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**Required Performance and Staffing Deliverables**

**for**

**RES, Domestic Violence Direct Services**

**Effective Date: July 1, 2025**

**TABLE OF CONTENTS**

**Section I - General Information**

1. Summary Program Description Page 2

**Section II - Required Performance and Staffing Deliverables for Domestic Violence Shelter and Supportive Services**

1. Subject Matter Page 2
2. Target Population Page 4
3. Activities Page 5
4. Resources Page 12
5. Outcomes Page 14
6. Signature Statement of Acceptance Page 15

**Section I - General Information**

1. **Summary Program Description:**

DCF is a family and child serving agency, working to assist New Jersey residents in being or becoming safe, healthy, and connected. In 1974, DOW was established as a pioneering state agency to create, promote, and expand the rights and opportunities for all women throughout the state. DOW is housed within DCF and administers state and federal domestic violence and sexual violence contracts with agencies in every county in New Jersey. DOW collaborates with government and non-government agencies on federal, state and county levels to ensure the compassionate treatment of all survivors, and provides resources, support and technical assistance to agencies carrying out the work.

DOW funds a statewide network of domestic violence service providers throughout New Jersey. DOW ensures that there is a minimum of one DCF contracted provider in each county whose mission is to provide a comprehensive array of domestic violence services to survivors and their families.

Domestic violence shelter and supportive 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

**Section II- Required Performance and Staffing Deliverables for Domestic Violence Shelter and Supportive Services**

1. **Subject Matter - The below describes the needs the Contractor must address in this program, the goals it must meet, and its prevention focus.**

1) **The need for this program as indicated by data regarding the health and human services issues and parent and community perceptions is:**

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 can or cannot be intimate, and may include a household member, or former spouse. 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 is a serious public health issue that can have profound adverse health consequences including physical, emotional and psychological trauma. The Centers for Disease Control and Prevention (CDC) reports the health costs associated with domestic and intimate partner violence exceed over 5.8 billion dollars annually and can result in disability, hospitalization, or death.

The National Intimate Partner and Sexual Violence Survey (NISVS), conducted by the CDC, found that nearly 1 in 4 women (25%) and 1 in 10 men (10%) experienced intimate partner violence in their lifetime. According to the latest available statistics from the New Jersey State Police, there were 70,828 domestic violence incidents reported by the police in 2023 a 5 percent increase compared to the 67,512 reported in 2022. (See [2023 Domestic Violence Reports | New Jersey State Police](https://www.nj.gov/njsp/ucr/domestic-violence-reports-2023.shtml)) Individuals from all cultures, races, religions, ethnicities, genders, socio-economic classes, sexual orientations, abilities, and ages can experience domestic violence. However, individuals from marginalized communities are disproportionately affected by domestic violence, as they experience risk factors like poverty, language barriers, social isolation, and lack of access to economic and social resources at a higher rate. These factors make them particularly vulnerable to victimization and create barriers in connecting with services.

2) **The goals to be met by this program are:**

Domestic violence shelter and supportive 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.

The overarching goals of the Program are to: reduce risk, promote safety, stability, and well-being and to improve outcomes for survivors of domestic violence and their children.

3) **The prevention focus of this program is:**

Domestic Violence, Emotional Abuse/Neglect, Family Separation, Homelessness, Sexual Abuse, Systemic Racism

1. **Target Population - The below describes the characteristics and demographics the Contractor must ensure the program serves.**

The target population for domestic violence services includes all victims/survivors of domestic violence as defined by the New Jersey Prevention of Domestic Violence Act (See N.J.S.A. 2C:25-17 et seq.), as well as their family and household members.

Domestic violence services shall be designed to meet the needs of all communities within the Service Site Area and especially individuals that have been historically underserved. Underserved populations include groups 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.

The Contractor must deliver all programs and services without discrimination on the basis of age, disability, gender, gender-identity, sexual orientation race, color, national origin, or religion. (42 U.S.C. §10406). All victims of domestic violence, regardless of citizenship, legal status, or tribal affiliation are to have the same access to services without the need to produce documentation of residency/citizenship. Programs must be able to assist victims of domestic violence with Limited English Proficiency (LEP), and Deaf or hard of hearing.

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 Contractor must prohibit discrimination in program admission and the provision of services.

