

**Required Performance and Staffing Deliverables**

**for**

**Office Of Family Voice Councils & Constituent Voice Opportunities**

**Effective Date: 07/01/2025**

**TABLE OF CONTENTS**

**Section I - Summary Program Description** Page 1

**Section II - Required Performance and Staffing Deliverables**

1. Subject Matter Page 1
2. Target Population Page 2
3. Activities Page 3
4. Resources Page 9
5. Outcomes Page 11
6. Signature Statement of Acceptance Page 13

**Section I - Summary Program Description:**

The New Jersey Department of Children and Families (DCF) Office of Family Voice administers this contract for Office of Family Voice Councils & Constituent Voice Opportunities

DCF's Office of Family Voice (OFV) ensures the voices of those who have lived experience with the child welfare system, and DCF more broadly, are heard. The voices of families with lived experience are essential. OFV’s goal is to ensure that parents and youth have a seat at the table and input on the policies, practice and supports that can impact and improve their lives. People with lived experience (PWLE) have been systemically marginalized by inequality, discrimination and poverty, their expertise in how our services work, or don’t work is crucial. Appropriately rewarding and valuing people with lived experience for their time and effort spent should be a given. This program will provide support to families that work with the Commissioner and the Office of Family Voice.

embrella will provide support and technical assistance to current members and alumni of the Office of Family Voice's Youth Council, DADS Council, Parent Council, Lived Experience Expert Partnership (LEEP), and additional PWLE as identified by OFV. The support will be provided through logistic coordination of the payments that support the councils and LEE Partnership e.g. stipends, transportation and childcare payments to individuals as well as food and additional items to support events and meetings. embrella will also provide similar logistic coordination, funding for transportation payments and reimbursements, and food for events and meetings for other constituent voice opportunities.

**Section II - Required Performance and Staffing Deliverables**

**NOTE: After reviewing the required deliverables listed below, contractors** **must sign the statement at the bottom of this Section II to signify acceptance of all of them. Please submit an executed copy as a PDF document with the title heading: *Required Performance and Staffing Deliverables*.**

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:**

Now, more than ever, the voices of youth and families with lived experience are essential to helping guide New Jersey’s Department of Children and Families through important decisions to support parents and youth. Parents and youth have overwhelmingly indicated the need to be heard and meaningfully involved in efforts to improve policy, practice and services.

Youth and families served through this contract share their lived expertise and experiences, provide feedback and to create positive change within the Department of Children and Families. These lived experts are being asked to provide their expertise and they should be compensated equitably. Additionally, this contract promotes an organizational culture that elevates lived expert voice.

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

Through service delivery, embrella will coordinate logistics for stipend payments, food and supply orders and transportation payments for people with lived experience to attend meetings and events. By providing financial assistance in the areas of stipends, childcare, meals, and transportation, youth and parents will have access to attend meetings and events, and to engage and participate fully in their Councils.

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

N/A

1. **Target Population - The below describes the characteristics and demographics the contractors must ensure the program serves.**
2. **Age:**

Youth council members are 14 – 23. The parents and DADs council are comprised of adults.

1. **Grade:**

N/A

1. **Gender:**

All

1. **Marital Status**:

N/A

1. **Parenting Status:**

N/A

1. **Will the program also serve the children of the primary service recipient?**

Provides stipends for childcare when needed.

1. **DCF CP&P Status:**

Services People with Lived experience e.g. CP&P In Home Case; CP&P Out of Home Case; CP&P Adopt/KLG; Aged Out Youth (>18); Open with CMO

1. **Descriptors of the primary service recipient:**

The target populations for this program are individuals who have lived experience with the Department of Children and Families e.g. Youth Council members, ages 14-23 who have or have had experience in New Jersey's Department of Children and Families. Similarly, the DADS Council, Parent Council and members of LEEP all have lived experience with DCF.

1. **Descriptors of the Family Members / Care Givers / Custodians of the primary service recipients also required to be served:**

N/A

1. **Other populations/descriptors targeted and served by this program:**

N/A

1. **Does the program have income eligibility requirements?**

No

1. **Activities - The below describes the activities this program initiative requires of contractors, 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.**
2. **The level of service increments for this program initiative:**

Hours, sessions, mileage, trips, food and material reimbursement.

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

Monthly reports from the provider (embrella)

3) **Estimated Unduplicated Service Recipients:**

Estimating 100 service recipients

4) **Estimated Unduplicated Families:**

N/A (see above)

5) **Is there a required referral process?**

Yes

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

The Office of Family Voice will provide the Director of Scholarship Programs with the names and contact information for all Council members and participants.

The youth and families served through this contract have been selected and or identified by the Office of Family Voice to share their lived expertise and experiences, provide feedback and to create positive change within the Department of Children and Families. Families included in constituent voice opportunities will be families that have lived experience with DCF and are interested in speaking about that experience with the Commissioner or other DCF leadership.

Youth and parents will have access to services through embrella, by calling or emailing the Director of Scholarship Programs, who is the point of contact for all youth stipends, childcare, supplies, food and transportation logistics.

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

N/A

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

The services and activities are described below. embrella and OFV will collaborate to agree on a Process Guidance Document that dictates times frames and specifics of the process.

**Required Documents & Forms:** The Scholarship Programs Administrator will inform the Office of Family Voice (OFV) about information necessary to process payments and reimbursements, such as contact information, banking information, W-9 and direct deposit forms for Council members, Lived Experience Expert Partnership (LEEP) consultants, and other selected constituents. The Office of Family Voice is responsible for initially collecting all needed forms and documents from the individuals to be paid and forwarding encrypted information to embrella. The Scholarship Programs Administrator will maintain all forms in a secure location. If additional information is required to complete payments the Scholarship Programs Administrator will reach out directly to the individuals as needed. Initial banking information should be processed in a timely fashion so that individuals are paid within 1 week of submission of their completed paperwork.

**Bank Accounts**

OFV will encourage participants to create and monitor a banking account. In the event individuals do not have a bank account or existing processes will not work for payment to the individual, OFV and embrella will consult to find alternative solutions for payment such as CashApp, or a gift card sent to their confirmed address via FedEx certified mail.

**Stipend Pay Period & Processing**

The Office of Family Voice will confirm attendance at meetings and events and notify the Scholarship Programs Administrator. Stipends are provided to individuals on a standing biweekly basis. Pay periods begin on a Friday and end biweekly on a Thursday. OFV will provide stipend information to embrella by noon on the following Tuesday. embrella will ensure stipends are processed (i.e. sent to the bank) by the Friday following the end of the pay period. They will be paid to constituents through direct deposit or other means as needed. Upon completion the Scholarship Programs Administrator will notify OFV via email.

**Receipts**

embrella is responsible for maintaining all receipts. Generally, embrella will make the purchase and retain the receipt. On occasion OFV will collect the receipts (e.g. a food delivery order, a purchase the day of an event). When receipt is collected by Office of Family Voice, a copy of the receipt will be forwarded to embrella for their records. embrella will keep all receipts on file for seven years in accordance with auditing regulations or guidelines.

**Meetings**

**Food**

Office of Family Voice is responsible for identifying the food provider and order items. OFV will send the order to the Scholarship Programs Administrator or backup who will place the food order within 3 business days of receiving the order and make payment via credit card to confirm services. Upon completion the Scholarship Programs Administrator will notify OFV via email.  Food will then be delivered to location on the day of the event.

**Day of Event /Drink/Ice/Miscellaneous**

For additional items needed for events purchased by OFV staff (e.g. ice, drinks) OFV staff may need to pay out of pocket. The purchase and receipt will be sent by OFV through the OFV coordinator. embrella will reimburse staff directly within 3 business days after coordinator sends receipt to embrella.

**Supplies and Materials**

For supplies and materials, the Scholarship Programs Administrator will order necessary supplies and other items in advance, at the instruction and discretion of the Office of Family Voice. E.g. OFV coordinators will send the links or virtual “shopping carts” to embrella. Within 3 business days of receiving the order from OFV the Scholarship Programs Administrator or identified backup will initiate payments through providers such Amazon or other means as needed. In the event items are out of stock, unavailable or custom orders, embrella and OFV will work together in a timely manner to find an available substitute or process the orders.  Upon completion embrella will notify OFV via email.

**Taxes**

For tax purposes individuals provided with stipends through this program are considered independent contractors. embrella is responsible to monitor members who are provided more than $600 in a calendar year in stipend payments for their time. The members may be required to pay federal income tax, as well as state income taxes and or local taxes, if applicable. Items such as transportation and food are not taxable income.

The Office of Family Voice will be responsible for conducting an annual outreach each fall to ensure constituents' information is up to date and verify the accuracy of 1099 details, including addresses, as well as confirming email addresses. OFV will submit any updated information to embrella by November 30th.

embrella is responsible for ensuring members who have been provided more than $600 of taxable income in in a calendar year receive a 1099. The 1099 is to be sent by January 31st of next year via mail as well as encrypted email.

**OFV and embrella Collaborative Meetings**

embrella is expected to participate in quarterly meetings to review priorities, status of funds, budget issues, communication, and additional improvement opportunities.

Scholarship Programs Administrator to participate in biweekly meetings with program coordinator to address all pending and upcoming expenses and identify any possible challenges delays in coordination.

**Communication**

When the timeframes indicated above cannot be met, embrella will communicate with the Office of Family Voice immediately and provide information on the anticipated time for delivery. Similarly, when embrella staff are out of office for extended periods they will communicate with OFV about back-up coverage as needed and provide information on the payments that have and have not been made as well as anticipated time for delivery.

**Log**

embrella will maintain a log of all transactions. If payment was made to an individual the log will include beneficiary name, role (AKA parents council, LEEP consultant, etc) date, amount and if taxable. When purchase is for an event, the log should indicate which activity it was associated with (e.g. food for DADS council, t-shirts for youth council). embrella will provide the log to OFV once a month or upon request.

**Troubleshooting**

Should there be a concern that a payment was not delivered to the intended recipient, the Office of Family Voice will notify the Scholarship Programs Administrator, and they will work together to determine the cause. In the event the individual claims they did not receive a monetary card (e.g. amazon gift card, uber money) through email the Scholarship Programs Administrator will work with the individual directly to recover the gift card within their email or their uber account. Payment will be re-sent if on the fault of the system or staff, with administration costs being charged. If at the fault of the individual (incorrect address received, payment is confirmed sent via email or mail, but member says they lost it or did not receive it), Office of Family Voice will be consulted for a decision.

9) **The service modalities required for this program initiative are: (indicate any evidence-based practices, DCF program classifications, and non-evidence-based practices that are required.)**

N/A

1. **Evidence Based Practice (EBP) modalities:**

N/A

1. **DCF Program Service Names:**

Office Of Family Voice Councils & Constituent Voice Opportunities

1. **Other/Non-evidence-based practice service modalities:**

N/A

10) **The type of treatment sessions [OR prevention services] required for this program initiative are:**

N/A

11) **The frequency of the treatment sessions [OR prevention services] required for this program initiative are:**

N/A

1. **Contractors are required to communicate with Parent/Family/Youth Advisory Councils, or to incorporate the participation of the communities the contractors serve in some other manner:**

Yes, this serves the parent and youth council directly and will be communicating with them by necessity.

1. **The professional development through training, supervision, technical assistance meetings, continuing education, professional board participation, and site visits, required for this program initiative are:**

N/A

1. **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

1. **The student educational program planning required to serve youth in this program:**

N/A

1. **Resources - The below describes the resources required of contractors 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:**

Primarily servicing anywhere in New Jersey, but will also serve council members who live out of state

Council meetings and events will generally take place at office buildings used by DCF such as the OTPD Center in New Brunswick, NJ as well as 50 East State St. Trenton NJ.

All meeting will take place at sites that have access to mass transportation, such as train and bus routes. Uber/Lyft will also be utilized depending on youth's accessibility, and preference.

The catchment area is statewide.

2) **The geographic area the program initiative is required to serve is:**

Statewide

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

N/A

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

The service should be available 8 Hours per day; 5 Days per week; 12 Months per year and as needed see question 6

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?**

No

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

Yes

The Director of Scholarship Programs will have a work cell phone for Office of Family Voice staff to contact in case an emergency arises in the coordination of logistics. When the Director of Scholarship Programs is unavailable (vacation/sick/etc) embrella will identify the covering individual who can act as a point of contact.

After hour contact may be required when members are attending scheduled events and are unable to access the transportation funds that they were provided or were not provided enough funds to pay for their travel home.

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

None

8) **The transportation this program initiative is required to provide:**

Yes

This program provides payment, up front or via reimbursement for travel.

**Transportation**

The Scholarship Programs Administrator or backup will work with each constituent, dependent on transportation service, after notification from the Office of Family Voice. For constituents who have been identified by OFV to need an UBER/LYFT service, there are multiples options: OFV may provide uber through an Uber business account or embrella can send electronic gift cards to the youth in advance of the event to order their ride on their schedule for the designated event/meeting location and to/from their home address. If a constituent pays for rideshare/taxi/public transportation on their own, they may put in for reimbursement to OFV. OFV will forward receipt to embrella and they will receive a reimbursement from embrella. Arrangements will also be made through the Office of Family Voice via resource parents, CP&P caseworkers and other providers contracted to work with individuals when possible. For individuals who drive their own vehicles, mileage and toll reimbursements will also be provided through direct deposit. With confirmation of their attendance by the Office of Family Voice, a reimbursement will be issued, at the federal rate, for the commute to/from their home address to the event/meeting location. This reimbursement will be paid on the scheduled biweekly basis when stipends are paid.

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:**

N/A

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

N/A

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

N/A

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

 This program provides incentives to stakeholders with lived experience. By supporting the stakeholders financially, the program contributes to the success of all of the other programs that utilize the voice of constituents.

13) **The data collection systems this program initiative requires:**

embrella will maintain a log of all transactions that include beneficiary name, date, payment recipient, and amount. embrella will provide the log once a month or upon request.

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

N/A

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

N/A

2) **The outcomes required of this program initiative (which may include short term, midterm, and long-term outcomes):**

1. **Short Term Outcomes**:

Through service delivery, embrella will coordinate logistics for stipend payments, food orders and transportation payments for people with lived experience to attend meetings and events. By providing financial assistance in the areas of stipends, childcare, meals, and transportation, youth and parents will have access to attend meetings and events, and to engage and participate fully in their Councils.

1. **Mid Term Outcomes:**

N/A

1. **Long Term Outcomes:**

N/A

3) **Required use of databases:**

Basic, Microsoft suite: Excel, Outlook etc. will be used to process documents as described below:

For the councils, LEEP and other constituent voice opportunities, the Director of Scholarship Programs will inform the Office of Family Voice about information necessary to process payments and reimbursements, such as contact information, banking information, W-9 and direct deposit forms. The Office of Family Voice will be responsible for initially collecting all needed forms and documents from the individuals to be paid and forwarding password protected information to embrella. The Director of Scholarship Programs will review all forms and restrict access to only those who have a legitimate need to view the documents.

4) **Reporting requirements:**

As described above embrella will maintain a log of all transactions that include beneficiary name, date, payment recipient, and amount. embrella will provide the log to OFV once a month or upon request.

**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 *Required Performance and Staffing Deliverables* 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.

Enter the name of the [region, county, municipality] the contractor will serve.

Name:

Signature:

Title:

Date:

Organization:

Federal ID No.:

Charitable Registration No.:

Unique Entity ID #:

Contact Person:

Title:

Phone:

Email:

Mailing Address: