defined as one who is enrolled and actively participating in program activities during the current fiscal year.

An individual is considered a **participant** when, after the Intake/Assessment session, it is determined that s/he is eligible for training, educational, employment and other related services offered by the program and is enrolled as such.

If an applicant is found to be Ineligible:

- Please ensure that the applicant receives referrals to the appropriate community provider.
- DCF Data Management System is set up to prevent enrollment of participants who do not meet the definition of a displaced homemaker. Your agency can still provide services to ineligible individuals; the participant referrals and outreach are to be documented in the DCF Data Management System for all participants including those deemed ineligible for services.

For Eligible participants:

A comprehensive assessment will be conducted. Typically, the minimum time for intake is one hour. On-going case management sessions will vary in duration based on specific needs of participants.

An intake session will be provided by a staff member to include:

- Explanation of intake/assessment process and criteria for enrollment to services. This will include baseline employment hope scale and self-sufficiency matrix.
- Frequency and duration of case management sessions to be administered based on participant needs.
- How the participant's progress will be measured and shared with participant.
- Goal setting based on information gathered (interview and assessment tools). The focus of the long-term goal should be economic self-sufficiency; the objectives should be small steps which lead toward that goal.

Provide all participants with on-going individual case management session(s) to include:

- Re-assessment of the Self Sufficiency Matrix and Hope Scale, in addition to the assessment via any other education and vocation assessments, as appropriate.
- An interim follow- up date at the time of goal setting based on the participant needs. The date should occur after the participant receives some services and could be expected to achieve some short-term outcomes.

- Sessions will include a discussion of all other services available on and off-site. This includes referrals, support services, and follow-up services.

Please Note: 100% of participants will have Participant Profiles in DCF Data Management System.

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

A minimum of 90 new displaced homemakers will receive intake, assessment, orientation, training, and referrals. Indicate actual LOS achieved for previous contract term _____. The 90 LOS are those newly enrolled and actively participating in program activities during the current fiscal year. Programs are designed to enhance the employability and earnings of individuals and impact on the quality of their lives and those of their families. All programs utilize a strength-based approach and seek active collaboration with community partners, stakeholders, service providers and public agencies to provide a seamless network of education, enrichment, and supportive services. With supportive counseling and training, displaced homemakers are assisted in reaching their full potential through the following services:

- Individual Screening for Eligibility
- Job counseling, job training and job placement
- Health education and counseling services
- Financial management services
- Educational services
- Legal counseling and referral services
- Outreach and information services

A level of service for short term education certificate is required. Short term education certificates are typically between 3 and 6 months and should lead the individual to employment. The level of service for the short- term education certificates will be specific to the individual agency/county and, to be approved by the Division on Women for the number of participants per fiscal year. Also, stipends for childcare while attending a short-term certificate training is allowable as are, gas cards or other means of transportation to and from trainings if needed, books, license fees and other necessary incidentals that come up however must be discussed with DH Program Lead and/or Administrator. Some certificates may be stackable, meaning if a participant receives a certificate which leads to employment and an opportunity arises where additional short- term certificate would enable a better position or employment situation the participant can be considered for another.

The following **Standards** are consistent with legislation P.L. 1979 (c.125, 52:27D-43.20 et. seq).

Standard 1: Job counseling, job training, and job placements.

*“Job counseling services which are specifically designed for displaced homemakers, and which aid them in acquiring knowledge of their talents and skills in relation to existing jobs, and which counsel **displaced** homemakers with respect to appropriate job opportunities.”*

“Job training and job placement services which develop, by working with state and local government agencies and private employers, training and placement programs for jobs in the public and private sectors, which assist participants in gaining admission to existing public and private job training opportunities and, which identify community needs and encourage the creation of new jobs in the public and private sectors.”

The focus of the long-term goal should be economic self-sufficiency; the objectives should be small steps which lead toward that goal. At a minimum the following will be available:

- Computer literacy training programs and Internet access. Ideally, the computer lab should exist on the premises. Where this is not possible partnerships with other community providers are strongly encouraged.
- Free Internet access to support computer literacy training skills and facilitate the interaction with the program.
- Computer literacy training classes includes topics such as basic computer literacy, Internet, Microsoft Word, Excel, Power Point, etc.
- Tools to be used in the counseling sessions include interest/ability testing, access to the Dictionary of Occupational Titles, Occupational Outlook Handbook, Guide to Top Labor Demand occupations in New Jersey, etc.
- The job search skill building session should provide a minimum of (1) structured career and job readiness classroom series. This may include, but is not limited to, Adkins Life Skills and/or GOALS) listing the topics to be offered.
- Opportunities for developing interviewing skills, resume writing and updating, social media such as LinkedIn, etc.
- To the extent possible, the training and placement services shall consult with the area Workforce Investment Boards (WIBs) established pursuant to the provisions of the federal Job Training Partnership Act and the Employment and Training Programs in the NJ Department of Labor and Workforce Development in order to help identify local job opportunities or areas of expansion in private industry.