1. **Age:** Adult survivors and children
2. **Grade:** N/A
3. **Gender:** All
4. **Marital Status:** N/A
5. **Parenting Status:** N/A
6. **Will the program also serve the children of the primary service recipient?** Yes, from 0 years of age up to and including 23 years of age.
7. **DCF CP&P Status:** N/A
8. **Descriptors of the primary service recipient:** All survivors of domestic violence and their children
9. **Descriptors of the Family Members / Care Givers / Custodians of the primary service recipients also required to be served:** All
10. **Other populations/descriptors targeted and served by this program:** N/A
11. **Does the program have income eligibility requirements?** No
12. **Activities - The below describes the activities this program initiative requires, inclusive of how the target population will be identified and served, the direct services and service modalities that will be provided to the target population, and the professional development and training that will be required of, and provided to, those delivering the services.**

1) **The level of service increments for this program initiative:**

24 Hour Hotline; 24 Hour Shelter Entry; Other services provided during flexible business hours. A minimum of beds for adult survivors and their dependent children shall be provided**.**

2) **The frequency of these increments to be tracked:** Monthly**.**

3) **Estimated Unduplicated Service Recipients:** N/A

4)  **Estimated Unduplicated Families:** N/A

5)  **Is there a required referral process?** No

6) **The referral process for enabling the target population to obtain the services of this program initiative:** N/A

7) **The rejection and termination parameters required for this program initiative:**

The denial of domestic violence services to a survivor can have serious and lasting safety implications. Decisions about discontinuing services shall not be based on a survivor’s personality, immigration status, mental health, substance abuse history, age of survivor’s children or their decision to return to the abuser. The only viable reason for denial is that the individual is not a victim of domestic or sexual violence, or, in the case of domestic violence survivors seeking shelter, the individual poses a threat of inflicting harm on staff or residents.

In domestic violence services, when the shelter is at capacity, every effort should be made to place a survivor with another county provider or a hotel, based on what the survivor believes to be the best option.

No client shall be denied services due to language needs. The Contractor shall make the necessary accommodations to meet the language needs of any client. This includes providing language services, both written and verbal, through staff or translation services**.**

8) **The direct services and activities required for this program initiative:**

**The Contractor of Domestic Violence Shelter and Supportive Services** - shall operate a domestic violence program that includes an emergency shelter and supportive services for victims/survivors, their children and family members. Services to be funded include the following:

1. **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 Deaf and hard of hearing survivors**.**

**b) Crisis Calls and Intervention Services -** shall include a means for providing direct emergency assistance to survivors on a 24-hour basis. This can occur through a hotline or chat system. Crisis intervention is a process by which a person identifies, assesses, and intervenes to assist an individual in crisis to restore balance and reduce harmful effects. Crisis intervention can occur in-person and/or telephonically.

1. **Emergency Shelter -** The funding shall support a shelter facility that complies with Department of Community Affairs licensing standards (N.J.S.A. 55:13C 1 et seq.) to provide emergency housing to survivors of domestic violence and their dependent children. 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 alternative housing for survivors. This includes transportationto another county shelter, hotel/motel placement, or rental unit. There is no maximum length of stay for survivors and their children. The determination of length of stay should always be survivor-driven.

**d) Victim Advocacy -** Victim advocacy is designed to help the victim/survivor navigate various systems to obtain needed resources or services. This includes employment, housing, 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.

**e) Counseling Services Specialized -** Supportive counseling services shall be available to all survivors of domestic violence and their children. Counseling services may vary depending on the client’s individual needs and may be provided in the following combinations: long or short term; supportive or crisis-oriented; and individual and/or group basis. Optimally, counseling is provided in the client’s primary language; however, when this is unavailable, appropriate interpretation is provided.**When appropriate, referrals for specialized children’s services such as TF-CBT and PALS, should be made.**

**f) Legal Advocacy -** Legal advocacy includes assisting clients with criminal and civil legal issues. This includes providing clients with court-related information, preparing paperwork for restraining orders, and accompanying a client to court. This can also include accompanying a client to an administrative hearing, such as unemployment, Social Security, TANF, or food stamp hearing.

**g) Housing Advocacy -** Housing advocacy assists survivors in obtaining viable housing solutions. The contractor 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. 

**h) 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.

**i) Transportation -** Funding may be utilized to provide transportation assistance to facilitate shelter admission or support residential clients to access community supports like court appearances and medical appointments. An organization may utilize its own vehicle or assist indirectly through bus passes, vouchers, sub-contractors, or other arrangements (e.g., Uber).

Additionally, transportation services shall facilitate housing relocation and assist survivors in accessing community resources, court appearances and medical appointments. Transportation may be delivered to survivors directly with the the Contractor’s vehicle or indirectly with bus passes, vouchers, sub-contractors, or other arrangements.

**j) Community Education, Training and Networking -** Funding may be used to educate and increase awareness of domestic violence in the community. This may include presentations or trainings about domestic violence and/or services related to victims of domestic violence and their children. The Contractor 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.

