

SCOPE OF WORK

BACKGROUND

The North Carolina Department of Health and Human Services is responsible for ensuring the health, safety and wellbeing of all North Carolinians. NCDHHS DSS has the following shared vision for the Family Support Program Services: Families increase protective factors to provide their children with safe, stable, nurturing relationships and environments to reach their full potential. NCDHHS DSS is guided by both federal and state legislation designed to protect children and build safe, stable, nurturing families. The following federal and state requirements govern the administration of the Family Support Programs:

- Promoting Safe and Stable Families Amendments (PSSF) of 2001
- Community-Based Child Abuse Prevention (CBCAP) (P.L. 111-320)
- North Carolina Child Welfare Reform (Rylan's Law)
- Families First Prevention Services Act (Family First)

These legislative requirements focus on community-based family support services, parent leadership, interagency collaboration, prevention services, high quality implementation of evidence-based and evidence-informed programs, and a continuum of evaluation approaches.

Research confirms child abuse has a long-term negative impact on a child's life and the entire community, harming both quality of life and prosperity. Children who experience abuse and/or severe neglect often develop toxic levels of stress, which can damage the developing architecture of a child's brain. This damage can lead to life-long behavioral changes, such as violence, poverty, substance abuse, child abuse and neglect as well as long-term intellectual, behavioral, and physical and mental health problems.

Quality, trauma-informed prevention programs that strengthen family resilience and protective factors offer great promise for improving a child's overall well-being. By integrating evidence-based and evidence-informed programs into the community service array, NC can increase the capacity of caregivers to care for their children, help children develop healthy coping mechanisms, improve caregiver-child relationships, and impact the whole family positively. Based on research, North Carolina Family Support Programs will support community-based evidence-based, evidence-informed programs and practices that provide outreach, support and services to individuals and families identified as being at-risk of compromised health and safety to eliminate or reduce those risks by promoting protective factors that strengthen and support families.

Brief History: Durham Cooperative Extension's Welcome Baby (WB) Resource Program supports families with children from birth through age 5 using Smart Start funds, and up to age 17 using Duke Endowment funds, by providing accessible, evidence-based child development information, positive parenting strategies, and both emotional and practical support. Founded in 1987 as a primary prevention initiative to support new parents and promote positive parenting from the earliest stages of family life, building on the foundation of Prevent Child Abuse—Durham (1983).

PURPOSE

This is a new contract under Request for Application (RFA) DSS-2026-01 Family Support Program Services to develop, operate, and/or expand community-based family support programs to reduce the risk of child abuse and neglect by promoting protective factors that strengthen and support families. The Grantee will demonstrate the capacity to achieve positive outcomes for children and families in communities with high rates of child maltreatment and/or other risk indicators associated with the incidence of child maltreatment. North Carolina Family Support Program Services help to advance the NC DHHS' vision that *All North Carolinians will enjoy optimal health and well-being.*

PERFORMANCE REQUIREMENTS

By June 2028, the Grantee shall provide the following Family Support Program Services for **80-caregivers, 50-80 children, in 40 families in Durham, County** and other neighboring counties as needed, with prior approval from NCDHHS DSS. Meals, incentives, transportation, and childcare may be provided to support recruitment, retention, and participation in programs. Families who have an open child protective services case are not eligible to participate in the Family Support Program Services.

- Circle of Parents

Circle of Parents program is a mutual self-help support model where a trained group facilitator and parent leader(s) facilitate the group meetings. The support group meetings are attended by parents who want to exchange ideas, share information, develop, and practice new parenting skills, learn about community resources, and give and receive support. Below are the outputs for SFY2027 and SFY2028:

SFY2027

- 4 Circle of Parents Support Groups for 24 caregivers and 12 children in 12 families.
- 4 bi-weekly meetings will be offered, and each meeting will last for 2 hours.

SFY2028

- 4 Circle of Parents Support Groups for 24 caregivers and 12 children in 12 families.
- 4 bi-weekly meetings will be offered, and each meeting will last for 2 hours.

The chart below includes outcomes and evaluation tools for SFY2027 and SFY2028:

<ul style="list-style-type: none"> • Caregivers increase adaptive skills and strategies to persevere in times of stress and crisis. • Caregivers increase positive interaction between themselves and their child. • Caregivers increase their ability to access tangible goods and services. • Caregivers increase their knowledge of child development and parenting. • Caregivers increase perceived support from family, friends, and/or neighbors. 	<ul style="list-style-type: none"> • Protective Factors Survey – 2nd Edition (April – May) • National Family Support Network – Participant Survey (April – May) <p>All evaluation tools will be submitted to PCANC.</p>
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- Incredible Years School Age Basic

The Incredible Years program is an evidence-based parenting program that focuses on strengthening the parent-child interactions and attachment, reducing harsh discipline, and fostering parents' ability to promote children's social, emotional and language/academic development. Parents learn about play and positive involvement with children, praise and rewards, effective limit setting and non-violent discipline. Facilitators use vignettes, group discussion, role plays, and home practices each week to demonstrate the skills being taught. Below are the outputs for SFY2027 and SFY2028:

SFY2027

- 2 Incredible Years Groups for 16-20 caregivers and 10-14 children in 10-14 families.
- 2 groups will be offered.

SFY2028

- 2 Incredible Years Groups for 16-20 caregivers and 10-14 children in 10-14 families.

- o 2 groups will be offered.

The Grantee will provide:

Program Model	Shared Outcomes	Required Evaluation Tools
IY 6School Age BASIC	<ul style="list-style-type: none"> • Caregivers increase their use of clear expectations with their children. • Caregivers increase their use of positive parenting practices with their children. • Caregivers increase their time of appropriate discipline practices with their children • Caregivers decrease their use of harsh discipline practices with their children. • Caregivers decrease their use of inconsistent discipline practices with their children. 	<ul style="list-style-type: none"> • Parenting Scale (Pre/Post) • Protective Factors Survey – 2nd Edition • National Family Support Network – Participant Survey (Post) <p>All evaluation tools will be submitted to PCANC.</p>

- **Concrete supports** to help families in need of economic assistance. These funds in the amount of up to \$500 total per family, may be used to purchase food, clothing, baby supplies, utilities, rent, furniture etc...
 - The Grantee may serve eligible families who are not enrolled in their NCDHHS DSS family support programs, but recipients cannot have an open child protective services case.
 - The Grantee’s staff members are not eligible for these funds.
 - In exceptional circumstances when a family needs more than \$500 to meet their essential needs, the Grantee may contact the NCDHHS DSS Program Consultant to request approval.
 - o SFY2027
10 Caregivers and 10 children in 10 families
 - o SFY2028
10 Caregivers and 10 children in 10 families

The Grantee shall also meet the following requirements for SFY2027 and SFY2028 as described in its response to Request for Application (RFA) DSS-2026-01 Family Support Program Services.

1. Provide voluntary services based on the North Carolina Division of Social Services Prevention Framework
2. Demonstrate a commitment to meaningful parent engagement and leadership opportunities.
3. Provide prevention services that target populations most at risk of child abuse or neglect.
4. Promote the five protective factors linked to lower incidence of child abuse and neglect.

