|  |  |
| --- | --- |
| **C****ontract Number:**  |       |

**STATE OF NEW JERSEY**

**DEPARTMENT OF CHILDREN AND FAMILIES**

**Annex A**

**PROGRAM DESCRIPTION**

**Section 2.2**

|  |  |
| --- | --- |
| **P****rogram Name:**  |       Domestic Violence Direct Service Programs |

**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 Department of Children and Families (DCF) funds a statewide network of domestic violence providers throughout New Jersey. As such, DCF ensures that there is a minimum of one provider in each county whose mission is to provide a comprehensive array of domestic violence services to survivors and their families. The contracted provider shall provide emergency shelter, crisis intervention, counseling, victim advocacy, prevention, and other supportive services for victims and survivors of domestic and dating violence. Services shall be trauma-informed, culturally responsive, and strive to meet each survivor’s holistic needs.

Domestic violence direct services include, but are not limited to the following:

* 24-hour/ 7-day Hotline and Information/Referral
* Crisis Intervention
* Emergency Shelter and Housing
* Counseling
* Victim Advocacy
* Legal Advocacy
* Medical Accompaniment
* Transportation
* Services for Children
* Prevention Activities
* Community Education and Partnerships

2. **Identify the target population served by this program/component**

* **Describe the communities in the agency’s service area ensuring to include historically underserved populations like communities of color, persons with limited English proficiency, individuals with disabilities, LGBTQ+ individuals.**
* **Describe any known gaps in or barriers to services.**
* **Describe efforts to assess the needs of the various communities in the agency service area.**

Domestic violence direct services shall meet the needs of victims and survivors of domestic violence and dating violence as well as their children and family members. Under the New Jersey Prevention of Domestic Violence Act, an act of domestic violence occurs when an individual commits one of the predicate offenses, such as assault, harassment, or stalking, to another individual when a special relationship is present. This relationship may or may not be intimate, and can include a household member, or former partner. The act can occur once, or multiple times over the course of several years. (See N.J.S.A. 2C:25-17 et seq.).

Domestic violence can happen to anyone of any race, ethnicity, citizenship status, age, sexual orientation, religion, gender, socioeconomic status and educational level regardless of whether they are married, living together or dating. Domestic violence programs shall be designed to meet the needs of its population and especially those that have been historically underserved. Underserved populations include populations that lack accessible or relevant services due to geographic locations, racial and/or ethnic backgrounds, sexual orientation, or specific needs like language, disabilities, immigration status, or age.[[1]](#footnote-2)

While each program may be funded to serve a particular geographic region, services are expected to be made available to all survivors of domestic violence, without regard to county or state of residency.

The geographic region to be served is:

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

Domestic violence direct services aim to improve the safety, stability and well-being of adult survivors and their children. Research has shown that trauma-informed victim-centered services lessen the harm caused by domestic violence. Supportive services like crisis intervention, counseling, legal and medical assistance, victim advocacy, and information and referral can improve outcomes and reduce long-term effects. Studies have also shown that survivors find such services to be helpful and decrease distress when provided in a safe and healing environment and in a way that meets their individual needs.

4. **Describe the program services and method of service delivery.**

DOW administers state and federal funding to enhance the coordinated community response to domestic violence. Direct service providers are expected to comply with federal and state standards and regulations around service delivery. Thus, services must be:

* Free of charge
* Voluntary
* Accessible
* Trauma-informed
* Victim-centered
* Confidential
* Available to all victims regardless of gender, gender identity, sexual orientation, race, ethnicity, ability to speak English, citizenship status.

**Accessible to All**

The New Jersey Law Against Discrimination makes it unlawful to subject people to differential treatment based on race, creed, color, national origin, nationality, ancestry, age, sex (including pregnancy), familial status, marital status, domestic partnership or civil union status, affectional or sexual orientation, gender identity or expression, atypical hereditary cellular or blood trait, genetic information, liability for military service, mental or physical disability, perceived disability, and AIDS and HIV status. The DCF-funded provider must prohibit discrimination in program admission and the provision of services, as well as agency hiring and promotional process.

**Voluntary Participation Only**

To ensure safety for domestic violence survivors and their children, the provider should operate with the highest level of ethical practice and accountability to survivors and the community. The federal government bars recipients of Violence Against Women Act (VAWA) and Family Violence Prevention Services Act (FVPSA) from mandating survivors to participate in programming to access other services. All services must be available on a voluntary basis.

