

18083

TO: Honorable Members of the Board of Acquisition and Contract

FROM: Diane G. Balistreri
Coordinator, Office for Women

DATE: March 30, 2011

SUBJECT: Authority to enter into an agreement with My Sisters' Place, Inc. to provide non-residential domestic violence support services for an amount not-to-exceed \$379,274 for the period January 1, 2011 to December 31, 2011

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 My Sisters' Place, Inc. ("My Sisters' Place") to provide non-residential domestic violence support services to victims, whether eligible or ineligible for public assistance, through its Community Counseling and Advocacy Program (CCAP), for the period January 1, 2011 to December 31, 2011, for an amount not-to-exceed Three Hundred Seventy-Nine Thousand Two Hundred Seventy-Four Dollars (\$379,274), to be paid quarterly pursuant to an approved budget, of which

- the County's share will be \$155,502, which is the County's share of the Federal/State/County domestic violence money administered by the Office for Women under an Interdepartmental Cooperative Plan with the Department of Social Services;
- New York State's share will be \$136,539, which is the State share of the Federal/State/County domestic violence money administered by the Office for Women under an Interdepartmental Cooperative Plan with the Department of Social Services; and
- the Federal government's share will be \$87,233, which is the Federal share of the Federal/State/County domestic violence money administered by the Office for Women under an Interdepartmental Cooperative Plan with the Department of Social Services.

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

The proposed Agreement will serve a public purpose by enhancing the safety and independence of abused women. If abused women are empowered to learn how to develop and maintain their own safety they are not as likely to return to dependence on their abusers, thereby reducing public safety costs and medical costs. If they are helped to become independent and self-sufficient they are not as likely to be dependent on public assistance.

Throughout its 30+ year history, My Sisters' Place has offered through the CCAP a holistic approach to the many and varied needs of domestic violence victims, including safety, advocacy and supportive healing services for themselves and their children. It works with each survivor to develop a plan to be free from the violence, taking the victim's entire life situation into account as it aims to restore the victim's sense of security and dignity. Over the years, My Sisters' Place has had numerous achievements as staff and clients together create strategies that offer protection from abuse and suffering, as well as a path to a safe and peaceful future. The children's program focuses on working with children who have witnessed or experienced domestic violence in their homes. The program utilizes various skills and activities to help each child understand and heal from the trauma of their experience and to strengthen their relationships, both familial and peer. With this program, My Sisters' Place is able to assist victims to achieve safety, prevent future violence and begin the healing process, which ultimately saves lives and taxpayer dollars. Its numerous achievements have confirmed how important its much needed services are.

The goals and objectives of the proposed Agreement (as more fully described in Schedule A) are for My Sisters' Place to provide support services to 480 unduplicated victims, assistance to 1,200 hotline callers, and assistance in 1,200 cases. During the previous contract term, My Sisters' Place provided support services to 319 unduplicated victims, assistance to 844 hotline callers, and assistance in 900 cases.

The goals and objectives of the proposed Agreement will be tracked and monitored by the Office for Women, which will be responsible for monitoring My Sisters' Place's performance by means of site visits, as well as their monthly statistics and quarterly narratives. The effectiveness of the CCAP will be determined by voluntary client surveys, which will be given out in English and Spanish upon the closing of cases. This will serve to assess the client's overall satisfaction of the services rendered as well as recommendations for improvements. For example, in 2010 187 voluntary surveys reported that:

- 93% of clients know more ways to plan for their safety
- 90% of clients know more about community resources
- 94% of clients feel more comfortable asking for help
- 100% of clients were satisfied with the quality of services received

Authority to exempt non-residential domestic violence support services from the requirements of the Westchester County Procurement Policy pursuant to Section 3(a)(xxi) thereof has been granted by your Board in accordance with a separate resolution of the same date hereof.

Accordingly, I recommend approval of the attached proposed Resolution.

RESOLUTION

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

RESOLVED, that the County of Westchester is hereby authorized to enter into an agreement (the "Agreement") with My Sisters' Place, Inc., for the period January 1, 2011 to December 31, 2011, for provision of non-residential domestic violence support services to victims, whether eligible or ineligible for public assistance, through its Community Counseling and Advocacy Program (CCAP); and be it further

RESOLVED, that in consideration for services to be rendered, My Sisters' Place, Inc. shall be paid an amount not-to-exceed Three Hundred Seventy-Nine Thousand Two Hundred Seventy-Four Dollars (\$379,274), to be paid quarterly pursuant to an approved budget, of which:

- the County's share will be \$155,502, which is the County's share of the Federal/State/County domestic violence money administered by the Office for Women under an Interdepartmental Cooperative Plan with the Department of Social Services,
- New York State's share will be \$136,539, which is the State share of the Federal/State/County domestic violence money administered by the Office for Women under an Interdepartmental Cooperative Plan with the Department of Social Services, and
- the Federal government's share will be \$87,233, which is the Federal share of the Federal/State/County domestic violence money administered by the Office for Women under an Interdepartmental Cooperative Plan with the Department of Social Services; 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	
263	11	111L	4380	T111	\$379,274	

Budget Funding Year(s) 2011

(must match resolution)

Start Date: 1/1/2011

End Date: 12/31/2011

\$379,274

(must match resolution)

Funding Source:

Tax Dollars \$155,502

State Aid \$136,539

Federal Aid \$87,233

Other _____

APPROVED BOARD OF ACQUISITION & CONTRACT - 4-21-2011 - JOMARY VIEIRA, SECRETARY

Schedule A

COMMUNITY COUNSELING AND ADVOCACY PROGRAM (CCAP)

The Community Counseling and Advocacy Program (CCAP) offers community-based counseling and support services to adult and child victims of intimate partner violence and human trafficking. The full program includes a team of six experienced staff members, several of whom are bilingual in both English and Spanish. Staff provide short term supportive counseling both one on one and in support groups. An intake specialist speaks initially with each client to assess immediate needs and then a counselor is assigned to provide the most suitable services in a culturally and linguistically sensitive manner. Our staff members are trained in the dynamics of domestic violence, as well as in respecting and striving to understand each client's unique personal process and individual needs. Counselors address client trauma, provide safety planning, give information about options for safety and practical needs, and provide other helpful resources that benefit this specific victim population.