**k) Prevention Services –** The Contractor may utilize funding for 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.

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

9) **The service modalities required for this program initiative are:**

1. **Evidence Based Practice (EBP) modalities:** N/A
2. **DCF Program Service Names:** RES, Domestic Violence Direct Service
3. **Other/non-evidence-based practice service modalities:** N/A

10) **The type of treatment sessions required for this program initiative are:** Complete intake assessment, Individual (45-minute session), Group, Family, Face to Face, One to One, In Community

11) **The frequency of the treatment sessions required for this program initiative are:** As needed for domestic violence service.

12)  **The Contractor is required to communicate with Parent/Family/Youth Advisory Councils, or to incorporate the participation of the communities the providers serve in some other manner:** Yes

13)  **The professional development through training, supervision, technical assistance meetings, continuing education, professional board participation, and site visits, required for this program initiative are:** 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 or sexual violence in order to preserve client-counselor privilege as specified by N.J.S.A. 2A:84A-22.15.

The curriculum and original source documentation verifying each individual’s successful completion of the training program shall be retained on file and available for inspection.

14)  **The court testimony activities, which may address an individual’s compliance with treatment plan(s); attendance at program(s), participation in counseling sessions, required for this program initiative are:** N/A

15) **The student educational program planning required to serve youth in this program:** N/A

1. **Resources - The below describes the resources required to ensure the service delivery area, management, and assessment of this program.**
2. **The program initiative’s service site is required to be located in:**

Program sites, other than shelter, should be centrally located and accessible to families.

2) **The geographic area the program initiative is required to serve is:** The Contracted Provider shall serve anyone from the target population described above who elects to receive services in their county. No individual shall be refused services if their last known physical address was not within their county.

3) **The program initiative’s required service delivery setting is:**

On site in County.

**NOTE:** The Contractor 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.

4) **The hours, days of week, and months of year this program initiative is required to operate:**

1. Hotline-24 hours/365 days per year
2. Shelter Entry-24 hours/365 days per year
3. Other services provided during business hours. Business hours shall be flexible to meet survivors’ needs

5) **Additional procedures for on-call staff to meet the needs of those served twenty-four (24) hours a day, seven (7) days a week?**

Yes. There must be a supervisor on call at all times to support and back up the 24/7 staff answering the hotline and addressing the needs of shelter residents.

6) **Additional flexible hours, inclusive of non-traditional and weekend hours, to meet the needs of those served?**

Flexible business hours shall meet the needs of survivors and their families. This may include after-work and/or weekend hours.

7) **The language services (if other than English) this program initiative is required to provide:**

The Contractor must ensure meaningful access to services for individuals with limited English proficiency (LEP) and those who are Deaf and hard of hearing. They must provide interpretation and translation services through staff or a language service. They must translate vital documents (e.g., safety plans) into the languages most commonly spoken by the target population.

8) **The transportation this program initiative is required to provide:** The Contractor must provide valid inspection and maintenance records for all vehicles, and current driver licenses and proof of applicable training for all proposed drivers.

Funding may be utilized to provide transportation assistance to facilitate shelter admission or support residential clients to access community supports like court appearances and medical appointments. An organization may utilize its own vehicle or assist indirectly through bus passes, vouchers, sub-contractors, or other arrangements (e.g., Uber).

Additionally, Transportation services shall facilitate housing relocation and assist survivors in accessing community resources, court appearances and medical appointments. Transportation may be delivered to survivors directly with the Contractor’s vehicle or indirectly with bus passes, vouchers, sub-contractors, or other arrangements.

9) **The staffing requirements for this program initiative, including the number of any required FTEs, ratio of worker to youth, shift requirements, supervision requirements, education, content knowledge, credentials, and certifications:**

The Contractor shall allocate and maintain staffing levels that meet the needs of program activities.

1. **Staff and Volunteer Retention** Every effort must be made to hire and retain individuals with recognized expertise in the field of domestic and/or violence, as well as experience with mental health and trauma, substance abuse, social services, and systems advocacy. The Contractor shall ensure staff and volunteers reflect the language, race, and cultural backgrounds of the survivors it serves.
2. **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 or sexual violence for agencies providing one of the services. For agencies seeking to provide dual services, namely domestic and sexual violence services, staff and volunteers will be expected to complete a minimum of 60 hours of training.
3. **Intern/Volunteer Program** Volunteers are valuable members to domestic violence and sexual violence programs. To build a strong pool of interns and volunteers, the Contractor 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.
4. **Supervision** The Contractor shall ensure that 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.
5. **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>
6. **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.

