



*DELAWARE HEALTH
AND SOCIAL SERVICES*

Division of State Service Centers,
Office of Community Services

FAMILY VISITATION CENTER OPERATIONS SCOPE OF WORK

FAMILY VISITATION CENTER (FVC) OPERATIONS

TABLE OF CONTENTS

Section	
1.0 Scope	
1.1 Administrative Background	2
1.2 History	2
1.3 Overview	3
1.4 Definitions	3
1.5 Purpose	4
1.6 Service Area	4
1.7 Service Period	4
1.8 Eligibility	4
1.9 Target Population	4
2.0 Applicable Documents	5
3.0 Requirements for Services	
3.1 General Requirements	5
3.2 Activity Schedule / Timeline	8
3.3 Prohibited Activities	8
4.0 Requirements for Reporting and Invoicing	
4.1 General Requirements for Invoicing and Reporting	9
4.2 Invoicing Requirements	9
4.3 Reporting Requirements	10
5.0 Performance Measurements	11

Family Visitation Center Operations

1.0 SCOPE

1.1 ADMINISTRATIVE BACKGROUND

- 1.1.1 Delaware Department of Health and Social Services (DHSS), the largest cabinet department, was created in 1970. Its mission is to improve the quality of life for Delaware's citizens by promoting health and well-being, fostering self-sufficiency, and protecting vulnerable populations. There are 11 Divisions within DHSS plus the Office of the Secretary, which integrates the activities of separate divisions/units.
- 1.1.2 The Division of State Service Centers (DSSC) helps people in crisis find the information they need, when they need it most. The mission of the Division of State Service Centers is to provide convenient access to human services, assist vulnerable populations, support communities, and promote volunteer and service opportunities.
 - 1.1.2.1 The goals of the Division of State Service Centers are to:
 - 1.1.2.1.1 Target and provide services and resources to those individuals and families in greatest need.
 - 1.1.2.1.2 Effectively use public and private resources to mitigate the causes and conditions of poverty in Delaware.
 - 1.1.2.1.3 Effectively promote high quality service to the State Office of Volunteerism's customers through communication, information-sharing, the identification and creation of volunteer opportunities, and customer satisfaction feedback.
 - 1.1.2.1.4 Increase access to information regarding services via effective communication networks and increased technological capacity.
 - 1.1.2.2 DSSC houses the Office of the Division Director, Office of Support Services, Office of Family Support Services, State Office of Volunteerism, and the Office of Community Services.
- 1.1.3 The Office of Community Services (OCS) provides a range of services to low-income Delawareans that are targeted and designed to allow them to develop the capacity to improve their standard of living and become more self-sufficient. The services in some cases are critical in that they include crisis alleviation from utility shut off, homelessness prevention, and an array of support services to assist in creating more stable families and communities. The OCS administers the Emergency Transitional Housing Shelter Operations Grant; Emergency Housing Assistance Fund; Community Service Block Grant; Community Food and Nutrition Program; Low-Income Home Energy Assistance Program; Family Visitation Program; Adopt-A-Family; and Pass-through grants.

1.2 HISTORY

The establishment of family visitation centers in Delaware was based on the findings and recommendations of the Domestic Violence Coordinating Council. The Council, chaired by Delaware Family Court's Chief Judge, conducted an extensive yearlong study on supervised visitation. In its report dated March 1995, the Council strongly supported the creation of visitation centers throughout Delaware to address custody and visitation issues in families with a history of domestic violence. In December 1995, two visitation centers were established: one in Newark to serve New Castle County and one in Milford to serve both Kent and Sussex counties.

In June 1998, with funding under the Victims of Crime Act and Grants to States for Access and Visitation Programs, the Division of State Service Centers established two additional visitation centers to serve Kent and Sussex counties. Nine months later, the Division's fifth visitation center was opened in New Castle County to serve City of Wilmington residents.

