

January 21, 2015

The regular meeting of the Camden County Board of Social Services was held on Wednesday, January 21, 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; Gwen DeVera; Ginny Betteridge

Also present were: Shawn Sheekey, Director; Christine Hentisz, Deputy Director; Martin F. McKernan Jr., Esquire, Board Counsel; Sharon Faber, Esquire; MaryEllen Sittner, Personnel Officer; Mary Ann Pagano, Fiscal Officer; Sharon Hall, Administrative Clerk

Public Attendance: George Jackson, President, Communications Workers of America-Local 1084 (CWA); Gerald Baker, Vice President, CWA; Peter Mason, Financial Secretary, CWA; Kim Collins, Treasurer, CWA; Gladis Zambrana, Chief Shop Steward, CWA; Toni Bobiak, Vice Chair, Welfare Supervisors' Organization (WSO)

At 12:00 P.M., a quorum being present, Mr. Rhodes 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 location at 600 Market Street and the County Clerk was notified.

Mr. Rhodes requested approval of the following items:

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

Mr. Rhodes requested a motion to approve.

Ms. Michielli moved to approve. Dr. Krivy 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 stated that for the beginning of the meeting there were presentations to advise the Board of two items; one to do with retiree benefits and the other regarding the Kroc Center.

Mr. Rhodes introduced Mr. Walter A. Eife, Director of Retirement Plans for McLaughlin Asset Management Inc. (MAM) who provided a presentation on retirement planning in which MetLife is working with MAM to create a new MetLife platform. MAM is not replacing MetLife but will act as MetLife's contribution consultant and advisor. The plan will provide the opportunity to modernize retirement plan options and lessen fees for employees. It has been rolled out at the County and will also be made available to BOSS employees.

Mr. Rhodes introduced Mr. Benjamin (Ben) Ovadia, Development Manager of the Salvation Army's Ray & Joan Kroc Corps Community Center, Harrison Avenue, Camden, New Jersey. Mr. Ovadia introduced Rosie Medias, Caseworker, and Felix Moulrier who is doing community engagement. The team provided the Board with a presentation regarding the history and the programs offered at the Kroc Community Center which include spiritual programs, human services, education, visual and performing arts recreation and fitness.

Ms. Medias provided a handout for the Outreach Department and discussed the Choice Food Pantry which operates from 9:00 a.m. to 2:00 p.m. Ms. Medias mentioned that if funding is available, the Community Center may also be able to assist those in need of energy and housing assistance who provide proof of emergency. Workers should contact Ms. Medias by phone at 856-379-6900 for assistance in referring an agency customer for possible assistance and to check for funding availability. There is also a feeding program held at the Transportation Center.

Mr. Ovadia stated that the social services at the Center are free and membership is very affordable and the Choice Food Pantry is a huge expansion for the Salvation Army and is in need of dairy, canned and boxed foods and toiletry donations. Mr. Ovadia, in closing, extended an invitation to perhaps have a future meeting at their place.

Mr. Rhodes thanked the presenters for meeting today and mentioned that there are some great opportunities for good, long lasting relationships going into the future.

Mr. Rhodes requested a motion to open the meeting for public participation. Dr. Krivy moved to open the Public Participation portion of the Open Session, seconded by Ms. DeVera.

Mr. George Jackson, President, CWA-Local 1084 introduced the Executive Officers in attendance and requested to address the Board regarding contract negotiations. Mr. Jackson stated that the unions keep hearing there is no money and no funding for pay raises but 30 people retired during 2014 and when the salaries are added it comes up to around 2.3 million dollars not including the health care which is around one million dollars which the agency needs to continue to pay for retirees. Even without that one million dollars, there was 2.3 million dollars in salaries that walked out of the door. In the month of October, which was being looked at as the worst month of the year with the concern of three pays, October turned out to be the best month of the year. The agency went into the month with 7.2 million and came out with 7.1. There was discussion regarding the surplus and the Pension payment, which comes out every year. It came out in 2011, 2012, 2013 and raises were received for 2011, 2012 and 2013. Then it comes down to the health insurance. When the agency was going through the change in health insurance, the word was there would be anywhere from \$900,000 to 1.2 million dollars savings, although you don't want to call it savings; there was savings going from one plan to the other. There was talk to regards of sharing monies of savings in regards to language about getting into a contract. Right now, that seems to have faded away. Mr. Jackson stated that he is aware of the 1.3 million dollars of State funding the agency is not going to get or is being cut. Mr. Jackson stated that when he sees what has walked out of the door and what the allocations were reduced in that sense, there is still money

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there so that contracts can be discussed for 2014, 2015 and 2016 and on. In 2016 and 2017, the agency will be receiving more money in regards to money that the union memberships will be sharing a larger amount of premiums for health insurance. Mr. Jackson stated that at the point of no funds and no money he has seen that six (6) clerks have been hired and there is a resolution on the table for administration getting a 2% salary increase. Everyone deserves a raise, but right now it is going to be a bit distasteful for clerical membership at \$35,000.00 and administration at \$115,000.00, although they did not get it for two years but it is still \$115,000.00, versus those making \$35,000.00 - \$40,000.00 who are right now being told they agency has no money for them. Mr. Jackson stated that he keeps hearing the term "in line with the County" and when he looks at some of the other county contracts right now, no one is getting zero. They may be getting smaller numbers, but no one is getting zero; especially those in law enforcement. There are numbers out there that are getting 2%, 2.5% and other areas that got 1.5%. The main thing is "in line with the County" does not constitute zero when it comes down to salaries. For the 450 members who are working hard, and it can be seen how hard they are working although management can't always see it in numbers, Mr. Jackson stated that he feels everyone deserves a shot at some type of a yearly increase.

Mr. Gerald Baker, Vice President, CWA-Local 1084 read Article 2 - Responsible Union-Employer Relationship from the CCBSS and CWA-Local 1084 January 1, 2010 through December 31, 2013 contract to the Board. Mr. Baker stated that the negotiations have gone on a little bit too long. He goes back to the days of Ed McQuaid being the Chair and Mr. McKernan has been a constant and he has learned a lot from them by negotiating. Mr. Baker stated he thinks that the atmosphere being set now where respect is being lost for each other and that shouldn't happen because everyone is going to be in the program together. The Board here, the administration and the employees is the Board of Social Services and all need to work together. Offering zero is disrespectful and sends mixed messages to me and the people. For example, you say you don't have any money and there are little things such as hiring people. It was implied, not guaranteed, that if the agency shifted to the new health plan that the savings would go toward employees. That seems, as said, to have faded away. So, mixed messages are received in that as a Board there is no money, but things are seen happening. Mr. Baker stated that he does not know what the County's budget is like but when he walks around and sees the Camden County Freeholders doing the Haddon Avenue road improvement project, the Cooper River being improved, building parking garages and everyone says they don't have any money. Mr. Baker stated he just read a contract with the Prosecutor and they all got 2% up to year 2016. Mr. Baker states that he feels it becomes very disrespectful that when zero is offered and then another mixed message is the Director's Report how much the agency has improved over the last year and all the stats are up, we're getting better, better, better and what the staff gets offered is bagels, cookies and donuts. Mr. Baker stated that is an insult to him. He has been employed with the agency for thirty years and has helped negotiate over four contracts and he has never seen it get down this low. He thinks everyone needs to work together, needs to find a way to work together and needs to stop scapegoating whoever the guys are "across the street". Mr. Baker stated that as a group they should be going over and saying we need so many dollars to operate. You're giving it to everybody else. You should give us the same deal and same everything.

Mr. Rhodes stated that he is not in the habit of negotiating in public and he appreciates the union bringing their concerns to the Board members. Mr. Rhodes stated that the agency is advised as to how the negotiations are proceeding, or as the union representatives had stated, not proceeding at this point. Mr. McKernan is negotiating the contract on behalf of the Board. Mr. Rhodes stated that he does not think it is accurate to blame "across the street". Obviously, the agency depends on funding. The agency is dependent on funding from many resources including the County, the State and the Federal governments. The State and Federal governments are not increasing funding to the Board of Social Services. The County has, although it has not included anything this year.

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The County did provide \$800,000.00 in additional funding last year. The agency is not a taxing authority and cannot raise funds outside what is provided to it. The agency tries to operate within the budget that is provided. The retirements are allowing the agency to meet its budgetary goals, actually, the gaps in funding. The retirements are allowing us, where we can, to replace people within its budget. The health care savings are a savings against what the agency would have spent after January. The agency will be paying for what benefits would have been paid for in 2014, an increase, not less. But the agency will be paying less than what it would be paying if it had stayed in the State Health Benefits Program, but it will be paying the same as it had been in the 2014 budget. In that sense, it is savings from money that the agency would have had to raise or again from keeping the hole getting larger. In terms of reaching an agreement, and provide an increase to the employees here, we would use savings from lower healthcare costs and from wherever else the agency can identify different funding opportunities whether it's through an agreement with the union, in term of how funds are allocated now to employees or some other method. It is difficult and it is hoped that the union representatives don't think it is disrespectful. Mr. Rhodes stated that there is a fiduciary responsibility and by all means the Board does appreciate and recognize the work the employees here at the Board of Social Services in dealing with the clients that need our assistance and are in some sort of hardship. Mr. Rhodes stated the Board continues to hope to have an agreement and if there is some way in which to come to the 2%, by all means the Board will do that. But right now the agency is having difficulty making the numbers work within a budget where no increase is anticipated from the County, the State or the Federal governments in 2015. The Board is in communication with Mr. McKernan who keeps the Board apprised of negotiation discussions and when a glimmer of hope or an opportunity to be creative, the Board will certainly be supportive of that.

Mr. Jackson and Mr. Rhodes thanked each other for the discussion.

Mr. Rhodes requested a motion to close the Public Participation portion of the Open Session. Dr. Krivy moved to close the Public Portion. Ms. DeVera seconded the motion and there being no discussion on the motion, a vote was taken and the motion was unanimously adopted.

The Open Session of the meeting continued.

**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 happy to comment on them.

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

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

**Resolution 206-2015 (fka 222-2014) – Authorizing the Execution of a Grant Agreement with the New Jersey Department of Community Affairs Involving the Low Income Heating and Energy Assistance Program ..... Sharon Faber, Esquire**

Provides for the execution of entering into a grant agreement with the New Jersey Department of Community Affairs involving the receipt of approximately \$27,140.00 by the Board to be used for administrative funding for the Low Income Heating and Energy Assistance Program for the period of October 1, 2014 through September 30, 2015 and further authorizes Shawn B. Sheekey, Director of the Board, as authorized person to sign said agreement on behalf of the Board.

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Mr. