

**April 15, 2015**

The regular meeting of the Camden County Board of Social Services was held on Wednesday, April 15, 2015 at 12:00 p.m. in the office of the Board at 600 Market Street, Camden, New Jersey, with James H. Rhodes, Chair, presiding. The following members were present:

Susan Michielli, Vice Chair; Dr. Leonard Krivy, PhD., Secretary/Treasurer (via teleconference); Gwen DeVera; Ginny Betteridge

Also present were: Shawn Sheekey, Director; Martin F. McKernan Jr., Esquire, Board Counsel; Ed Hill, Esquire; Mary Ann Pagano, Fiscal Officer; Greg Smith, Sr. Management Assistant; Sharon Hall, Administrative Clerk

Public Attendance: George Jackson, President, Communications Workers of America-Local 1084 (CWA); Gerald Baker, Vice President, CWA; Kim Collins, Treasurer, CWA; Gladis Zambrana, Chief Shop Steward, CWA; Michelle Acevedo, Office Manager, CWA; Toni Bobiak, Vice President/Treasurer, Welfare Supervisors' Organization (WSO); Lizzie Jones, Grievance Officer, WSO, Hector Vazquez

At 12:00 P.M., a quorum being present, Mr. McKernan called the meeting to order and announced that in compliance with the Open Public Meetings Act, the Courier Post Newspaper and the Philadelphia Inquirer were notified of the Board Meeting; notice of the agenda was posted in a prominent place at 600 Market Street and the County Clerk was notified.

### **Reorganization – Board Members of the Camden County Board of Social Services**

Mr. McKernan requested a roll call:

Mr. James H. Rhodes	Present
Ms. Susan Michielli	Present
Dr. Leonard Krivy, PhD.	Present
Ms. Gundelina DeVera	Present
Ms. Virginia Betteridge	Present
Joseph Ripa, County Clerk	Absent
Freeholder Director Louis Cappelli	Absent
Freeholder Carmen Rodriguez	Absent

Mr. McKernan called for election of officers:

Chairman  
Vice Chairman  
Secretary/Treasurer

Mr. McKernan requested a motion to elect the officers. Ms. Betteridge moved to elect the current slate of officers and Ms. DeVera seconded the motion.

Mr. McKernan asked if there were any other nominations.

There were none.

Mr. McKernan stated there being no other nominations he would direct that the nominations be closed. There were no objections to the motion.

Mr. McKernan stated the officers are:

Chairman – James H. Rhodes  
Vice Chairman – Susan Michielli  
Secretary/Treasurer – Dr. Leonard Krivy, PhD.

Mr. McKernan requested a roll call:

Mr. James H. Rhodes	Yes
Ms. Susan Michielli	Yes
Dr. Leonard Krivy, PhD.	Yes
Ms. Gundelina DeVera	Yes
Ms. Virginia Betteridge	Yes
Mr. Ripa, County Clerk	Absent
Freeholder Director Louis Cappelli	Absent
Freeholder Carmen Rodriguez	Absent

Mr. McKernan declared that the slate of officers as previously mentioned in the motion is hereby elected for the forthcoming year.

Mr. McKernan turned the meeting over to the Chairman, James H. Rhodes and the Open Session resumed in public session.

Mr. Rhodes requested approval of the following items:

- Minutes of the March Board Meeting.
- The listed expenditures from both Clearing and Administration Accounts.
- The payment of salaries and traveling expenses for April.
- Requisition from the County Treasurer for administration expenses for May.
- To move funds, to be requisitioned from the State and County Treasurers less monies on hand for assistance payments for the month of May.

Mr. Rhodes requested a motion to approve.

Ms. Betteridge moved to approve. Ms. DeVera seconded the motion, and there being no discussion on the motion, a vote was taken and the motion was unanimously adopted.

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Mr. Rhodes requested a motion to open the meeting for public participation. Ms. Michielli moved to open, seconded by Dr. Krivy.

Mr. Rhodes asked if there were any members of the public who would like to address the Board.

Mr. George Jackson, President, CWA-Local 1084 requested to address the Board regarding a few issues. Mr. Jackson stated that scheduling meetings to discuss contract negotiations is never a problem but right now language is being worked on and at the same point in time he is seeing County contracts getting ratified and CWA has not even had a legitimate offer. Mr. Jackson stated that when it comes down to money he does not know what the issue is but he does not think the status of negotiations should be where they are now. Right now there is no offer on the table. Mr. Jackson stated CWA will be making a proposal for presentation to Mr. McKernan next week. Mr. Jackson stated he knows there was concern about the four million dollar pension payment which is generally made each year. Last year the pension payment was made in April. This year the payment was made at the end of March. Mr. Jackson had questions regarding the balance charts reported for 2014 and 2015 after the pension payments had been made. Ms. Pagano provided information regarding the agency's cash balance, which is higher than the net worth fund balance because it includes payments from employees' paychecks for various items that had not been disbursed.

Mr. Jackson stated that there is money being spent on different things in the agency and there are basic numbers being seen throughout the County. When talking about being 'in line with the County', he thinks the Union should have an 'in line with the County' offer - an offer for the Union to really look at. Not having any offer at all is what the Union has a problem with. Mr. Jackson requested any comments. Ms. Michielli stated that personally, she agrees with Mr. Jackson and that CWA should not give up anything that is not being given up across the street. CWA has been the sacrificial lamb for too many years. Mr. Jackson stated that he appreciated Ms. Michielli's comment.

Mr. Jackson stated that he and Mr. Sheekey had a conversation regarding the installation of security cameras some eight or nine months ago and that the cameras were being installed for security purposes. Mr. Jackson stated the membership was concerned with the security camera installations because of them being used to monitor staff movement. Mr. Jackson stated that the Union does not condone those employees who punch in for work and then walk right back out. The contract does provide for a 15 minute break in the morning and a 15 minute break in the afternoon, although there are no time stipulations. Mr. Jackson stated that he has asked the membership to use common sense and not walk in the door and walk right back out. Mr. Jackson stated that his problem is that the cameras are security cameras, not cameras that should be used like 'big brother' watching people walking in and out of the door. Mr. Jackson stated that agency supervisors should know who the offending employees are and should address them. His problem is that the cameras are not being used for security but are now being used for administrative purposes and he knows that someone received a conference letter today after being told not to leave out right away, but left last Friday shortly after 9:00. Mr. Jackson wanted it on record that the cameras are now being used for disciplinary purposes and not for, in his opinion, security purposes.

Mr. Jackson stated that there are concerns with fire safety issues with the newly redesigned lobby layout. Employees are complaining of having to cut through client lines, which is an inconvenience to the client and the employee. Mr. Sheekey stated that it is a well-known fact that the lobby and the building are not conducive to the type of business the agency does. Mr. Sheekey stated that working with issues in the lobby needs to be left up to security to work it out. Mr. Jackson asked if

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the architect had considered looking at positioning the Navigator Desk on the Broadway side of the building where the clients now sit to wait. Mr. Sheekey stated that he would have to go back to Theresa Keating to find out why that move was ruled out. He stated that ideally he would like to have entrance to the agency where the Surrogates Office is currently but that would require major renovations. Ms. Acevedo stated that clients are stopping workers for direction and the workers don't know where to send them. She suggested that if CWA were more informed about what was going on they could educate their members. Mr. Sheekey stated that what disturbs him is that there remains to be a lack of communication and communication chain breakdown between administrators, supervisors and front line staff regarding information discussed in meetings. He stated that the only thing that was really done with the newly expanded desk was the consolidation of the NPA, ACU, and Intake desks. Everything that people were doing before in three different locations is now being done in one location in the lobby now. The process is being tweaked. What we want the front desk to do is serve as "triage" so we don't send people all over the building. The redesign of the lobby and Navigator Desk is part of an effort to keep appointment lines and customers out of the departments so the workers can process the work and to try to confine customer interaction on the first floor. The expansion of the Navigator Desk is also a prelude to the generic workforce move. Mr. Sheekey stated that any concerns the Union officers may have concerning security and the impending generic changes may be sent directly to him. Mr. Sheekey stated that the changes to the Navigator Desk and lobby happened very fast and there is a lot happening very quickly in the agency over the next six to eight weeks because deadlines have to be met which includes the CRM timeline. Mr. Sheekey stated that he needs to do a better job with keeping staff apprised and this is reinforcement that the supervisor meetings need to be re-instituted so that necessary information gets relayed.

Ms. Zambrana stated that the agency has not had a fire drill in a while and that one should be scheduled soon, especially due to changes in building layout, and staffing moves. Her main issue is with the loss of an exit door due to the re-designed Navigator Desk. Mr. Sheekey stated that the lack of planning for emergencies has been a concern of his since he took his position as director. He informed that the Fire Marshall has to conduct the fire/safety drills. Mr. Rhodes stated that there was a meeting held last week and Camden County Public Safety is taking over management of the security contract. Security will still be provided by the Camden County College security team. It was Building and Operations. Within Public Safety, there is the Office of Emergency Management, the Office of the Fire Marshall and Emergency Communications. Now all these entities will work together with Camden County College on training on additional drills to further enhance awareness as to what people are supposed to do from the Floor Captains to employees whether it is where you are supposed to go, what you're supposed to do, prominent display of emergency phone numbers, to basic training, maybe some online safety training. Mr. Rhodes stated that Theresa Keating and Paul Montes attended the meeting last week and that improvements should be seen quickly.

Mr. Jackson stated that in order to dispel rumors with the Navigator Desk door and that exit to the lobby, was the Fire Marshall involved with the re-design of the Navigator Desk. Mr. Sheekey stated that it was his understanding that architectural changes are vetted through the Fire Marshall but he would have to double check with Theresa Keating.

Ms. DeVera requested that the agency mandate all employees to wear their employee ID at all times. She would like to see the employee ID badges include the employees' department as well as their name. Mr. Sheekey stated that the agency has a policy that requires employees to wear identification badges while on agency premises. Mr. Sheekey believes that because badges are

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no longer used to swipe in and out on the time clocks, people have become lax in wearing their badge. He also mentioned that the agency has been in the process of preparing for a large scale badge reissuance process. At that point, the requirement to wear employee ID badges will have to be reinforced again.

Mr. Jackson stated that there are still some health care benefit glitches from the change over from leaving the State Health Benefits Plan and moving to the Southern New Jersey Regional Employee Benefits Fund. He stated that MaryEllen Sittner has been working on resolving them and the number of issues has dwindled down. Mr. Rhodes stated that if additional help or resources are needed the County Insurance Office is also available to assist with health care benefit issues.

Mr. Jackson stated that the time clocks in the building are all off by one and one-half to two minutes late. There was a problem on the 2<sup>nd</sup> floor yesterday where people were lined up at 4:28 p.m. (by the time clock but not by their cell phone) to punch out for the day and names of those in the line were taken. Mr. Betteridge questioned if employees were not supposed to be at their desks until 4:30. To her it sounds like the employees are shutting down their workstations, grabbing their handbags and at 4:30 on the dot are waiting by a clock to log out. Mr. Sheekey stated that at the end of the day, you have 500 people who are trying to get out of the building at 4:30 p.m. Time studies have been conducted and show that within three to five minutes the building is cleared out. Mr. Jackson and Ms. Zambrana stated that it would be easier for everyone if employees were given the ability to swipe in and out at their desks. Mr. Sheekey stated that this would pose a greater problem for those employees who barely make it to work on time now as they would need to get to their floor, get to their desk, log into their computer and then clock in. Mr. Sheekey stated that he would talk to Marc O'Connor about re-synchronizing the time clocks.

Mr. Jackson asked if there was a time period when Meridian does a full whole building cleaning. There is a lot of dust build up in the building that needs to be addressed as well as vacuuming.

Ms. Michielli asked Mr. Jackson what he is seeing in terms of contracts and raises. Mr. Jackson stated that he is seeing 2 percent across New Jersey, and there have been some ratified for 2016 and 2017 as high as 2.75% and 2.9%. Mr. Jackson stated that when it comes down to the County and the dollars, Camden just bought Campbell's Ball Field and is doing work at Cooper River Park. It is fine making Camden County better but when it comes down to numbers CWA has been in contract negotiations for a year and three months and Mr. Jackson would like to sit down, get a legitimate offer and get this in the past and move on.

Mr. Rhodes stated that Mary Ann Pagano will be providing the Board with a budget presentation and invited Mr. Jackson and the other CWA officers to stay for the presentation during Open Session. Mr. Rhodes mentioned that the County would be passing its budget tomorrow.

Mr. Rhodes asked if there was anyone else who would like to address the Board at this time. Seeing there was no one, Mr. Rhodes requested a motion to close the Public Participation portion of the Open Session.

Ms. Betteridge motioned to close the Public Participation portion of the Open Session. Ms. DeVera seconded the motion and there being no discussion on the motion, a vote was taken and the motion was unanimously adopted.

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**UPDATE STATE AND FEDERAL POLICIES ..... Shawn Sheekey, Director**

Mr. Sheekey stated that all Board members would find a synopsis of informational transmittals, procedural bulletins, general assistance procedural bulletins and Division of Family Development instructions in their packet. If there were any questions on any of the material, Mr. Sheekey stated that he or his staff would be glad to comment on them.

Mr. Rhodes requested a motion to accept the Director’s Update on State and Federal Policies.

Ms. Betteridge moved to accept the reports as provided. Ms. DeVera seconded the motion and there being no discussion on the motion, a vote was taken and the motion was unanimously adopted.

**Resolution 211-2015 – Authorizing the Camden County Board of Social Service to Recognize May 3<sup>rd</sup> – May 9<sup>th</sup>, 2015 as Public Service Recognition Week in Honor of the Millions of Public Employees at the Federal, State, County and Municipal Levels ..... Ed Hill, Esquire**

Resolution 211-2015 recognizes public servants at the federal, state, county and municipal levels for the day to day diverse services they provide to the American citizens. The CCBSS proclaims May 3-9, 2015 as Public Service Recognition Week and encourages all citizens to recognize the accomplishments and contributions of government workers at all levels.

Mr. Rhodes requested a motion to approve Resolution 211-2015.

Ms. Michielli moved to approve. Ms. Betteridge seconded the motion and there being no other discussion on the motion a vote was taken and unanimously adopted.

**Resolution 212-2015 – Resolution Adopting Meeting Schedule and Designating Newspapers to Receive Notices for the Camden County Board of Social Services ..... Martin F. McKernan, Jr., Esquire**

Mr. McKernan stated that the Open Public Meetings Act states that the Board is required to adopt its annual meeting schedule and designate newspapers to receive notices for the Board of Social Services scheduled Board meetings.

Ms. Michielli moved to adopt Resolution 212-2015 Adopting the Meeting Schedule and Designating Newspapers to Receive Notices for the Camden County Board of Social Services as presented. Ms. Betteridge seconded the motion and there being no other discussion on the motion a vote was taken and unanimously adopted.

Mr. Rhodes stated that the County is passing its budget tomorrow. The BOSS’s budget has been set and he has asked Ms. Pagano to provide an update on what the budget is, how the agency got there, what the situation is and how the agency is going to move forward under the terms. Mr. Rhodes stated that there will be a walk-on Resolution approving the budget for 2015.