1.3 OVERVIEW

This scope of work (SOW) covers the administration of the Family Visitation Centers under the Family Visitation Program. The Family Visitation Program is funded through 80% State General Funds and 20% Federal Grant Funds. These funds are intended to assist agencies as they conduct on-site individual supervision; on-site group supervision; and monitored exchange at the proposed family visitation center(s). The State of Delaware, Department of Health and Social Services, Division of State Service Centers, Office of Community Services (The Department) administers these funds.

1.4 DEFINITIONS

The following definitions originate from the Delaware Supervised Visitation, Standards for Supervised Visitation Practice (Attachment 1 of contract) and may be updated by the State of Delaware, Family Visitation Steering Committee as seen fit.

- 1.4.1 Domestic Violence refers to any form of physical, sexual, verbal, emotional, or economic abuse inflicted on any person in a household by a family member or intimate partner.
- 1.4.2 Supervised visitation is a generic term that describes parent/child contact overseen by a third party. It is also a term for contact between a non-custodial parent and one or more children in the presence of a third person, in which the only focus is the protection and safety of the child and adult participants. Unless otherwise specified in this document, "supervised visitation" also includes supervised exchange services.
- 1.4.3 Individual supervision is parent/child contact supervised by at least one visit supervisor focused on overseeing that contact. Individual supervision may also be referred to as "one-on-one supervision".
- 1.4.4 Group supervision is supervision of parent/child contact in which more than one family may be supervised by one or more visit supervisors. A parent and child may be supervised for part of the time and purposely left unattended by a visit supervisor for certain periods of time.
- 1.4.5 Monitored exchange is supervision of the transfer of a child from the custodial to the non-custodial parent at the start of the parent/child contact and back to the custodial parent at the end of the contact. The supervision is usually limited to the exchanges, with the remainder of the non-custodial parent/child contact unsupervised. Exchanges may be supervised on-or-off the site. A monitored exchange may also be referred to as "supervised exchange and neutral drop off/pick-up."
- 1.4.6 Non-Visiting parent is a biological or adoptive parent, guardian, or state organization or its representatives that has temporary or permanent physical custody of a child. A non-visiting parent may also be referred to as a "residential" or custodial parent.
- 1.4.7 Visiting parent refers to a biological parent or other adult who has supervised contact with a child. A visiting parent may also be referred to as a "non-custodial" and/or a "nonresidential" parent.

- 1.4.8 Child refers to a minor, between the ages of birth and majority.
- 1.4.9 Safety is protection from danger or risk of physical, psychological or emotional injury.
- 1.4.10 Security refers to measures put in place to effect safety.

1.5 PURPOSE

- 1.5.1 Family Visitation Centers provide a safe, structured, and nurturing environment where children can maintain or reestablish a relationship with a non-custodial parent.
- 1.5.2 Family Visitation Centers help keep children, adult victims, and other parties in cases of intimate partner violence safe during supervised visitation (individual and group) and monitored exchanges.
- 1.5.3 The Family Visitation Program statewide aims to serve a minimum of 500 parents/legal guardians each year.

1.6 SERVICE AREA

Vendor **will** provide services at their proposed location(s).

1.7 SERVICE PERIOD

- 1.7.1 Service period is one contract year. Service period begins from 1 July through 30 June of the same state fiscal year with option to extend the services for a total of five years, including the base year, contingent upon the availability of appropriated funds and performance of the Vendor (see section 5.0 for Performance Measurements).
- 1.7.2 The service **will** be renewable each state fiscal year at the option of The Department.
- 1.7.3 Vendor shall submit a Work Plan and costing and pricing data annually to The Department before it **will** exercise an option to extend the contract.

1.8 ELIGIBILITY

Any non-profit or faith based organizations whose hiring and operational practices comply with all federal and State of Delaware laws and regulations is eligible to apply for funds when a Request for Proposal (RFP) is advertised. The vendor **will** be required to provide evidence that both the organization and the lead management staff proposed for this project have the knowledge and experience, as well as the depth of staffing, to provide the required services.

Vendors **must** also have **at least three years' of documented experience** in effectively operating a Family Visitation program, as well as adequately understanding the complexities of the target population served.

1.9 TARGET POPULATION

The use of the family visitation centers is appropriate if: a family may be experiencing or have a history of intimate partner violence; parents have had a history of hostile arguments during the pickup and return of their children; or the Family Court or the Department of Services for Children, Youth, and Their Families has determined that use of the Centers is appropriate.

The population to be served includes non-custodial parents (visiting parent) and custodial parents (non-visiting parents) and their children regardless of gender, race, ethnicity, religion, sexual orientation, marital status, income, and disabling condition. Families are referred primarily due to, but not limiting, currently experiencing or having a history of domestic violence; sexual abuse; high

conflict; substance/alcohol abuse; and child abuse/neglect. Many of the parents served **will** also have active child support orders.

Parents may choose to use the Centers voluntarily or be referred by the Family Court, Division of Family Services, Division of Child Support Services, social services, attorneys, victim services, or other agencies.

2.0 APPLICABLE DOCUMENTS

2.1 GOVERNMENT DOCUMENTS

- 2.1.1 Delaware Supervised Visitation, Standards for Supervised Visitation Practice as updated by the State of Delaware, Family Visitation Steering Committee. (Attachment 1 of contract / Appendix B.2 of RFP)
- 2.1.2 United States Department of Health and Human Services, Administration for Children and Families, Office of Child Support Enforcement. Grants to States for Access and Visitation Programs. <http://www.acf.hhs.gov/css/grants/grant-updates-results/access-and-visitation-mandatory-grants>
 - 2.1.2.1 Regulatory Standards for Program Operations-Child Access and Visitation Grants 45 CFR Part 303-Standards for Program Operations, published December 1, 1997
 - 2.1.2.2 Grants to States for Access and Visitation Programs. Section 469B. [42 U.S.C. 669b] of the Social Security Act.
 - 2.1.2.3 Final Rule 150 Grants to States for Access and Visitation Programs: Monitoring, Evaluation, and Reporting, published in the Federal Register on March 30, 1999 (64 FR 15132-6)
 - 2.1.2.4 General terms and conditions outlined by the U.S. Health and Human Services, Administration for Children and Families. (Attachment 2 of contract/Appendix B.3 of RFP)
 - 2.1.2.5 "Preventing Sex Trafficking and Strengthening Families Act", Public Law 113-183, Section 303. Sense of Congress regarding offering of voluntary parenting time arrangements, published September 29, 2014. <https://www.congress.gov/113/plaws/publ183/PLAW-113publ183.pdf>
- 2.1.3 Sliding Fee Scale as updated by the State of Delaware, Family Visitation Steering Committee (Attachment 3 of contract/Appendix B.4 of RFP)
- 2.1.4 Security Officer Services-Unarmed-Scope of Work, as updated by Family Visitation Steering Committee and approved by State of Delaware, Office of Management and Budget. (These services follow the State of Delaware procurement laws and regulations.) www.bids.delaware.gov
- 2.1.5 Delaware's Family Visitation program follows the national trends as it relates to domestic violence, fatherhood initiatives, and access and visitation services. As such, the program is indirectly affected by:
 - 2.1.5.1 Delaware Code Title 13, Domestic Relations, <http://delcode.delaware.gov/title13>
 - 2.1.5.2 Violence Against Women Reauthorization Act of 2013, Public Law 113-5, enacted March 7, 2013. <https://www.gpo.gov/fdsys/pkg/PLAW-113publ4/pdf/PLAW-113publ4.pdf>
- 2.1.6 All other State and Federal statutes and regulations as applicable for the operation of services identified in this Scope of Work.

3.0 REQUIREMENTS FOR SERVICES

Payments may be withheld if the Vendor fails to comply with these requirements.

