

QUESTIONS AND ANSWERS

Family Success Centers in Atlantic City

Questions? Email us anytime at dcfaskrfp@dcf.state.nj.us

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- 1) Is this RFP grant funding to add an additional FSC in Atlantic City or to replace an existing center in a certain geographical area?**

This funding is not being awarded to replace an existing center in a certain area of Atlantic City. The intent of establishing both a Family Success Center and a secondary satellite location is to serve two distinct areas of Atlantic City.

- 2) Please clarify the staffing required. Is it 3 staff per site (a total of 6) or 3 staff to serve both sites (a total of 3)?**

A total of 6 staff, 3 for each site, will need to be hired. Each site will need to hire a full time Director, a full time Family Partner, and a full time Volunteer and Community Partnership Coordinator.

- 3) What constitutes a participant for the center? Is it a family unit, an individual receiving a service or a unique individual in contact with the center?**

A participant is defined as a family unit. A family unit could be a single person or a family of five; they would both be counted as a single participant.

- 4) What guidelines should we be aware of related to locations? Do the two sites need to be a specified distance from each other? Are there limits to the types of facilities (e.g., churches, day cares, schools) that an agency can partner with for a site?**

The purpose of establishing both a main Family Success Center site and a satellite location is to serve two distinct areas of Atlantic City. While there are no specific requirements regarding the areas and neighborhoods that must be served, it is important that the centers are located in close proximity to families and easily accessible via walking and public transportation. The sites should be located in or nearby residential areas.

While agencies are able to partner with other facilities to secure space, preference will be given for stand-alone sites. If agencies pursue a partnership with an existing entity, it is vital that the Family Success Center has its own entrance, signage, and identity. Partners must also be able to accommodate hours of operation that are conducive to working parents, including occasional evenings and weekends.

- 5) What are the staffing requirements for the primary and satellite locations?**

Three full time staff for each location is required. Pages 7 and 17 of the RFP provide more details about staffing requirements.

- 6) Are there educational requirement for the proposed staff?**

Pages 25 through 27 discuss the staffing positions in detail. Clinical experience is not a requirement. Credentials and education are important, but not as important as whether they possess the expected skills. For example, with respect to the volunteer coordinator position, the important skills of public speaking, negotiating and engaging may be more important than credentials.

- 7) Do both the primary and satellite locations have to be in Atlantic City?**

Yes

- 8) The RFP lists two FSC sites in Atlantic City, are the sites for this RFP replacing them?**

No

9) Is there a limit on the number of “Memos of Understanding” documents?

No

10) Is there a maximum number of “Letters of Support” documents?

Yes, as per page 23 of the RFP, the agency should only submit three.

11) Could you please clarify number 20 on page 23 of the RFP?

We are only looking for an index, table of contents, or a website containing community resources, as opposed to large volumes of paper detailing each of the many resources of the agency.

12) What is the expectation when it comes to real estate, as the costs are somewhat limiting in a place such as Atlantic City?

The Office of Family Support Services is very confident that the goals of the FSC can be accomplished without compromising, and that the right location is out there, within the funding provided.

13) In terms of providing information to the community, are there resources available in in other languages?

As far as “fact sheets” about FSCs provided by the state, no. We encourage you to reach out to the currently established FSCs who will be more than willing to share their resources that they have developed. The RFP specifically instructs each agency to survey their community (page 16), as well as to incorporate cultural competency (page 17). We would expect that each agency combine these important points, and explain how you would develop and execute them.