**Resolution 213-2015 (walk-on) – Authorizing Budget for the Year 2015**

Ms. Pagano explained that the Resolution identifies the numbers for Assistance, Administration, and total budget. The total budget according to the Resolution and the official budget are slightly below \$90 million dollars; however, it does not include some additional assistance money. General

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Assistance is not included in the State budget document. That is an additional 11 million dollars making the total budget for Assistance and Administration around \$100 million dollars. Ms. Pagano reviewed each page of the budget presentation handout she provided with the Board members and meeting attendees.

Ms. Pagano stated that essentially the components of the budget are costs and funding. The main cost components are personnel salary costs and fringe benefits which comprise 95% of the budget.

The two largest cost drivers are health benefits and pension costs. Ms. Pagano reviewed the chart pertaining to health benefits costs from 2001 to current day. The cost of providing health benefits for retirees is a big driver of the agency's health care costs.

Ms. Michielli stated that the agency claims there is no money for raises but yet the employees are paying more into their health benefits. Where is that money going? Ms. Pagano stated that employees are contributing more for health benefits costs but the health benefits costs are going up. Ms. Michielli stated that health benefits costs only went up \$446.00 for 2015. Ms. Pagano stated that that was for active employees. Ms. Michielli asked where the rest of the money was. Ms. Michielli was asked to look under retirees. Ms. Michielli stated that the active employees aren't responsible for the retired people. It was explained that retiree costs are in the budget. There was further discussion regarding health care costs and increases that employees are paying toward their health benefits costs. Ms. Pagano mentioned that the current discussion is not about where the money is for salary increases, the discussion is about the budget and what the costs are. Mr. Rhodes stated there would need to be a separate discussion as this current discussion is about where the budget costs lie. Ms. Pagano stated that the total cost for health care for active and retired employees in the budget is over \$15 million dollars. Yes, the employees are contributing more but the health benefits costs when you include active and retired employees are going up more than the increase in contributions. The problem is that health benefits costs are going up much faster than receipts. Mr. Rhodes noted that for health benefits purposes, an interesting number is that there are 500 active employees and 453 retirees. Mr. Rhodes stated that what Ms. Pagano is trying to show is that much of the budget is paying for people no longer working at the agency.

Ms. Pagano mentioned that another cost component that keeps going up much faster than the access to funds is pension costs. Over the course of fourteen years, from 2001, when the total pension cost was \$270,000.00 to 2015 which is now \$4.5 million dollars. The employee contribution is completely outside of the 4.5 million agency portion. Ms. Pagano stated that as a percentage of the budget, medical costs for retirees and pension contributions used to be a very low percentage. The retiree cost for medical was 1.23% and has risen to 9.41% of the total budget now. The pension contribution was just over .50% and has risen to almost 6.50%. These costs are what are eating up the funding.

The other component of the budget is funding. State allocations, which are one of the main funding sources, in 2015 the state cut funding by \$1.3 million dollars which is a substantial amount. The previous two years there were increases in the couple hundred thousand range. In 2012, there was a reduction of \$400,000.00 but there has never been a reduction of this size. It is coming at a very bad time but it is a reality and something the agency has to deal with.

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Ms. Pagano stated that in the past, before the Affordable Care Act, when you applied for General Assistance (GA) benefits, you automatically got Medicaid. At one point, the state decided that they could allocate some of the cost of the GA program back to the federal government because they were getting Medicaid coverage. With the ACA, it delinked those two items so that now people are applying for GA benefits and Medicaid separately and the funding for GA was cut accordingly. In theory, the agency may be getting more money from Medicaid but that is not an allocation category so it may be that some of the money will be recovered in the Medicaid reimbursement but it is difficult to estimate. It depends on Medicaid applications and now some of them are being sent to the outside vendor, Xerox, so the agency is not getting paid for those cases and may not be able to recoup the losses. A lot of the counties are having this problem.

Ms. Pagano stated that County is funding the agency by \$18 million dollars again this year which is the same as the previous year. They did not increase funding to the agency this year. However, in the past three years they did increase funding by a total of \$3 million dollars, which is substantial. The maximum County taxes can be increased in a given year is two percent. Two percent of \$18 million dollars is only \$360,000.00. The County did increase funding to the agency an average of a million dollars a year for the last three years. The agency essentially received more than a two percent increase for that time frame and so the agency was asked to hold its funding flat this year. There really wasn't a choice and that is another element of the budget component. The last item is, when there is a difference between federal and state funding and county funding and what the projected expenses are, it has to come from the payer of last resort, the fund balance. So in order to close the gap for this year's budget, \$4 million dollars has been budgeted out of the fund balance. This does not mean that the agency will utilize \$4 million dollars and hopefully will not need to use the majority of that, because generally the entire budget is not spent. Some contingencies are built in to it and generally about 95% of the budget is spent. Ms. Pagano stated she does not expect that the agency will utilize the \$4 million dollars in fund balance but in theory if all of the budget were spent that is how much a shortfall the agency would have that would have to come out of the fund balance.

Other than the cost and the funding components, some of the other ways the agency can manage its fund is through efficiency drivers. Some of the things that have been done in order to do more with less are the implementing of case banking, reorganization of departments when employees have left the director has insisted on very strict justification for replacing anyone. Through attrition the size of staffing has been reduced. Reduction in staffing to the departments that provide client services is limited but has been substantial in other departments such as IT, Investigations, Social Services, and the Fiscal Department. Despite being an average of 30 employees under the budgeted full staffing, the agency has managed to improve the processing of food stamp applications, the timeliness of processing. Other things that have had a beneficial impact are the elimination of the half paper day that was spent doing paperwork instead of seeing clients, reduction of extended days, reducing abuse of sick time, docking for lateness, reducing unpaid time-off, and the reorganization of work space so the flow is more efficient in areas such as the lobby, Intake, Medicaid, etc. In the pipeline are undertakings like the conversion to generic workers and the implementation of the Client Relationship Management system (CRM), although at a cost, is a key investment to increase output with fewer man hours. The cost is \$200,000.00 for the initial implementation of CRM there is an annual ongoing expense of \$175,000.00 for licenses.

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Ms. Pagano asked if there were any questions regarding the budget presentation. Mr. Rhodes stated that with being cut by the state, the agency is making the investments in technology. The systems the agency has had through the years are not conducive for efficient production. The new system will help bring all client information together instead of having a number of systems that are separate from each other. There will be a lot of training going on and the goal is actually to help the employees work through it. The employees will no longer have to enter the same information over and over again and will be able to see a client's record and where they are within the approval processes throughout agency and what services they have and have not received. The CRM system coming to the agency is the same as what is now being used by major corporations. The agency is adopting private sector technology to help process its work. There have been many meetings that have taken place over the last few weeks regarding the implementation of CRM.

Ms. Michielli motioned to walk on Resolution 213-2015. Ms. Betteridge seconded the motion and there being no discussion on the motion, a vote was taken and the motion was unanimously adopted.

Mr. Rhodes requested a motion to adopt Resolution 213-2015 Authorizing Budget for the Year 2015. Ms. Michielli moved to approve. Ms. Betteridge seconded the motion and there being no other discussion on the motion a vote was taken and unanimously adopted.

**DIRECTOR'S REPORT..... Shawn Sheekey, Director**

Mr. Sheekey stated that there have been many good meetings and a lot of good feedback from the workers regarding the new CRM tracking system. Mr. Sheekey stated that taking the steps to move to CRM became necessary due to shortcomings with the state systems and outdated internal systems and program changes.

Mr. Sheekey stated he attended the monthly CAP meeting last week and that a few years ago the agency had only a 20% timeliness rate. The agency was not reaching its mandate for timeliness. Many counties were in bad shape and this is why there had to be a move to case banking. The counties must get to the federally mandated 95% timeliness rate. Failure to do so will result in monetary sanctions. A cut of another \$1.5 million dollars in sanctions would not help the agency with its budget status. Mr. Sheekey stated that Camden County has made incredible progress from where it was a few years ago. The CWAs are under a lot of pressure. Timeliness and food stamps are just one piece of what the CWAs do. They are also dealing with the Affordable Care Act and thousands of new applications. There is Emergency Assistance, case management and job activities, and child support to name a few. Mr. Sheekey stated that going to a generic workforce may be the only way to meet the mandated timeliness goal. Most other counties are generic. They are not set up with a group of employees in separate departments doing separate applications and benefit processes. When a person applies they are screened for multiple programs. The agency rollout for the transition to generic workers is May 26, 2015. There is departmental Q&A meetings regarding the transition scheduled next week with the entire staff of the Intake, NPA/GA and ACU departments.

Mr. Sheekey state that CWDA meeting scheduled for Friday will be exclusively about Medicaid. The state has taken steps out of operational necessity to send thousands of Medicaid applications to a private vendor to do Medicaid processing. The counties are not getting the backlogged applications done.

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Mr. Sheekey has been getting a lot of complaints from the other counties that the state is not communicating effectively with the counties. The counties have taken steps to try to address the backlogs. The meeting will be with DMAHS Director, Valerie Harr and will not affect the Aged, Blind and Disabled (ABD) program.

Mr. Sheekey stated there may be some Medicaid Enhanced Funding available from the state which he will discuss with Mr. Jackson. Some counties have seen cuts in their county funding. Camden County is doing a great job and has really turned the agency around in a short period of time.

Mr. Rhodes requested a motion to approve the Director's Report.

Ms. Betteridge moved to approve. Ms. DeVera seconded the motion and there being no discussion on the motion, a vote was taken and the motion was unanimously adopted.

**FISCAL REPORT ..... Mary Ann Pagano, Fiscal Officer**

Ms. Pagano stated that each Board member has received in his or her packet copies of Fiscal Reports. If there were any questions, she commented that he would be happy to address them.

Ms. Pagano stated that for the three month period ended March 31, 2015, disbursements exceeded receipts by 4.2 million dollars. This obviously has to do with the pension payment and the agency generally does recover as each month goes on. There are allocation issues to deal with and it is hard to project at this point in time where the agency will stand at the end of the year. She stated that this tends to represent the agency's lowest point of the year in terms of the balance between disbursements and receipts, but the agency will recover.

Mr. Rhodes requested a motion to accept the Fiscal Report as presented.

Ms. Betteridge moved to approve. Ms. Michielli seconded the motion and there being no discussion on the motion, a vote was taken and the motion was unanimously adopted.

**OLD BUSINESS PUBLIC SESSION**

There was none.

**NEW BUSINESS PUBLIC SESSION**

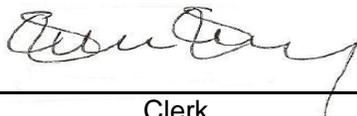
Ms. Michielli extended her sincere 'thank you' to the Board for their expression of condolences in the loss of her mother.

Mr. Rhodes mentioned with the agency getting out in front and being proactive, a Microsoft executive, a former commissioner of Social Services for the Commonwealth of Massachusetts has started working with the agency for the creation of a White Paper regarding the process changes the agency is making, including the CRM to start telling the Camden County story. The Camden County Board of Social Services has also been selected by Rutgers University, Newark National Public Performance Institute to present at their upcoming conference based on achievements for

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being proactive, creative, responsible, and for being a leader in terms of being able to deliver benefits to our clients in an efficient and effective manner.

Mr. Rhodes requested a motion to close the Open Session and move to the Closed Executive Session to discuss personnel and legal matters. Ms. DeVera moved to discuss such matters in closed session. Ms. Michielli seconded the motion, and there being no discussion on the motion a vote was taken and the motion was unanimously adopted.



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Clerk