3.1 GENERAL REQUIREMENTS

3.1.1 Vendor shall describe in detail the approach that **will** be taken to carry out the activities described in this SOW. Specific completion dates for the various tasks **must** be shown. The work plan shall outline specific objectives, activities strategies, and resources to conduct Family Visitation Center operations, including but not limiting:

3.1.1.1 Organization Eligibility.

Vendors for this scope of work can be from any non-profit or faith based organizations whose hiring and operational practices comply with all federal and State of Delaware laws and regulations. The vendor **will** be required to provide evidence that both the organization and the lead management staff proposed for the program have the knowledge and experience, as well as the depth of staffing, to provide the required services.

3.1.1.2 Organization Background and Capability. Vendor shall submit the following:

- 3.1.1.2.1 Describe the organization's expertise in area of the proposed scope of services and experience in operating any similar projects. A summary of similar current and completed projects should be included. Vendors **must** document a minimum of **three years' of experience** in effectively operating a Family Visitation program.
- 3.1.1.2.2 Describe the physical layout and address of the location where services **will** be provided.
- 3.1.1.2.3 Vendor **will** submit the most recent organizational chart and current Board of Director's roster.
- 3.1.1.2.4 Business References (Attachment 5 of RFP). This information **will** be submitted only in application of a RFP for Family Visitation Center Operations.
- 3.1.1.2.5 Provide evidence that organization has the capability to administer all financial and programmatic aspects of this program; for example, federal, state, local government oversight reports and audits (also see Appendix C-Business Proposals of RFP).
 - 3.1.1.2.5.1 If organization has current or previous contracts with the State of Delaware (Attachment 11 of RFP), the Evaluation/Selection Review Committee **will** consider these additional references and may contact each of these sources. Information regarding bidder performance gathered from these sources may be included in the Committee's deliberations and factored in the final scoring of the bid.
 - 3.1.1.2.5.2 Organization **must** provide a copy of the last independent A-133 audit, if it is required to conduct A-133 audit according to the federal requirements (non-federal organizations that expend \$750,000 for fiscal years ending after December 31, 2003, or more in a year in federal funds). If your A-133 audit resulted in administrative findings or corrective

actions, the findings/corrective actions **must** be included in your submission to us along with your organization's response to those findings.

3.1.1.3 Organization Staffing

3.1.1.3.1 Resumes / Job Descriptions. Vendor **must** identify the specific individuals who **will** work on this project, along with the nature and extent of their involvement. The qualifications of these individuals shall be presented (in resumes or other formats). If conducting this project **will** require hiring of one or more individuals who are not currently employed by the organization, detailed job descriptions, including required qualifications and experience shall be submitted.

If subcontractors are to be used, the work plan shall also contain similar information regarding each subcontractor.

3.1.1.3.2 Vendor **must** designate a project manager as the primary point of contact with the Department.

3.1.1.3.3 Screening and Hiring Procedures. Vendor **must** provide guidelines to be used in staff screening and hiring procedures.

3.1.1.3.4 Staff Training / Orientation and Development. A staff training and / or orientation plan **must** be submitted within 60 days of Notice of Award for applicable staff who **will** be assigned to the program.

3.1.1.4 Program Description

3.1.1.4.1 Describe the operation of the program, including how the program **will** be publicized, what fees **will** be charged, and how the project **will** be organized.

3.1.1.4.2 Include a comprehensive narrative description of the day-to-day operations of the project.

3.1.1.4.2.1 Describe the project in its entirety and all support services for participants from referral to discharge.

3.1.1.4.2.2 Describe the intake/orientation process, including assessment for lethality and safety. (This can include submission of intake/orientation forms and lethality assessment tool.)

3.1.1.4.2.3 Vendor **must** demonstrate how the project **will** comply with all Federal and State Regulations identified in Section 2.0. (This can include submission of policies and procedures.)

3.1.1.4.2.4 Describe the procedure for handling program participation termination and other participant issues that may arise (i.e., non-compliance, behaviors that endanger self or others, etc.).

3.1.1.4.2.5 Detail the plan for emergency procedures. Describe any special considerations based on the needs of the target population. (This can include submission of an emergency preparedness plan.)