**Trauma-informed Approach**

The provider shall articulate a trauma-informed philosophy and approach to its service delivery. This approach incorporates an understanding of the pervasiveness of trauma and its impact on every aspect of service provision. Not all survivors 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

**Protecting Confidentiality**

Pursuant to the New Jersey Administrative Code, Section 10:130-2.5 (a) all services are confidential, accessible to the general public, and provided free of charge by specially trained professionals. The applicant shall abide by confidentiality policy at DCF as follows:

* The applicant shall observe the confidentiality provisions in 42 U.S.C. 10406(c) (5) with respect to all information collected by DCF.
* The applicant shall not disclose personal identifying information collected on a service recipient, including persons receiving services via a state or federally funded grant program, to any persons without the informed, written, and reasonably time-limited consent of that person, unless compelled by statute or court.
* If disclosure is required by law or court order, the applicant shall make reasonable efforts to:
	+ Inform the person of the necessary disclosure; and
	+ Protect the privacy and safety of affected persons.
* The applicant shall not make public the address or location of any domestic violence shelter facility that otherwise maintains a confidential location, except with written authorization of the person or persons responsible for the operation of that shelter.
* The applicant shall have written policies addressing documentation, storing of confidential information and access to other protected material.
* The applicant shall have a policy on the retention and destruction of documents.

**Services**

DCF-funded domestic violence agencies are to provide the following services: These services include:

**24**-**Hour Hotline:** Providers shall operate a 24-hour hotline to assist with crisis calls and intervention, shelter, advocacy, safety planning, and information and referral. Hotline services can be offered through live voice, and text or chat system and can be accessed 365 days a year. Hotlines are tollfree and shall meet each survivor’s language needs through interpretation services. Additionally, hotlines shall ensure ASL capabilities for d/Deaf and hard of hearing survivors.

**Crisis Calls and Intervention**: Crisis intervention is process by which a person identifies, assesses, and intervenes with an individual in crisis to restore balance and reduce harmful effects. Crisis intervention can occur in-person and/or over the telephone.

**Emergency Shelter:** The funding can support a shelter facility that complies with DCA licensing standards (N.J.S.A. 55:13C 1 et seq.) Shelter can also include hotel/motel placement, housing vouchers, individual dwelling units, and rental assistance. Additionally, funding can support the provision of food, clothing, and personal supplies for individuals residing in shelter. Emergency shelter and housing shall be available to survivors and their dependent children 24 hours a day/ 365 days a year.

* + - * If a shelter facility does not have availability, all efforts shall be made to find survivors alternative housing. This includes transportation to another county shelter, hotel/motel placement, or rental unit.
			* Supportive services shall be offered and provided to all survivors seeking housing or shelter, even if the survivor is referred to another program. Either the referring program or the receiving program may provide the supportive services. The referring agency may provide financial assistance to the receiving agency if needed. All survivors, including male and transgendered survivors, and even those calling from out of county shall be connected to and provided with viable emergency housing options.
			* The licensed capacity for the shelter is (indicate number of adults and children as specified on DCA licensing certificate):
			* There is no maximum length of stay for survivors and their children. Providers shall work with survivors to find stable housing solutions and shall not discharge any survivor prior to securing other housing.
			* The determination of length of stay should always be survivor-driven.
			* All shelters shall institute security measures to ensure the safety and well-being of all residents and staff. Such measures include, but are not limited to centrally monitored alarm systems; security cameras; exterior lighting; dead bolts; panic bars/buttons; etc.

**Counseling Services:** Specialized, supportive counseling services shall be available to all survivors of domestic violence and their children. Counseling may be long or short term, supportive or crisis-oriented, and offered on an individual and/or group basis. The provider shall ensure counseling is provided in a private and safe space for confidential communications. Optimally, counseling is provided in the client’s primary language; however, when this is unavailable, appropriate interpretation is provided.

**Victim Advocacy:** Victim advocacy is designed to help the victim/survivor navigate various systems to obtain needed resources or services. This includes employment, housing, TANF, shelter services, health care, victim’s compensation, and more. Services can help survivors create a customized plan that holistically meets the unique needs of clients.

**Legal Advocacy*:***Legal advocacy includes assisting clients with both criminal and civil legal issues. This includes providing clients with court-related information, preparing paperwork for restraining orders or other relief, and accompanying a client to court (Superior and municipal). This can also include accompanying a client to an administrative hearing such as unemployment.

**Housing Advocacy*:*** Housing advocacy assists survivors in obtaining viable housing solutions. Provider shall offer assistance with housing searches, filing applications for various housing programs such as Temporary Rental Assistance, Section 8 Housing, and any other federal, state and local program.. This may also include providers developing relationships with landlords to secure rental units, providing rental assistance, or funding moving costs. In addition, programs are expected to develop relationships with local landlords to support survivors in securing permanent housing.

**Financial Advocacy*:*** Providers shall offer information regarding financial options and assistance in accessing available resources, including but not limited to: unemployment insurance compensation; Emergency Assistance (EA); Temporary Assistance to Needy Families (TANF); TANF Family Violence Options; child and child care subsidies; and all federal, state and local programs providing financial aid. Financial advocacy may also include employment assistance and job readiness, financial management and budgeting workshops, as well as referrals to financial or employment programs aimed at increasing financial independence/empowerment.

**Medical Advocacy/Accompaniment**: As health-related issues are prevalent among domestic violence victims and survivors, medical assistance is vital. Supportive services include accompanying a domestic violence victim to, or meeting a victim at, a hospital, clinic, or medical office. Medical advocacy may also include creating referral partnerships with health clinics or offices.

**Safety Planning*:*** Safety of the survivors is paramount and should be continuously assessed in each case. Providers shall develop individualized safety plans alongside all adult and child survivors taking their unique circumstances into account. Providers shall stay abreast of all resources available for survivors and ensure it has at least one trained Application Assistant for the Address Confidentiality Program.

**Children’s Advocacy and Support Services*:*** Survivors may need child-care assistance when navigating systems, utilizing healing services, or in gaining valuable skills. Providers may assist survivors with day care, tutoring or recreational services. Providers shall offer services for children exposed to domestic violence like Peace A Learned Solution (P.A.L.S) , Trauma-focused Cognitive Behavioral Therapy (TF-CBT), art therapy, music, theater, or play therapy.

**Prevention Services:** Providers may offer prevention-based services like access to preventive health and behavioral health programs, educational programs in schools, parenting skills classes, and community campaigns designed to alter norms and values conducive to domestic or dating violence.

**Transportation:** Transportation services may facilitate shelter admission or assist survivors in accessing community resources, court appearances and medical appointments. A provider may utilize its own vehicle or provide assistance indirectly through bus passes, vouchers, sub-contractors, or other arrangements (e.g. Uber).

*[ ]  The program operates a vehicle that was purchased with DCF funds*

* *Date of Purchase:*
* *Make/Model of Vehicle:*

*[ ]  The program provides other transportation assistance (Briefly Describe)*

**Community Education, Training and Networking:** The provider shall engage in public awareness raising events, as well as community outreach and training of various private and public agencies. These events shall provide information on domestic violence, as well as services and resources available to survivors and their children. Providers shall participate in multi-disciplinary committees, work groups and joint planning activities to increase service coordination and improve community responses. Additionally, providers shall cultivate and recruit potential volunteers, and referral partners to provide various forms of support. Written materials, including agency brochures and information regarding prevention and available forms of relief are available in the most prevalent languages of the targeted community.

**Expanded Services**

Check all that apply and indicate if program operations are specified in separate DCF contract documents:

[ ] **Domestic Violence Liaison:** The DV Liaison Program is a collaborative effort between the Division on Women (DOW), Division of Child Protection & Permanency (DCP&P) the NJCEDV, and domestic violence providers. The overarching goals of the program are to promote safety, stability and well-being for children and families when child abuse and domestic violence co-occur; to improve communication and coordination between both service systems; and to ensure the implementation of best practices.

Domestic Violence Liaisons (DVLs) are employed and supervised by domestic violence providers and co-located in DCP&P Area/Local Offices. The primary functions of DVLs are to provide on-site consultations and assist DCP&P in its efforts to assess domestic violence situations and develop safe intervention and case planning strategies. DVLs also educate and mentor DCP&P staff regarding the dynamics of domestic violence, the needs of victims, and safe interventions that will result in optimal outcomes for families.

*The provider offers DV Liaison services to the following DCP&P Offices:*

*Please note that a specific Annex A Section 2.2 for the DCF Domestic Violence Liaison Program is posted on the Department’s website and should be included as a separate and distinct component in the DCF contract. The document may be accessed at:*  https://www.nj.gov/dcf/providers/contracting/forms/dow.html

[ ] **PALS: Peace A Learned Solution:** PALS is a nationally recognized therapeutic program model that provides counseling and creative arts therapy to children aged four to twelve who have been exposed to domestic violence. The program seeks to improve the emotional, cognitive and behavioral functioning of child participants and ultimately reduce the impact of domestic violence on children.

Services include: Psycho-Social Assessments; Case Management; Creative Arts Therapy (e.g. art, dance, music therapy, etc.); Transportation; Parenting Support for non-offending parents; and Educational Support for children.

*Please note that specific PALS contract documents (program description and/or budget information) should be included as a separate and distinct component in the DCF contract. Contract Outcomes for all PALS programs may be accessed at:* [*http://nj.gov/dcf/providers/contracting/forms/dfcp.html*](http://nj.gov/dcf/providers/contracting/forms/dfcp.html)

**[ ] Batterer Intervention Program or similar services:** The treatment modality for batterer’s intervention services is based on current research and best practices. Services include voluntary and court-ordered counseling on an individual and/or group basis; evaluations and treatment recommendations; monitoring; and information/referral. Batterer Intervention Programs emphasize accountability and are provided in a manner that is consistent with the intent of the New Jersey legislature in its enactment of the Prevention of Domestic Violence Act and the various forms of relief provided for survivors.

Other services include programs like *Responsible Fatherhood,* which focuses on fathers or intimate partners who perpetrate domestic violence in households where children are present.

*Program Name:*

*[ ]*

*[ ]  Check if separate Annex A or B documents are included in the DCF contract*

**[ ]  Pro Bono or reduced fee Legal Representation** *(Briefly Describe and indicate if separate Annex A or B documents are included in the DCF contract)*

**[ ]  Other Specialized Services/Programs** *(Briefly Describe and indicate if separate Annex A or B documents are included in the DCF contract)*

**Applicable Laws and Regulations**

All DCF funded agencies must comply with:

* The Violence Against Women Act (42 U.S.C. 13701 et seq);
* Family Violence Prevention and Services Act (42 U.S.C. 10401 et seq);
* The Prevention of Domestic Violence Act (N.J.S.A, 2CL15-17 et seq);
* Shelters for Victims of Domestic Violence Act (N.J.S.A. 30:14-1 et seq);
* Standards for Shelters for Victims of Domestic Violence Act (N.J.A.C. 10:130);
* Survivor-Counselor Confidentiality Privilege (N.J.S.A. 2A:84A-22.13 et seq);
* The Sexual Assault Survivor Protection Act (N.J.S.A. 2C:14-13 et seq.);
* Licensing standards as set forth in N.J.A.C. Title 5 Chapter 15, Emergency Shelters for the Homeless and as administered by the New Jersey Department of Community Affairs; and
* New Jersey Law Against Discrimination (N.J.S.A. 10:5-12).

**Standards**

* The provider shall abide by the standards created for domestic violence agencies. These standards are used as a tool for implementing policies and procedures and ensure a baseline of quality services.
* DCF endorsed Prevent Child Abuse New Jersey’s (PCA-NJ) Safe-Child Standards in August 2013 (The “Standards”). The Standards are a preventative tool for implementing policies and procedures for organizations working with youth and children and through their implementation, an organization can minimize the risks of the occurrence of child sexual abuse. The provider shall abide by the standards are available at: <http://www.state.nj.us/dcf/SafeChildStandards.pdf>

**Staff Hiring**

The provider shall allocate and maintain proper staffing levels that meet the needs of program and the survivors.

**Staff and Volunteer Retention**

Every effort is made to hire and retain individuals with recognized expertise in the field of domestic violence, in addition to experience with mental health and trauma, substance abuse, social services, and systems advocacy. The applicant shall ensure staff and volunteers reflect language, race, and cultural backgrounds of the survivors it serves.

**New Staff Training & Development**

Prior to interacting with clients or providing direct services, all staff and volunteers shall complete a minimum 40 hours of training in the field of domestic violence in order to preserve client-counselor privilege as specified by N.J.S.A. 2A:84A-22.15. The content of such training comports with standards set forth by NJCEDV. The curriculum and original source documentation verifying each individual’s successful completion of the training program are retained on file and available for inspection.

**Intern/Volunteer Program**

Volunteers are valuable members to domestic violence programs. To build a strong pool of interns and volunteers, the agency must commit to recruiting, training and developing those who want to volunteer. Volunteers shall go through the same screening, orientation and training protocols as staff.

**Supervision**

Trauma-informed supervision is in place to oversee all direct service staff and case management activities. Supervision is provided by qualified individuals who meet established professional standards and documented in agency or case records.

