

**13870**

**TO:** Honorable Members of the Board of Acquisition and Contract

**FROM:** Diane G. Balistreri  
Coordinator, Office for Women

**DATE:** September 16, 2010

**SUBJECT:** Authority to enter into an agreement with Hope's Door, Inc. for the provision of counseling and support services for immigrant women and their children who are victims of domestic violence for an amount not-to-exceed \$51,500 for the period from October 1, 2010 through September 30, 2011

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The attached Resolution, if approved by your Honorable Board, would authorize the County of Westchester (the "County") to enter into an agreement (the "Agreement") with Hope's Door, Inc. ("Hope's Door"), pursuant to which Hope's Door would provide counseling and support services for immigrant women and their children who are victims of domestic violence, for the period from October 1, 2010 through September 30, 2011, for an amount not-to-exceed Fifty-One Thousand Five Hundred Dollars (\$51,500), to be paid quarterly pursuant to an approved budget.

This Agreement is necessary to maintain Hope's Door's non-residential services in accordance with the Department of Social Services Consolidated Services Plan Amendment for Non-Residential Services for Victims of Domestic Violence.

The proposed Agreement will serve a public purpose by enhancing the safety and independence of abused women. If abused women are helped to be safe they are not as likely to return to dependence on their abusers, thereby reducing public safety costs and medical costs. If they are enabled to be independent and self-sufficient they are not as likely to be dependent on public assistance. In many cases immigrant domestic violence victims face extra pressure from abusers due to language and cultural barriers vis-à-vis using the courts, the legal system, the social services system and government and community-based organizations, in addition to threats concerning their immigration status or threats to kidnap their children back to their countries of origin.

The goals and objectives of the proposed Agreement are for Hope's Door to provide assistance to an average of 50 victims per month, a conference addressing the needs of immigrant or bicultural victims of abuse, and 48 outreach programs targeted to immigrant or bicultural communities and other diverse groups during the proposed term.

The goals and objectives of the proposed Agreement are in the best interests of the County in terms of public health and safety because of the aforementioned anticipated results of enhancing the safety and independence of abused women.

The goals and objectives of the proposed agreement will be tracked and monitored by the Westchester County Office for Women, which will be responsible for monitoring Hope's Door's performance under this Agreement by means of site visits, as well as their monthly statistics and quarterly narratives. The effectiveness of this program as well as client satisfaction will be determined by assessments conducted of a diverse cross-section of clients at varying stages of their involvement; and multi-lingual focus groups will be held along with client satisfaction surveys and follow-up questionnaires. The following are examples of outcome results from the previous contract term:

- 100% of clients were helped to break the silence about the abuse in their lives
- 100% of clients know more ways to plan for their safety
- 94% of clients know more about community resources
- 100% of clients feel safer than when they first went to Hope's Door

Authority to exempt this Agreement from the requirements of the Westchester County Procurement Policy, pursuant to Section 3(a)(xxi) thereof, has been submitted to your Honorable Board in accordance with a separate resolution of even date herewith.

Please be advised that Section 459-c of the New York Social Services Law directs social services districts, such as the County, to offer and provide non-residential services to victims of domestic violence, whether eligible or ineligible for public assistance. Non-residential services programs must have the ability to provide the following services:

- 1.) Information and Referral services
- 2.) Advocacy
- 3.) Counseling
- 4.) Community education and outreach activities
- 5.) Hotline services

I respectfully request and recommend the Board's approval of the attached Resolution.

# RESOLUTION

Upon a communication from the Coordinator of the Office for Women, be it hereby

**RESOLVED**, that the County of Westchester (the "County") is hereby authorized to enter into an agreement with Hope's Door, Inc. ("Hope's Door"), pursuant to which Hope's Door will provide counseling and support services for immigrant women and their children who are victims of domestic violence, for the period October 1, 2010 through September 30, 2011, for an amount not-to-exceed Fifty-One Thousand Five Hundred Dollars (\$51,500), to be paid quarterly pursuant to an approved budget; and be it further

**RESOLVED**, that this Agreement is subject to County appropriations; and be it further

**RESOLVED**, that this Agreement is also subject to further financial analysis of the impact of any New York State Budget (the "State Budget") proposed and adopted during the term of this Agreement. The County shall retain the right, upon the occurrence of any release by the Governor of a proposed State Budget and/or the adoption of a State Budget or any amendments thereto, and for a reasonable period of time after such release(s) or adoption(s), to conduct an analysis of the impacts of any such State Budget on County finances. After such analysis, the County shall retain the right to either terminate this Agreement or to renegotiate the amounts and rates approved herein. If the County subsequently offers to pay a reduced amount to the Contractor, then the Contractor shall have the right to terminate this Agreement upon reasonable prior written notice; and be it further

**RESOLVED**, that the County Executive or his duly authorized designee be and hereby is authorized and empowered to execute any and all documents and take any actions necessary to effectuate the purposes hereof.