5. Provide a plan to maintain program fidelity through implementation support.
6. Use evaluation tools to demonstrate positive outcomes for children and families.
7. Collaborate with community agencies and Family Resource Centers

PERFORMANCE STANDARDS

For SFY2027 and SFY2028 the Grantees shall:

1. Ensure that all program staff and/or facilitators are trained in their approved program model prior to services delivery.
2. Ensure that all direct service staff and their supervisors listed in the contract budget, who have not already done so, complete the *Connecting with Families: Family Support in Practice* six-day training. For more information, see [NCSW Learn](#). Staff must complete this training within the first fiscal year of funding. Child Care Providers and Stewards of Children trainers are exempt from this requirement.
3. Ensure that all direct service staff and their supervisors listed in the contract budget, who have not already done so, complete the free online [Bringing the Protective Factors Framework to Life in Your Work – A Resource for Action](#) training course within the first six months of funding. Child Care Providers are exempt from this requirement. Child Care Providers and Stewards of Children trainers are exempt from this requirement.
4. Ensure that all direct service staff (including Child Care Providers and Stewards of Children trainers) and their supervisors listed in the contract budget complete the following two Prevent Child Abuse North Carolina's self-guided [Child Abuse Prevention Online Trainings, Workshops & Webinars](#) within the first fiscal year of funding:
 - a. *Recognizing and Responding to Suspicions of Child Maltreatment*
 - b. *What is Prevention?*
5. Participate in ongoing training and technical assistance on topics such as prevention, protective factors, ACES, resilience, contract requirements, model fidelity, implementation science and nighttime parenting/safe sleep throughout the award cycle.
6. Ensure that all staff and volunteers having direct contact with children or families on an ongoing basis, who have not already done so, have a criminal history background check, including a check of the National Sex Offender Registry. Any prior felony convictions or other abnormalities must have written evidence of supervisory review and acknowledgement, which justifies employment.
7. Ensure that all staff and volunteers have direct contact with children or families on an ongoing basis, participate in the NCDHHS DSS mandated Civil Rights annual training.
8. Develop and adopt a Child Safeguarding Policy during SFY2027 and review/update the Policy during SFY2028. Grantees who have an existing Child Safeguarding Policy will be required to review and/or update their policy in both SFY2027 and SFY2028.
9. Participate in Peer Review and complete all required reports in SFY2028 only.

As a part of Continuous Quality Improvement practice, Contractors are expected to encourage ongoing staff development and budget accordingly.

Contractors must have copies of staff certificates of completion for required trainings available for review during monitoring visits.

PERFORMANCE MONITORING / QUALITY ASSURANCE PLAN

NCDHHS DSS shall monitor the Grantee according to the [NCDHHS DSS Sub Recipient Monitoring Plan](#). This includes compliance with federal areas under the [CFR Title 2 Part 200](#). After the review, the NCDHHS DSS Program Consultant will send a formal written monitoring report letter to the Grantee's Executive Director and Board Chair which contains recommendations and corrective action findings, if applicable. If the Grantee remains in non-compliance status, the contract may be terminated due to failure to meet the terms and conditions of the contract.

In addition, the following attachments shall be used to monitor the Grantee:

1. Organizational Chart
2. Board Member Profile
3. Job Descriptions for Family Support Program services staff

SFY2027 and SFY2028 Required Reporting:

Monthly:

- DSS-1571 III Administrative Costs Report and general ledger/supporting documentation by the 10th of each subsequent month, even if no costs are incurred. Grantees with subcontract(s) must include monthly 1571 Report(s) completed by the subGrantee(s).

Quarterly:

- Completed Performance Monitoring Quarterly Report and Protective Factors Survey Reports by October 15th, January 15th, April 15th, and July 30th. These quarterly reports include cumulative data on agency functions, program outputs and outcomes.

Annually:

- Maintain an active record in the federal government's [System for Award Management](#) (SAM). This record shall be updated annually.
- Federal Funding Accountability and Transparency Act (FFATA) Data Reporting Requirement form due with annual renewal materials.

REIMBURSEMENT

The Subrecipient shall submit via email one signed DSS-1571 III (Administrative Costs Report) to the Program Consultant by the 10th of each month for services provided in the prior month. Please note that the person preparing the invoice shall be different from the person authorized to sign it. Failure to submit monthly reports may delay receipt of reimbursement. DSS will have no obligation for payments based on expenditure reports submitted later than 30 days after termination or expiration of the contract period. All payments are contingent upon fund availability.