Under the terms of the agreement, My Sisters' Place shall provide the following services:

Community Counseling and Advocacy

A. **Hotline Services:** My Sisters' Place will continue to provide victims of domestic violence with crisis intervention, needs assessment, safety-planning, referrals and information via telephone during normal business hours (9a.m.—5p.m.) Hotline calls include calls received in the Yonkers Office, returned calls to potential clients who contacted us and outreach calls made on Domestic Incident Reports (DIR's). This objective will be **100 per month**.

B. **Unduplicated Services (caseload):** The Community Counseling and Advocacy staff will provide services within this contract such as individual counseling, information and referral, advocacy and support groups, to approximately **100 clients per month**.

C. **New Clients:** The Community Counseling and Advocacy staff will open approximately **40** new non-residential cases per month. A new case is defined as in-person contact with a client, and can include clients who are seeking counseling, information and referrals, advocacy, and support groups.

D. **Counseling:** The Community Counseling and Advocacy staff will provide individual counseling services to non-residential clients an anticipated **135** times per month.

E. Information and Referral: Community Counseling and Advocacy staff will provide information and referral services to non-residential clients with an anticipated objective of **125** times per month.

F. Advocacy: Staff will advocate on behalf of clients with the goal of securing services, resources and remedies to ensure safety for victims and their families through collaboration with internal programs and outside agencies. This objective will be **45** units of advocacy per month.

G. Support Groups: Community Counseling and Advocacy staff (2.43 FTE) who facilitate support groups at My Sisters' Place will provide approximately **4** ongoing support groups per month for the next 12 months; a total of **14** group sessions per month and a total of **40** group contacts per month. Support groups will be offered in English and Spanish; ASL interpretation is available as needed.

H. Community Education/Outreach: Over the next 12 months, staff will conduct presentations on such issues as victimization, domestic violence, and related topics to Westchester County agencies and organizations in an effort to educate, enhance public awareness and promote prevention through community outreach. We anticipate conducting **3 presentations to approximately 20 audience members per month.**

Reporting Requirements: Reports shall give a statistical and at times a descriptive account of the non-residential services rendered (exclusive of the victims' names) and may include a narrative on obstacles, trends, initiatives and other related variables which may result in deviations in meeting objectives. The reports shall be sent to the Office for Women by the 10th of each month to reflect the prior month's activities.

A. The contractor shall provide the County with all information required by the County's Consolidated Service Plan.

B. The contractor shall provide Community Counseling and Advocacy program services to victims of domestic violence in compliance with the eligibility and program standards set forth in Chapter 53 of the Laws of 1991 and Article 6-A of the Social Services Law.

My Sisters' Place will provide Community Counseling and Advocacy program services to adult and child victims of domestic violence in compliance with the eligibility and program standards set forth in applicable statutes. Services will be available in both English and Spanish.

Service	Goal
Hotline Services-Units of Service We will provide telephone crisis intervention, support, information and referrals for those seeking help with domestic violence.	<u>100</u> calls per month
Community Counseling and Advocacy Services-Unduplicated Persons Per Month We will provide non-residential services, including but not necessarily limited to the following: information and referral; advocacy, including court accompaniment; individual counseling; safety planning; and crisis intervention to this number of persons:	<u>100</u> persons per month
New Clients-Unduplicated Persons Per Month Non-residential counseling staff will open new cases for the provision of non-residential services. A new case is defined as in-person.	<u>40</u> new cases per month
Counseling-Units of Service Staff will provide individual counseling services to non-residential clients.	<u>135</u> per month <u>1620</u> annual
Information and Referral-Units of Service We will provide information and referral services to non-residential clients.	<u>125</u> per month <u>1500</u> annual
Advocacy-Units of Service We will advocate on behalf of non-residential clients, including advocacy with legal, law enforcement, social services, housing, medical and education/employment interventions.	<u>45</u> per month <u>540</u> annual
Support Group-Units of Service Staff will facilitate support group services to non-residential clients. * “Contact” means one client visit to one group session; “total contacts” equals all sessions of all groups in month	<u>4</u> groups/mo <u>14</u> group sessions/mo <u>40</u> contacts/month*
Community Education and Outreach-Presentations We will conduct public education, awareness and prevention efforts.	<u>3</u> per month <u>36</u> annual
Community Education and Outreach-Audience We will conduct public education, awareness and prevention efforts.	<u>20</u> per month <u>240</u> annual
Number of staff (full-time equivalents) assigned to this contract	<u>2.41</u> direct svc <u>1.0</u> supervision <u>3.41</u> FTE's

Measuring Program Effectiveness

As a result of receiving Community Counseling and Advocacy services, the following outcomes are expected:

- 80% of clients will report that they are satisfied with the quality of counseling services.
- 85% of clients will report that they know more ways to plan for safety.
- 85% of clients will report that they know more about community resources.

These outcomes will be measured by collecting data from client surveys which clients are encouraged to complete after participating in counseling sessions.