**CARI Check Requirement**

NJ Rev Stat § 9.6-8.10f (2017) requires the Department of Children and Families (DCF) to conduct a check of its child abuse registry for each person who is seeking employment in any facility or program that is licensed, contracted, regulated, or funded by DCF to determine if the person is included on the child abuse registry as a substantiated perpetrator of child abuse or neglect. <https://www.njportal.com/dcf/cari>

**Culturally Responsive**

Culture plays a profound role in how victimization is experienced and can drastically affect a survivor’s healing journey. Research shows that survivors have better outcomes when services are tailored to meet their unique cultural and linguistic needs. Programs must consider the unique assets and barriers of survivors from culturally specific communities, taking into account race, ethnicity, gender, religion, ability/disability, language, socioeconomic status, age, and more.

All programs shall maintain an updated Access and Inclusion Plan that delineates specific objectives to improve cultural relevance and service delivery to marginalized communities. Additionally, programs are encouraged to participate in the NJCEDV Inclusion and Access Initiative to assist with maintaining accessible and inclusive policies and procedures.

Most importantly, programs operationalize those policies and create a direct service environment that promotes an inclusive and ethnically, culturally and racially diverse community. In this regard, all programs are expected to:

* Define specific efforts to ensure equitable hiring processes and promote diversity within staff and have clearly specified grievance procedures, which are publicized and readily available for all staff and survivors to utilize;
* Clearly specify and conduct outreach activities to reach culturally and linguistically diverse clients, and clients from marginalized communities;
* Ensure that residential clients have access to culturally appropriate food & supplies;
* Institute clear protocols for answering hotline calls in culturally respectful ways that include language identification and a process for providing appropriate interpretation services;
* Offer culturally appropriate and relevant supportive counseling by qualified and trained staff in a safe and confidential environment;
* Develop sustainable collaborative relationships with diverse community groups and organizations that work with specific communities and multicultural populations;
* Ensure programs are equipped to address the needs of the LGBTQ+ community in residential and non-residential settings;
* Ensure that all staff, volunteers and board members receive anti-racism, implicit bias, and cultural relevance training as part of orientation and annual professional development activities.

5. **Detail how customers access services.**

 Cite any physical limitations that might preclude program admission or referral acceptance.

 Discuss referral procedures and discharge procedures.

 Cite negative and planned discharge procedures.

 Indicate specific documents needed for referrals, when applicable.

**Acceptance/Remittance Criteria**

The denial of domestic violence services to a survivor may contribute to serious injury or death and should be a rare occurrence. Decisions about denying services shall **not** be based on imminent risk, survivors’ personalities, immigration status, mental health, substance abuse history, or their decision to return to the abuser.

* + Providers shall collaborate and form partnerships with community providers that can assist survivors with substance abuse or specific mental health services and offer wrap around services that address the domestic violence in a holistic manner.
	+ Providers shall ensure appropriate accommodations for individuals with disabilities. The Americans with Disabilities Act (ADA) generally requires shelters to provide equal access to the many benefits that shelters and agencies provide. However, for survivors with heightened disabilities, medical care or specialized assistance may be necessary. Providers shall make arrangements with facilities or medical centers to accommodate those with more specialized needs.
	+ Services cannot be conditioned on participation in other services like: mental health or substance use disorders treatment, parenting classes, or counseling.

**Intake/Screening:**

Staff shall conduct an initial screening to assess the domestic violence and the immediate needs of the survivor. Federal regulations bar programs from administering screening mechanisms like: criminal background checks, sobriety requirements, or mental health or substance use screenings.

* If a referral is necessary, staff shall obtain verbal authorization from the caller to share relevant case information in order to facilitate a referral on their behalf.
* Providers shall ensure every survivor is connected with relevant services even if these services cannot be provided in-house.

**Terminating Services**

Providers shall strive to ensure all survivors are connected with appropriate services and accommodations that fit their needs. There are however instances where termination of services is necessary to protect the safety of the survivor, other clients, or staff. Reasons for terminating services may include, but are not limited to:

* + use of violence/assault;
	+ possession of weapons;
	+ possession of illegal drugs;
	+ discriminatory actions toward staff or other clients;
	+ Theft or larceny;
	+ Destruction of property

Residents negatively discharged from shelter may be referred to other programs. In those instances, the referring program secures a signed release of information from the client and provides relevant case information to the receiving shelter. The sending and receiving agencies, in discussion with the client, make every effort to provide or secure transportation from one location to the other. All clients who are negatively discharged are informed of their right to appeal and request a fair hearing form the executive director of the discharging agency. Clients who are discharged from the shelter remain eligible for non-residential supportive services and counseling.

6. **Describe the neighborhood(s) and the building(s) where each program site(s) is located. Detail accessibility to mass transportation. Identify the program catchment area.**

*Each site, including the address and type of non-residential services provided in that location are identified below:*

7. D**etail the program’s emergency procedures. Provide any after-hours telephone numbers, emergency contacts, and special instructions.**

The safety of clients and staff is a primary concern for all domestic violence programs, particularly shelter facilities.

The very nature of this work requires the development and implementation of strict safety protocols that specify emergency procedures for staff and clients when responding to fire/security alarms, medical emergencies, clinical crisis situations, intruders, natural disasters, etc. Some programs additionally utilize emergency equipment such as generators, panic buttons, etc.

*Emergency contacts and information about on call back-up are listed below:*

8. **Provide the total number of unduplicated customers served in the previous contract period for each of the contracted programs. Unduplicated customers refers to the practice of counting a customer receiving services only once within a service cycle.**

 Indicate the number of unduplicated customers achieving results.

 Indicate how the information was captured and measured.

**UNDUPLICATED SERVICE DATA FOR THE PREVIOUS CONTRACT TERM**

Enter the number of unduplicated clients served during the previous contract year as applicable:

|  |  |
| --- | --- |
| **Client Population** | **#Adults/Children Served** |
| Shelter (including hotel placements) |       |
|  Counseling |       |
| Abusive Partners Served  |       |
| Transitional Housing  |       |
|       |       |

**HOTLINE DATA FOR THE PREVIOUS CONTRACT TERM**

Enter the number of calls received during the previous contract year:

|  |  |
| --- | --- |
| **Type of Call** | **Number Received** |
| Crisis Call (Victims) |       |
| Non-Crisis Call (Victims) |       |
| Information & Referral |       |
|       |       |

**CONTRACTED LEVEL OF SERVICE FOR THE CURRENT CONTRACT TERM**

Enter the contracted level of service for the current contract year as applicable:

|  |  |
| --- | --- |
| **Unit Measured** | **Contracted LOS** |
| Bed Days/Shelter Nights (include hotel placements)  |       |
| Clients Sheltered (include hotel placements)  |       |
| Non-Residential Clients Served |       |
| Hotline Calls |       |
|       |       |

**REPORTING REQUIREMENTS**

**Data Collection and Management**

The domestic violence agency is required to maintain a clear and organized system of data collection provided by DCF and report data to DCF. The applicant shall avoid recording subjective opinions about a survivor’s behavior and are encouraged to record only factual information related to the survivor and the goals of their service plan. Any data collected or maintained through the implementation of the proposed program shall remain the property of DCF.

**Continued Quality Improvement Standards**

DCF engages in Continuous Quality Improvement (CQI) to identify and analyze strengths and areas needing improvement. DCF is committed to the process of ongoing evaluation as a vehicle to learn and develop solutions to improve the quality of services. It is expected that the domestic violence agency will engage in ongoing CQI to ensure programs are systematically and intentionally increasing positive outcomes for individuals and families they serve.

**Domestic Violence Services Statistics** Reports are submitted via Survey Monkey to DCF,DOW’s Office on Gender Based Vioelnce Services by the 15th day of each month for the preceeding month in which services were provided. All monthly reports must be accurate, verifiable, and submitted in accordance with the format and definitions specified by DCF. Annual and periodic year-to-date reports are provided to DOW’s Office of Gender Based Violence Services and the DCF Contract Administrator.

**Family Violence Prevention and Services Act (FVPSA) Quarterly & Annual Outcomes:** Reports are submitted to the DOW’s Office of Gender Based Violence Services quarterly, no later than January 15th, April 15th, July 15th and October 15th. n All reports are completed and submitted in the specific format prescribed by DCF. FVPSA Annual Reports must be submitted no later than October 15th.

**Fiscal Reports** Providers are required to submit expenditure reports on a quarterly basis delineating the actual expenditures incurred during the preceding quarter. Expenditures reports are to be submitted on the Annex B form. Reports are to be sent to both the Business Office and the Program Leads.

**Vacancy Report** On a quarterly basis, providers will submit a vacancy report to both the Business Office and the Program Lead detailing the following:

* + the county (if the provider serves multiple counties) where the position is vacant;
	+ the program component where the vacancy exists;
	+ the position that is vacant;
	+ the name of the staff who vacated;
	+ the date the position was vacated and;
	+ the date position was filled.
1. [↑](#footnote-ref-2)