

QUESTIONS AND ANSWERS

Family Success Centers in West Milford

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- 1) Are the outcomes mentioned in the presentation the outcomes this RFP is looking to increase?**

Yes

- 2) What is the model center now?**

There are quite a few. Once a grantee is chosen, the agency will be asked to visit successful agencies. The Office of Family Support Services will work closely with the agency prior to hiring staff to ensure best practices that are taking place. The agency will be expected to visit and meet with the directors and learn from them.

- 3) Is this RFP going to be sustainable after the grant period ends, or is the expectation that the FSC will be self-funded?**

It will be performance based and conditional upon future appropriations. We recommend that agencies seek out other sources of funding and grants.

- 4) Should the staff be full or part time?**

There must be four full time staff.

- 5) Will you post this power point presentation online?**

We will post it along with the Q and A.

6) Is there training available to agencies at no cost, and how will be find out about them?

There will be an extensive amount of training provided to the winning agency. We will stay in touch with that agency.

7) Can we participate in the training if we are not chosen for the grant?

Unfortunately, no, due to financial constraints the slots are very limited.

8) Does the funding include a stand-alone AND a satellite location?

No, only a stand-alone location. Collaborative partnerships with other community entities are a vital component of the Family Success Center model. Family Success Centers are encouraged to engage all segments of the community and this often entails creating partnerships so that outreach, events, and services can be conducted in a variety of locations, not just the Family Success Center home site. The agency is encouraged to seek out a place to use maybe three times a week.

9) Can the agency use some of the funds for a van or other mode of transportation because of the difficulty in access to transportation in such a rural area?

For the purposes of this proposal, no. In the future, this may be discussed in subsequent years. Your proposal must address how to overcome transportation issues, such as the satellite location option.

10) How is the agency expected to make potentially costly repairs to the building in which they plan to establish their stand-alone location?

We encourage the agency to seek out local contractors willing to donate their services and time.

11) As far as staff is concerned, what is expected?

The staff is a huge part of this RFP. The staff needs to be welcoming in order to draw families into the FSC. On page 7, 17, 22, and 25-27 the RFP addresses staffing requirements. Page 7 provides the staffing positions required and discusses the training expectations deemed necessary and are required by the Office of Family Support Services. It is also encouraged that board members be available for these trainings. Page 22 mandates that Appendix One contains job descriptions of key personnel or resumes and current salary ranges. Page 17 further discusses staffing expectations. Pages 25-27 provide specific descriptions of the four full-time staff members.

12) If the agency does not yet know who they will be hiring for the FSC staff, how will they provide resumes?

Please see page 22 where it explains that in place of a resume, the agency should provide detailed job description with salary ranges. It is very important to make it very clear what each staff member will be doing. Additionally, the Office of Family Support Services will meet with the winning agency prior to the hiring process to provide guidance on who to hire and what traits the incoming staff should have.

13) Is there a number of participants required? What is the expectation?

The number of participants expected is 300. This is a correction to page 17 of the RFP, where it says the expectation is 500 participants. Page five of the RFP covers expectations. Group activities should be strength based, evidence based (as well as evidence informed). Partnership is a key part of this RFP, and to the success of the FSC. Enlisting the help of the community to form those key partnerships through negotiation, providing a benefit to the community while they provide a benefit to your agency, is essential. A major goal of the FSC should be attracting people who would not typically get involved in a social services agency, which can be achieved through promotion, marketing, and the look of the FSC itself. If the agency does all these things, there should be no concern about meeting the minimum number of participants.

14) Can an agency partition a full time staff member into two part time staff members to save on benefit costs?

No, the FSC is a trust based environment where a major goal is consistency, including staff members. Fewer full time staff provides more consistency as opposed to a lot of part time staff. Additionally, staffing is based on providing a consistent level of service throughout the year. This is broken down into a percentage per month expectation where the agency is providing a consistent level of service throughout the year as opposed to providing a lot of services one month, and no services the next month.

15) Is the agency expected to perform background checks of volunteers and employees?

This is a decision that will be left up to the agency.

16) How long does the winning agency have to get the FSC up and running?

You are to submit an implementation plan but we expect at least two or three months. The agency will not be working alone; the Office of Family Support Services will be working with the agency every step of the way. We are unaware of barriers in your community which would have an impact on the implementation schedule. Page 20 of the RFP discusses the program implementation schedule, which clearly requires that agencies “Identify any potential barriers to meeting the proposed timeline as well as solutions for overcoming them”. We want to see the agency up and running as soon as possible because families are in need of these services.