



Memorandum
Office for Women

18440

TO: Honorable Members of the Board of Acquisition and Contract

FROM: Diane G. Balistreri
Coordinator, Office for Women

DATE: April 13, 2011

SUBJECT: Resolution to exempt from the Westchester County Procurement Policy an agreement with Hope's Door, Inc. to provide state-mandated non-residential domestic violence support services, pursuant to Section 3(a)(xxi)

Authority is hereby requested from your Honorable Board to exempt from the Westchester County Procurement Policy an agreement with Hope's Door, Inc. ("Hope's Door"), for provision of non-residential domestic violence support services in accordance with the Department of Social Services Consolidated Services Plan for Non-Residential Services for Victims of Domestic Violence.

The proposed agreement would have a term of one year beginning January 1, 2011 and ending December 31, 2011, for an amount not-to-exceed One Hundred Thirty-Seven Thousand Four Hundred Six Dollars (\$137,406), to be paid quarterly pursuant to an approved workplan and budget, of which \$94,116 shall be dedicated to these 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

Ordinarily under Section 5(b) of the Westchester County Procurement Policy, the County is required to solicit written quotations from no fewer than three entities customarily providing

the requested services.

However, since 1992 Hope's Door has provided non-residential domestic violence support services to Westchester County through contracts administered through the Office for Women, pursuant to the Westchester County Consolidated Services Plan, as updated annually. Since 1992, Hope's Door has carried out its contractual responsibilities in a capable and professional manner. It is especially qualified to provide non-residential domestic violence services by reason of its expertise, leadership and longevity in the field, and because of its intimate connection with residential domestic violence services.

The proposed agreement will serve a public purpose by enhancing the safety and independence of abused women. If abused women are helped to become safe they are not as likely to experience physical and/or mental abuse by returning 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.

The goals and objectives of the proposed agreement are for Hope's Door to serve 15 unduplicated victims of domestic violence per month, maintain an average caseload of approximately 155 cases per month, and assist approximately 80 hotline callers per month.

During the previous contract term, Hope's Door served 16 unduplicated victims of domestic violence per month, maintained an average caseload of approximately 168 cases per month, and assisted 80 hotline callers per month.

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 by means of site visits, as well as their monthly statistics and quarterly narratives.

The effectiveness of the non-residential 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 multilingual focus groups will be held along with client satisfaction surveys and follow-up questionnaires. Outcome results will be measured by the victim's ability to break the silence about the abuse; develop and begin implementation of a safety plan; demonstrate increased knowledge of community resources; identify their options and their goals; and feel safer as a result of Hope's Door's services. For example, in 2010:

- 100% of clients who received services were able to break the silence about the abuse in their lives;
- 100% of clients developed and began implementation of a safety plan;
- 95% of clients learned more about community resources for further assistance;
- 98% of clients were able to identify their options and their goals; and
- 100% of clients stated they felt safer after accessing Hope's Door's services.

Further, Sections 3(a)(xvii), (xviii) and (xix) exempt the procurement of social services for those in need of public assistance, those in need of mental health or alcoholism treatment, and for

the County's youth and the elderly. While all victims of domestic violence do not fall into these exemption categories, many of them do. The provision of social services to victims of domestic violence is not so substantially different from provision of services to the above named groups that it should not be similarly exempt, so as to give the County absolute discretion to choose those agencies that it believes are best suited to provide these services. Therefore, I ask that your Honorable Board make the determination that it is in the best interests of the County to exempt from the application of the procedural requirements of the Westchester County Procurement Policy an agreement with Hope's Door to provide non-residential domestic violence support services.

Accordingly, a resolution to exempt the procurement of non-residential domestic violence support services is hereby submitted for your Honorable Board's consideration.



RESOLUTION

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

RESOLVED, that pursuant to Section 3(a)(xxi) of the Westchester County Procurement Policy, it is hereby determined that application of the procedural requirements contained therein, including the necessity of soliciting price quotations, is neither cost effective nor expedient, and accordingly not in the best interests of the County in connection with the procurement of an agreement for non-residential domestic violence support services from Hope's Door, Inc., 39 Washington Avenue, P.O. Box 203, Pleasantville, New York 10570.

