

NJ4S Provider Questions

Contracting + Reporting:

1. It is understood that the Annex B should have separate columns for state and federal funds, but should they be submitting two separate Annex Bs for each budget period (4/1/23-6/30/23 & 7/1/23-6/30/24) or just separate columns for each on one Annex B?

Providers will have ONE 15-month contract from 4/1/23 to 6/30/24:

- The contract consists of one (1) three-month budget period from 4/1/23 to 6/30/23 and one (1) 12-month budget period from 7/1/23 to 6/30/24
- Providers can use one Annex B for the 15-month total budget period, breaking out the three (3) month and twelve (12) month budgets into their own columns on the Annex B

NOTE: If a provider was awarded more than one vicinage, they must submit separate Annex B's for each vicinage.

2. Is there a specific due date for submitting a request to carry over ARP funds?

If a managing agency decides to defer 4/1/23-6/30/23 ARP funds to their 7/1/23-6/30/24 period, they are encouraged to notify their CA as soon as possible.

3. During the April 26th NJ4S kickoff meeting submitting reports monthly was mentioned. Is there more detail regarding the required monthly reports?

Your Program Lead from the Office of Family Support Services will connect with you about program reports that will need to be completed by the Hubs. Please connect with your CA to learn more about any reports that need to be submitted to the Business Office.

NJ4S Staffing:

4. At the NJ4S kickoff it was mentioned that experience could be calculated in lieu of an educational requirement. I wanted confirmation on this as we have a highly experienced director candidate with over 17 years of experience but does not have a master's degree. We would like confirmation of this modification before we proceed to ensure that we are in alignment with fidelity.

While we cannot change the RFP requirements, including those related to staff qualifications, agencies may submit reports of any impediments to timely implementation of their programs they may be encountering. If staffing master's degree positions is reported to be an impediment, DCF requests an explanation of the efforts taken to date to hire in accordance with the contract requirements and the specific reasons for failing to do so. DCF may then elect to grant a waiver of this requirement if it concludes the program took reasonable steps to meet the RFP expectations and will be unable to begin services without an exception being granted.

If the agency has demonstrated that it has made a good faith effort to hire an individual with a masters degree for NJ4S and that those efforts have not resulted in hiring staff with the required credentials, a waiver could be considered. We cannot waive the requirement without evidence demonstrating steps taken to attempt to fulfill the RFP requirements.

5. Our NJ4S Hub is collaborating with multiple agencies to provide services. As the lead agency, are we able to subcontract with our collaborative agency to build up the NJ4S Hub staff?

The following is an excerpt from the NJ4S Bidder's Conference, please see full response on page 12 of the NJ4S FAQ document:

"Hubs can subcontract for services. If a Respondent is planning a collaborative approach with multiple agencies, it would be permissible for each collaborating agency to provide a certain portion of staffing. The proposal must specify a lead agency and identify the other agencies that are participating and describe what staff each agency is contributing to the effort."

Regardless of whether a collaborative approach or single agency approach is utilized, we would expect that the minimum staff outlined in Attachment A be employed by the Hub lead agency and/or collaborative agencies. Hubs may expand that staff with consultation staff or contracted staff, beyond the minimum staff outlined in Attachment A. In other words, staff beyond those identified in Attachment A do not need to be employees of the Hub."

6. The NJ4S services will be provided by a coalition with CAFS as the lead agency along with four other providers. For any positions that are not included on CAFS' payroll and are hired by one of the other four agencies, should they be included on the "Personnel" page of the Annex B or the "Consultants" page?

Staff that are employed by the lead managing agency should be listed under the "Personnel" category of the Annex A. Any staff hired by a collaborative agency the lead agency is working with should be listed in the "Consultant" category of the Annex B. Please be sure to breakout the number of staff and their salaries listed in the "Consultants" category, so your Program Lead see the details of how the funding is allocated within that category.

Salesforce + NJ4S Marketing:

7. During the April 26th NJ4S kickoff meeting DCF shared they have contracted with Salesforce to develop a data system. Does my hub need to allot funding in the budget for the licenses for the use of Salesforce?

No, DCF will be covering the Salesforce licenses for the managing agencies.

8. Does my hub need to allot funds in the budget to develop a website for NJ4S?

No. DCF is currently working with Salesforce to create a public facing website that the public can access to learn more about NJ4S services.

9. Our hub is interested in developing a logo. Can we move forward with designing a logo for our hub?

We know you are very eager to get started with networking and doing the initial outreach. Because the program is new and the public will need basic education about what NJ4S is and the services offered, the department has determined it is best all hubs market NJ4S the same way. The Office of Family Support Services has invited the communications team to join our next provider meeting (meeting details and invites will be sent out shortly) to have a collaborative discussion regarding design and development of the NJ4S logo.

10. Our hub is ready to begin outreach. Is there a standard NJ4S PowerPoint slide deck that we could use?

Yes! The slide deck that is used by DCF Assistant Commissioner, Sanford Starr covers the details of NJ4S and is currently being vetted by the DCF communications team before being released to our NJ4S providers. Please be patient during this review process. Once approved for release, the OFSS team will send out to the provider network.

11. Can agencies create a local hub name to add next to their logo?

Each logo will have their regional hub name.

12. Can agencies co-brand their managing agency with the NJ4S logo?

While two logos (NJ4S and managing agency/org) can be used on marketing material, the preference is the NJ4S logo at the top left and the agency logo at the bottom right. It is preferred that they are not right next to each other.

13. Can the hubs create social media handles?

Yes. Hubs can have a separate handle. There will be no statewide NJ4S social media handle, but providers can create handles such as "NJ4S – "insert local adaptation here." It is requested that the agencies reshare DCF social media postings around NJ4S on their page.

14. Can the hubs link to the NJ4S landing page on their websites?

Yes! Hubs can link to the DCF NJ4S landing page: At a later date and once the NJ4S System goes live, this landing page will transition into the NJ4S System Portal Page which will also be accessible to the public. At that time, the Portal Page link can replace the DCF NJ4S landing page link.

15. Can I put information about NJ4S on my agency's website?

Yes. Provider websites can include a section on work their local NJ4S is doing, but if providers need to refer to the program model, for example, we ask that language from our DCF NJ4S landing page be utilized. DCF Communications has also asked providers to share their NJ4S website with Program Leads so that the DCF Communications team also share agency websites on NJ4S.