- Training and placement services shall foster the development of partnerships with industry.

Please Note: 100% of displaced homemakers who participate in the job readiness series will take part in goal setting and career planning.

Standard 2: Health education and counseling services.

“Health education and counseling services which cooperate with existing health programs to provide counseling on preventative care, health care consumer education, family healthcare and nutrition, alcohol and drug addiction, and overcome health barriers to employment.”

- Workshops and trainings to include such topics as self-development, empowerment, self-esteem as well as alcohol and substance use.
- Provide referrals to mental health facilities/programs, domestic violence shelters, clinics, Planned Parenthood and also with finding programs in the community that may also assist with health issues and other types of counseling.

Standard 3: Financial management services

“Financial management services which provide information and assistance with respect to credit, insurance, taxes, estate and probate problems, mortgages, loans and other related financial matters.”

- Workshops, mini-series, or training which provide information and assistance with respect to credit, housing, and all other financial matters that may be identified as participant needs.
- Partnerships or collaborations with local banking and financial services for workshops and information are strongly encouraged.
- Financial Literacy is a focus for many organizations today, as recent issues with the economy have brought it into the limelight. Many DH Program participants were not formally taught about balancing a check book, opening a savings account, or establishing a budget. Without these life skills, it can be hard for participants to plan their lives, organize their funds, stay out of debt, or establish good credit.
- While some classes, such as estate planning, mortgage and loans, or insurance, may require seasoned professionals, other basic courses about balancing checkbooks and

tracking spending can be offered by local leaders that have achieved financial independence and successfully taken control of their finances.

Standard 4: Education Services

*“Educational services, including outreach information about courses offering credit through secondary or post-secondary education programs, and including bilingual programs where appropriate, as well as information about other programs which are determined to be of interest and benefit to **displaced** homemakers in developing employable skills.”*

Funding allows for making decisions around education grants for participants of the program.

Six (6) minimum workshops must be offered per year.

- One topic must be on “in demand” careers from the Statewide Demand Occupations list as defined by the Department of Labor and Workforce Development.
- Provide all participants with the assistance they need to enter educational programs, or technical schools.
- These required services may include certification programs, job training programs, or other educational services. While many DH Programs offer certain workshops or training programs to participants directly, others refer to community colleges or other training programs as ways for displaced homemakers to receive educational services.
- The development of topics that will contribute to success in the workplace should also be included. For example, dressing for the workplace, interviewing skills, and barriers to employment
- Services must include appropriate assessment tools such as career, inventory assessment tools and the use of educational evaluation services (Myers Briggs, Strong, Self-Directed Search, O-Net, etc.).
- Include referrals to remedial education, ESL, vocational training and other educational programs. Implement follow-up services to ensure enrollment and completion of these programs.
- Results of evaluations must be documented in DCF data management files in participant case/service notes.
- If remedial education (such as ESL, Literacy, GED) is not provided on-site or in partnership with other community providers or educational institutions are strongly

encouraged.

- Each participant entering a vocational education program/educational institute should participate in generating an Individualized Plan with the assistance of the program coordinator. The career plan should be a step-by-step outline of the courses needed, application process, funds needed, assistance with applications for any grants, and/or FAFSA forms. Participants should also be assisted with looking into funding through WIOA and the One Stop organization in each applicable geographical area.

Standard 5: Legal counseling and referral services

- Provide workshops and information and referral services to legal clinics, seminars.
- Work in collaboration with other agencies, attorneys, and local courts to provide information sessions and consults. Programs are encouraged to find professionals who are willing to share information about legal issues and that may offer seminars, trainings and consults for appropriate individuals.

Document the collaborations and partnerships in the Apricot Management Data System under workshops, individual participant file.

Standard 6: Outreach and information

“Provide services with respect to employment opportunities, education, health, public assistance, and unemployment.”

- Establish collaborations and partnerships with federal/state/local community agencies and groups to provide access to a comprehensive referral system so that participants will receive appropriate services based on their needs.

Document this information in the Narrative Report in the DCF Data Management System.

4. **Describe any barriers (systemic or otherwise) that may impede participants from accessing services. Displaced Homemaker program centers should be easily accessible, non-threatening and welcoming to those participants seeking their services. For Translation Needs:**
 - **If program does not have bilingual staff, it is recommended that the program utilize the services of the Language Line (1-877-886-3885) to accept and assist foreign language callers. Clients are never to be charged for translation services.**

5. Please describe how the program collaborates and/or networks with other public and private entities to best serve the target population by this program/component. (Please provide copies of any written agreements/sub-contracts/MOU's)

- Enter information in the narrative section in the DCF Data Management System to include partnerships, collaborations, events provided for participants, copies of any written agreements, sub-contracts, and MOU's. Agencies will still need to forward consultant agreements, sub-contracts, MOUs to the contract administrator.
- List any planned events or activities that will be provided during the contract term.

Additional Requirements:

Provide an Exit Session to conference participants' completion of services, courses, someone who has met goals and will no longer be attending the program.

Trauma-Informed Approach: The applicant will utilize a trauma-informed approach in its services. This approach incorporates an understanding of the pervasiveness of trauma and its impact on every aspect of service provision. Not all will experience violence in the same way, and each survivor will have individual needs. Being trauma-informed requires programs to understand and respond with sensitivity to the culture, behaviors, attitudes, and emotional needs of survivors.

The Division on Women and DCF Contract Administration are notified of all personnel changes in writing within a week of termination on company letterhead.

The Division on Women is to be notified immediately if any personnel with access to DCF Data Management System that are terminated.

Programs will be required to send the Division on Women the name of any new staff hired that are to have access to the DCF Data Management System and their email address as the process may take at least one week to set up. These staff should be in positions that require them to enter data into the system.

Grantee is required to attend all Division on Women technical assistance meetings/trainings/phone conferences as offered by the Division on Women.

Client's file or case folders in DCF management database:

All participants receiving services after the Intake Participant Profile session must have an open DCF Data Management file. The file must include the Intake form, participant demographic information, program enrollment record, attendance records, follow-up, and outreach. Short- and Long-Term Goals, and the Progress/Case notes. It should also include the results/documentation of any assessment or testing which might have been conducted as well as referral forms, client satisfaction/evaluation form, etc. This session may take one or two meetings; the client is active after enrollment in the program. The participants Progress/Case Notes should reflect a summary and/or statement on the results of all those activities on behalf of the participant.

Forms in Dashboard:

Self-sufficiency Matrix, Employment Hope Scale, Narrative Report, consent template, other forms may be added as appropriate by Division on Women.

Monthly Reports:

- The provider is responsible for the completion of timely data entry in the DCF Data Management System. DCF requests that the business office should receive quarterly LOS reports. However, your reports will only be accurate if all required data is entered on a timely basis. We recommend real-time daily data entry. All required data must be entered into the system by the 10th of the month for the preceding month.
- **DCFCONNEX Help Desk: 1-866-733-2208** this is the contact information should any technical issues or questions arise DCF will answer questions or elevate it as necessary.
- Additional support will be provided to all programs, webinars will also be provided for new staff as well as individual technical support as needed by DCF.

The aggregate data shared via reports include:

- Participant Demographics – area, race, ethnicity, age, living arrangement, income, number of dependents (names and social security numbers will not be shared)

- Program participation
- Number of eligible and ineligible participants
- Job placement, training, and employment
- Short- and Long-Term Goals
- Education services, e.g., GED, ESL
- Education grants, if applicable
- Active and ongoing participant numbers
- Participant follow-up and case management
- Workshops and Mini-Courses
- Partnerships, Collaborations and MOU's
- Number of New and Ongoing Participants
- Employment Hope Scale Outcomes
- Self-Sufficiency Matrix Outcomes
- Referrals and supportive services
- Narrative of program achievements, highlights, and good new stories.
- Data Collection Notification Form – to be signed by all participants regarding how data will be collected, stored, and used.

Quarterly Expenditure reports are due as follows:

- All **Quarterly Expenditure** reports are due by the 30th day following the close of the quarter. Please submit your reports expenditure reports electronically via email to both DOW and your Contract Administrator. Programs are expected to maintain a system with appropriate documentation and internal controls that satisfy established financial management and accounting standards as outlined in the DCF Contract <http://www.nj.gov/dcf/providers/contracting/manuals/>. Written policies and procedures for accessing and dispersing Special Assistance funds are retained online.
- Quarterly reports, for Level of Service, must be submitted to the business and DOW as well as education short term certificates.
- Division on Women website address for the Displaced Homemaker Programs is <http://www.nj.gov/dcf/women/displaced.>

Allowable Budget Items

The provider is responsible for completion and electronic submission of the budget detail utilizing the DCF standard Annex B. The following applies to the contract funds:

- Administrative Costs (Audit costs, bookkeeping/accounting services, legal services, consultant services).
- Space Costs (program space, maintenance, cleaning, security).

- Educational costs/stipend: programs can set aside funds in the contract to be used for education grant stipends for short term certificate that will lead to employment, incidentals such as books, uniforms, childcare assistance, clothing allowance and gas cards and public transportation to attend certificate/course trainings, workshops, and other trainings.