**Staff Competencies**

**Required staff competencies**

1. **Clinical Positions** - Strong clinical, communications, problem-solving, advocacy, networking and collaboration skills. LSW or Licensed Clinical Social Worker (LCSW). LAC or Licensed Professional Counselor (LPC)
2. **Advocate/Case Manager Positions** – problem solving, networking, advocacy, case management

**Strongly preferred staff competency**

1. **All Positions** – some bilingual/bicultural staff strongly preferred in order to meet the needs of the community
2. **Resources - The below describes the resources required to ensure the service delivery area, management, and assessment of this program.**

**The legislation and regulations relevant to this specific program, including any licensing regulations:**

1. The Violence Against Women Act (42 U.S.C. 13701 et seq);
2. Family Violence Prevention and Services Act (42 U.S.C. 10401 et seq);
3. The Prevention of Domestic Violence Act (N.J.S.A, 2CL15-17 et seq);
4. Shelters for Victims of Domestic Violence Act (N.J.S.A. 30:14-1 et seq);
5. Standards for Shelters for Victims of Domestic Violence Act (N.J.A.C. 10:130);
6. Survivor-Counselor Confidentiality Privilege (N.J.S.A. 2A:84A-22.13 et seq);
7. g. 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
8. h. New Jersey Law Against Discrimination (N.J.S.A. 10:5-12).

11) **The availability for electronic, telephone, or in-person conferencing this program initiative requires:**

The Contractor must have a structure where there will be a supervisor familiar with hotline and shelter procedures to be on call 24 hours a day. The supervisor is responsible for supporting staff covering the 24/7 hotline in the event of crisis that may require additional guidance or consultation.

12) **The required partnerships/collaborations with stakeholders that will contribute to the success of this initiative:**

The Contractor is expected to partner with community organizations to ensure that program participants receive the levels of care appropriate to their needs. Further, referrals are to be provided as needed and facilitated as “warm hand offs”. A “warm hand off” indicates advocacy, calling the receiving provider or entity ahead of time to ensure availability of services and capacity, supporting the survivor in the transition rather than simply providing the survivor with a list of referrals that the survivor would have to call on their own.

1. **The data collection systems this program initiative requires:**

Survey Monkey for monthly reports, Microsoft Excel for quarterly vacancy, and quarterly expenditure reports.

14) **The assessment and evaluation tools this program initiative requires:**

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. The Contractor shall engage in ongoing CQI to ensure programs are systematically and intentionally increasing positive outcomes for individuals and families they serve.

1. **Outcomes - The below describes the evaluations, outcomes, information technology, data collection, and reporting required for this program.**

1) **The evaluations required for this program initiative:** N/A

2) **The outcomes required of this program initiative:**

1. **Short Term Outcomes**:

* Survivors will increase their knowledge of community services
* Survivors will know more ways to plan for their safety and that of their children

1. **Mid Term Outcomes: N/A**
2. **Long Term Outcomes:**

* Increased housing stability
* Reduced homelessness.
* Maintenance of housing choice, quality and satisfaction even if housing changes
* Increase knowledge of and engagement with community resources

3) **Required use of databases:**

The Contractor is required to collect data and submit to DOW in a timely fashion. Reporting tools and timelines will be established in partnership with DCF. DOW collects data that does not include any personally identifying information that could possibly identify a victim of domestic or sexual violence or their children. Reports are submitted to DCF-DOW via SurveyMonkey.

4) **Reporting requirements:**

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. The Contractor shall engage in ongoing CQI to ensure programs are systematically and intentionally increasing positive outcomes for individuals and families they serve.

The Contractor shall submit monthly reports of demographics and service data as part of the CQI process, by the fifteenth (15th) day of each month following the month in which services were provided. The Contractor is required to collect and report pertinent client and program data, relative to service activities and measurable program outcomes.

Financial reports, including expenditure reports are due to the DCF Business Office administering the contract and the DCF-DOW assigned Program Lead by the tenth (10th) day of the month following the end of the quarter.

**F: Signature Statement of Acceptance:**

By my signature below, I hereby certify that I have read, understand, accept, and will comply with all the terms and conditions of providing services described above as Section II-A *Required Performance and Staffing Deliverables for Domestic Violence Shelter and Supportive Services* and any referenced documents. I understand that the failure to abide by the terms of this statement is a basis for DCF’s termination of my contract to provide these services. I have the necessary authority to execute this agreement between my organization and DCF.

**County to be served:**

Name:

Signature:

Title:

Date:

Organization:

Contract Number:

Federal ID No.:

Charitable Registration No.:

Unique Entity ID #:

Contact Person:

Title:

Phone:

Email:

Mailing Address: