



NEW JERSEY DEPARTMENT OF CHILDREN AND FAMILIES

To: Local Educational Agency Leads, Directors of Nonpublic Schools
Route to: Principals, School Nurses, Staff Involved with Community Outreach, Students, Guardians and Parents
From: Sanford Starr, Assistant Commissioner
New Jersey Department of Children and Families
Date: October 4, 2023
RE: **NJ4S Tier 2 AND Tier 3 Services/Salesforce Access**

Dear Colleague,

Please be advised that pursuant to State Department of Education rules, Hub staff that interact with students in schools must complete fingerprinting and criminal background checks. As such, the Department of Children and Families and the Department of Education have signed a Memorandum of Agreement (MOA) that will facilitate faster compliance with this rule as Hubs finalize hiring for their programs.

This fingerprinting process may cause temporary delays in the startup of Tier 2 and Tier 3 services during this first year of NJ4S programming. In the meantime, schools are strongly encouraged to continue submitting applications for these services so that coordination can begin immediately upon receipt of clearances. Because many Tier 1 services are delivered remotely or in community locations, the fingerprinting requirements do not apply. Therefore, Tier 1 services are available now and advertised on the [NJ4S Portal](#).

With respect to Salesforce access, we have heard from some districts about confusion regarding use of the application. Please note that:

Schools eligible to complete the survey are public middle and high schools and K-8 schools (for the upper 6-8 grades). This also includes charter schools. Elementary schools and private schools are not listed in the survey because they are not eligible to apply for Tier 2 and Tier 3 services. However, ALL schools can access the [NJ4S Portal](#) to locate Tier 1 services.

As we have communicated in previous broadcasts, superintendents and schools that have not already submitted contact information are encouraged to do so BEFORE services are needed so that delays can be avoided. Please do so using [this survey link](#). The survey will ask for a primary and secondary representative for each school and district. The information to be provided includes a First Name, Last Name, Title, and E-mail Address. Please note that the security features of the information system require a unique email address for each school and a unique email address for each school district. Once the contact information is provided it will take approximately 7-10 business days before you receive an email with login instructions, at which point the dashboard will be accessible and services can be requested.

If you have difficulty logging into the NJ4S information system AFTER receiving login instructions via email, please contact the [Helpdesk](#). For non-technical issues or questions, please email NJ4Sfeedback@dcf.nj.gov.

As with any new program, we are working through initial challenges as processes and procedures are implemented and as schools and Hubs become familiar with the information system used to apply for, deliver, and track services.

We thank you for your ongoing enthusiasm and encouragement.