3.1.1.4.2.6 Vendor **must** demonstrate how safeguards **will** be implemented. This includes policies and procedures as required under section 8.0 of the Delaware Supervised Visitation Standards; video

surveillance system; program safety measures such as confidentiality; record retention; conflict of interest; staggered scheduling; staff training; and safety planning.

3.1.1.5 Geographic Area To Be Served

- 3.1.1.5.1 Vendor **must** clearly and specifically describe the area to be served and the **non-state owned** location(s) of the site(s) where they **will** offer the services under this SOW that includes the site address and county.
- 3.1.1.5.2 Vendor **must** also specify: (a) the number of clients who **will**/can be served at one time (program static capacity); and, (b) the number of clients that are expected to be served during one year (program dynamic capacity).
- 3.1.1.5.3 Vendor **must** indicate how the physical layout(s) of the project site(s) are designed to protect the safety and security of participants. (This can include a site plan that shows items such as distinct separate entrances; separate parking areas; how line of sight is addressed; video surveillance, etc.).
- 3.1.1.5.4 Vendor **must** demonstrate how accessibility to services is addressed in terms of transportation; American Disabilities Act; and sensitivity to the ethnic and cultural needs of the community.
- 3.1.1.5.5 Vendor **must** demonstrate that they have access to the requisite language resources for individuals who do not speak English. The vendor's budget **must** include estimated cost for these services. The State **will** not be responsible for any costs associated with language interpretation and translation services with the exception of cost allocated in the contract budget.
- 3.1.1.5.6 Vendor's physical site(s) **must** be maintained in good condition; adequate for program requirements; and meet all applicable building and fire safety codes to operate in space.
- 3.1.1.6 Project operation hours (Days and Hours of Operation). Vendor **must** submit days and times project sites **will** be operational.
- 3.1.1.7 Vendor shall participate in outreach and recruitment activities to promote the services offered at the Family Visitation Centers as directed by the Department and Family Visitation Steering Committee.
- 3.1.1.8 Vendor shall participate in Family Visitation Steering Committee meetings, technical assistance, and any other service activities as directed by The Department.
- 3.1.1.9 Vendor shall acknowledge The Department, as a funding source in all publicity pertaining to Family Visitation.
- 3.1.1.10 Vendor shall adhere to all requirements as outlined in the Professional Service Agreement (contract boilerplate); and Divisional Requirements (Appendix A of contract).

- 3.1.1.11 Vendor shall adhere to all reporting requirements as outlined in Section 4.0.
- 3.1.1.12 Vendor shall cooperate with and provide requested information to The Department regarding Performance Measurements as identified in Section 5.0:
 - 3.1.1.12.1 Vendor shall agree to submit all newsletters and annual reports that pertain to the developed program.
 - 3.1.1.12.2 Vendor **must** agree to submit all State and non-State funding provided to the organization and the annual budget and expenditures of the organization when requested.
- 3.1.1.13 Program Implementation
 - 3.1.1.13.1 Vendor **must** submit an Implementation Plan in chart format with timelines for completion of each activity. The plan **must** cover start up through program implementation activities, including hiring of key staff.
 - 3.1.1.13.2 Discuss the organization's plan to fully expend all of the funds within 12 months of the anticipated contract start date.
 - 3.1.1.13.3 Describe the plan to ensure stable project participation levels thereby assisting with timely expenditure of funds.
 - 3.1.1.13.4 Detail how program staff **will** interact with management staff within the organization to ensure effective communication.
 - 3.1.1.13.5 Provide a comprehensive narrative of the Vendor's ability to undertake the financial aspect of administering the project.
 - 3.1.1.13.6 Describe the plan to manage and maintain connections to resources that address domestic violence; mainstream resources, and the community-at-large.
 - 3.1.1.13.6.1 Vendor **will** maintain active relationships with Delaware Coalition Against Domestic Violence; Domestic Violence Coordinating Council; The Family Court of the State of Delaware; The State of Delaware, Department of Services for Children, Youth, and Their Families, Division of Family Services; The State of Delaware, Department of Health and Social Services, Division of Child Support Services (as indicated by letters of support).
 - 3.1.1.13.6.2 Describe how the organization **will** interface, cooperate, and comply with referrals sources (i.e., the Family Court, Division of Family Services, Division of Child Support Services, etc.).
 - 3.1.1.13.6.3 Vendor shall provide coordination and referral services with related agencies.
- 3.1.1.14 Quality Improvement Plan. Vendor shall include a formal plan for identifying, evaluating and correcting deficiencies in the quality and quantity of services proposed under this scope of work. The work plan shall include a specific section entitled "Quality Improvement" which shall include proposed vendor "performance targets; how these **will** be