Account to be charged/credited:

FUND	DEPT	Major Program, Program & Phase, Or Unit	Object/ Sub-Object	Trust Account	Dollars	Funding Year
101	11	900	4380	N/A	\$12,875	2010
101	11	900	4380	N/A	\$38,625	2011

**Budget Funding Year(s)** 2010-2011      **Start Date:** 10/1/2010      **End Date:** 9/30/2011

(must match resolution)

**Funding Source:** Tax Dollars \$51,500

\$51,500

State Aid \_\_\_\_\_

(must match resolution)

Federal Aid \_\_\_\_\_

Other \_\_\_\_\_

## Schedule A

Hope's Door  
Embracing Life Free of Domestic Abuse

### **County Office for Women Immigrant Counseling and Related Services**

**10/1/2010 through 9/30/2011**

#### **Services to Be Provided**

Hope's Door will provide bilingual, culturally appropriate services for immigrant victims of abuse and their children (and/or persons with Limited English Proficiency), with an emphasis on Spanish-speaking victims, to include:

- Safety planning, coordination and lethality assessments
- Information and referral
- Advocacy with Legal, Law Enforcement, Criminal Justice, Immigration, Social Services, Housing, Medical, Educational, Employment and/or other applicable systems
- Counseling and support groups
- Follow-up services, with an emphasis on hotline callers with Limited English Proficiency (LEP)
- Translation services
- Immigration assistance, including coordination with in-house immigration attorney, compilation of documentation and application assistance
- Accompaniment to court, district attorney, schools, childcare providers, social services, medical providers, housing programs, other domestic violence providers and other applicable systems

#### **Bilingual, Bicultural Community Education & Outreach Campaign – Annual Outputs**

- 48 – Number of outreach programs targeted to immigrant or bicultural communities and other diverse groups.

#### **Direct Client Services - Projected Outputs Per Month**

- 7 – The average number of new clients served per month
- 50 – The average number of clients served per month
- 350 – The average number of units of service provided per month

#### **FTE Analysis**

**County Funds of \$51,500 represent 1 FTE (Salary and Fringe)**

*Hope's Door - Formerly Northern Westchester Shelter*

*Prepared by CarlLa Horton*

*Schedule A 2010-2011 Immigrant Counseling*

*9/1/2010 11:22:00 AM*

## Primary Outcome Measurements

### 90% of adult victims will ...

1. Break the silence about family violence
2. Know more strategies to plan for their safety
3. Know more about helpful community resources
4. Know more about abuse and abuser behavior
5. Know more about their options
6. Assert that they are safer than when they first came to us
7. Assert they are more empowered than when they first came to us
8. Assert that they have begun to heal from the trauma of abuse
9. Assert that they would refer an abused friend or family member to us for help with abuse

### 90% of child victims (as age appropriate) will be able to...

1. Break the silence about family violence
2. Demonstrate increased knowledge of DV, safety and their options
3. Develop and begin implementation of a safety plan
4. Call 911
5. Identify one other safe person
6. Identify appropriate responses for self when angry
7. Identify appropriate responses for others when they are angry
8. Reduce significantly the number of outbursts at home and school
9. Demonstrate improvement of gross or fine motor skills, language skills and/or cognitive skills
10. Begin to heal from the trauma of abuse and exhibit a greater sense of comfort and security

### Evaluation Methods

Hope's Door members, board members, Victim Impact Panel members and/or other appropriate volunteers will select from among the following methods to assess for program effectiveness and client satisfaction:

1. To assess for program effectiveness, counselors in collaboration with the Director of Nonresidential Services and the Executive Director will conduct assessments of a diverse cross-section of clients at varying stages of their involvement no less than twice annually and will extrapolate to total number served on the above outcome measurements.
2. To assess for client satisfaction, we will:
  - Conduct multi-lingual, culturally sensitive focus groups by persons other than those delivering the service, and/or;
  - Offer multi-lingual, culturally sensitive client satisfaction surveys that may be submitted anonymously, and/or;
  - Offer multi-lingual, culturally sensitive follow-up questionnaires that may be submitted anonymously.
3. As in the past, we will submit monthly statistical data to the Office for Women and quarterly summary and narrative.
4. We will actively participate in the Office for Women's site visits and evaluations.