evaluated, tracked and reported; and include an understanding that the Department **will** be involved in setting up these performance targets. The requirement contained in this paragraph is an essential and material term for procurement of services. The failure to include a “quality Improvement” section containing the above minimum core requirements shall be grounds to deem the vendor non-responsive.

3.2 ACTIVITY SCHEDULE / TIMELINE.

	ACTIVITY	TIME
3.2.1	Family Visitation Center Service Operation	Daily 1 July -30 June
3.2.2	Submit Administrative Invoices to the Department	10 th of every Month
3.2.3	Compliance with Family Visitation Standards	Daily 1 July-30 June
3.2.4	Submit Quarterly State Fiscal Year Information to the Department	Quarterly
3.2.4.1	1 st Quarter Report (July, August, September)	15 October
3.2.4.2	2 nd Quarter Report (October, November, December)	15 January
3.2.4.3	3 rd Quarter Report (January, February, March)	15 April
3.2.4.4	4 th Quarter Report (April, May, June)	15 July
3.2.4.5	Final State Fiscal Year Report	30 th July
3.2.5	Submit Grants to State Access and Visitation Grant Survey Information to the Department	15th November
3.2.7	Participate in Annual Monitoring and Evaluation	As scheduled by Family Visitation Program Manager
3.2.8	Family Visitation Steering Committee Meetings	At minimum quarterly
3.2.9	Technical Assistance Meetings	As directed by Family Visitation Program Manager
3.2.10	State Service Center Administrator Meetings	Scheduled as needed (if applicable)
3.2.11	All other meetings and trainings as directed by Family Visitation Program Manager	As directed by Family Visitation Program Manager

3.3 PROHIBITED ACTIVITIES

- 3.3.1 The funds shall not be used for any start-up activities.
- 3.3.2 Therapeutic Visitation and Supportive Supervised Visitation as defined in Delaware Supervised Visitation, Standards for Supervised Visitation Practice are not supported by funds under this SOW, at this time.
- 3.3.3 The funds shall not be used for services related to off-site supervised visitation and exchanges. All services **must** be conducted at the vendor’s proposed location(s).
- 3.3.4 Family Visitation Centers do not make recommendations to the Family Court about custody or visitation.
- 3.3.5 Unallowable costs as indicated in Budget Instructions (Appendix C.1 of RFP).

4.0 REQUIREMENTS FOR INVOICING AND REPORTING

Payments may be withheld if the Vendor fails to comply with these requirements.

4.1 GENERAL REQUIREMENTS FOR INVOICING AND REPORTING

- 4.1.1 All monthly financial invoices, reports and correspondence relating to this Contract **must** be mailed to the Department at the following address:

DHSS / DSSC / Office of Community Services
1901 N. DuPont Highway
Charles Debnam Building
New Castle, DE 19720-1100
Attn: OCS Administrative Specialist II

- 4.1.2 All invoices, reports, documents provided in response to an audit, and any documentation provided to the Department pursuant to any contractual obligation as set forth herein, including any chart or compilation of information, report, or other document produced by the Vendor for presentment to the Department shall contain, in a prominently displayed location, the following written certification:
- 4.1.2.1 "I hereby certify that the information reported herein is true, accurate, and complete. I understand that these reports are made in support of claims for government funds."

4.2 INVOICING REQUIREMENTS

- 4.2.1 Vendor shall submit monthly invoices as outlined in section 4.1.1.
- 4.2.1.1 Vendor shall submit one signed original monthly financial invoice by the 10th of every month for the costs incurred during the preceding month.
- 4.2.2 All the invoices sent to the Department shall include the invoice cover page on the organization letterhead with the following information:
- 4.2.2.1 Contract number.
- 4.2.2.2 Invoice number shall be in the format of (Vendor Name/FV-Contract Year (2020)-monthly invoice number (0719, 0819, 0919, 1019, 1119, 1219, 0120, 0220, 0320, 0420, 0520, and 0620).
- 4.2.2.3 Date invoice sent.
- 4.2.2.4 Cost incurred per budget cost category (outlined in Appendix C of contract as instructed in Appendix C of RFP)
- 4.2.2.5 Total amount of cost incurred for month.
- 4.2.2.6 Signature of the Designated Authority.
- 4.2.3 The purpose of each invoice shall be to assist in the cost of operating one or more of the sites identified in the Vendor's Work Plan/Services Description (Appendix D of Contract) in accordance with minimum legal standards, as applicable. Expenses **must** be invoiced in specific cost categories as outlined in the Contract Budget (Appendix C of Contract / RFP).
- 4.2.4 Vendor shall not be reimbursed for costs that exceed a budget cost category by more than 10% of the contract budget without written approval from the Family Visitation Program Manager.
- 4.2.5 Vendor shall maintain backup to support all amounts.
- 4.2.6 Vendor **must** submit a monthly financial invoice for every month in the contract period. Vendor **must** not deplete their entire Family Visitation allocation prior to the expiration of the contract period.

4.3 REPORTING REQUIREMENTS

4.3.1 STATE FISCAL YEAR REPORTING. The Vendor shall submit program service reports for each quarter and one program service report representing the State Fiscal Year (July 1-June 30) for each contract term.

4.3.1.1 The reports are due as follows:

Quarter	Dates	Report Due
First Quarter	July 1 st -September 30 th	October 15 th
Second Quarter	October 1 st -December 31 st	January 15 th
Third Quarter	January 1 st -March 31 st	April 15 th
Fourth Quarter	April 1 st -June 30 th	July 15 th

4.3.1.2 Vendor is responsible for compiling accurate information regularly, or whenever an occurrence warrants changes to the program participants' characteristics. Such information includes but is not limited to:

4.3.1.2.1 Participant Information:

- 4.3.1.2.1.1 Number of families served each quarter (4th quarter report **will** also indicate number of total families served during State Fiscal Year)
- 4.3.1.2.1.2 Number of children served
- 4.3.1.2.1.3 Number of Parent/Caretakers served
- 4.3.1.2.1.4 Number of Visiting Parents that were identified as DV victims
- 4.3.1.2.1.5 Number of Individuals that have identified a disabling condition

4.3.1.2.2 Families Served due to:

- 4.3.1.2.2.1 Domestic Violence
- 4.3.1.2.2.2 Sexual Abuse
- 4.3.1.2.2.3 High Conflict
- 4.3.1.2.2.4 Substance/Alcohol Abuse
- 4.3.1.2.2.5 Child Abuse/Neglect

4.3.1.2.3 Total number of services by type:

- 4.3.1.2.3.1 Number of Monitored Exchanges
- 4.3.1.2.3.2 Number of Individual Supervised Visitation
- 4.3.1.2.3.3 Number of Group Supervised Visitation

4.3.1.2.4 Appointment Planning:

- 4.3.1.2.4.1 Number of Families on Waiting List
- 4.3.1.2.4.2 Number of Cancelled or Missed Appointments
- 4.3.1.2.4.3 Number of Rescheduled Appointments

4.3.1.2.5 Incidents:

- 4.3.1.2.5.1 Number of domestic disputes occurring at site
- 4.3.1.2.5.2 Number of other known incidents at site

4.3.1.2.6 Referrals:

- 4.3.1.2.6.1 Total Number of referrals to program
- 4.3.1.2.6.2 Referred by the Family Court
- 4.3.1.2.6.3 Referred by the Department of Services for Children, Youth, and Their Families, Division of Family Services (DFS)
- 4.3.1.2.6.4 Referred by Child Support Services
- 4.3.1.2.6.5 Referred by Self
- 4.3.1.2.6.6 Referred by Other

- 4.3.1.2.7 Discharges:
 - 4.3.1.2.7.1 Total Number of Discharges
 - 4.3.1.2.7.2 Discharges due to new/updated court order
 - 4.3.1.2.7.3 DFS case closure/ loss of parental rights
 - 4.3.1.2.7.4 Program Noncompliance

- 4.3.1.2.8 Program Income:
 - 4.3.1.2.8.1 Fees from Monitored Exchanges
 - 4.3.1.2.8.2 Fees from Group Visitation
 - 4.3.1.2.8.3 Fees from Individual Visitation
 - 4.3.1.2.8.4 Other

4.3.2 FEDERAL FISCAL YEAR REPORTING. The Vendor shall provide program service information that **will** be collected and reported for the Grants to States Access and Visitation Program Federal Survey. This information pertains to the Federal Fiscal Year (October 1-September 30). This information includes, but is not limited to, the following information for both the custodial parent and the non-custodial parent:

4.3.2.1 The survey information is due November 15th of each contract year.

4.3.2.2 Vendor is responsible for compiling accurate information regularly, or whenever an occurrence warrants changes to the program participants' characteristics. Such information includes but is not limited to:

- 4.3.2.2.1 Client Referral Source
- 4.3.2.2.2 Client Information (Relationship to child)
- 4.3.2.2.3 Child Support Cases
- 4.3.2.2.4 Marital Status
- 4.3.2.2.5 Race/Ethnicity
- 4.3.2.2.6 Annual Income
- 4.3.2.2.7 Services Provided
- 4.3.2.2.8 Frequency of Service Hours
- 4.3.2.2.9 Outcome (parenting time with children)

5.0 PERFORMANCE MEASUREMENTS

- 5.1 The Department has the right to conduct an on-site evaluation and monitoring of the Vendor's activity at any time.
- 5.2 The extension of the service period of the contract is based on but not limited to the past performance of the Vendor.
- 5.3 The determination shall be based on, but not limited to, considerations of the following factors:
- 5.4 Performance Objectives in Performance Measurements Summary Matrix (see below).

PERFORMANCE MEASUREMENTS SUMMARY MATRIX

Performance Objective	SOW §	Performance Standard / Acceptable Quality Level	Performance Goal	Method of Assessment
Provide services as identified in Work Plan	3.1.1	100% of Program/Site Compliance	100% of planned workload	On-site monitoring, review of program reports, third-party feedback
Acknowledge the Department as funding source in all publicity	3.1.1.6	100% of materials	100% of material	Review Marketing Materials and Newsletters
Adhere to requirements in Professional Service Agreement and Divisional Requirements	3.1.1.7	100% of Organization, Program compliance	100%	On-site monitoring, review of program reports, third-party feedback
Participate in Family Visitation Steering Committee	3.1.1.5	100% attendance	100% attendance	Review Family Visitation Steering Committee Meeting Minutes
Adhere to all required Federal and State regulations	3.1.1.1.2.3	100% of Program/Site compliance	100% of Program/Site	On-site Monitoring, review of program reports and invoices
Reconcile accounts before submitting invoices	4.2	At least 95% of costs submitted for particular month include only costs incurred during that month	100% of costs	Review of Vendor invoices and back-ups to the invoices
Submit required invoices on time	4.2	Submit 95% of invoices for current month by 10th of subsequent month with 100% required information that is 100% accurate.	Submit 100% of invoices for current month by 10th of subsequent month with 100% required information that is 100% accurate	Review of Invoices
Deliver required reports	4.3	Gather information and submit the requested reports by the given deadline to OCS. Request for extension if more time required.	Gather information and submit the requested reports by the deadline 100% of time	Review of Reports and Deadlines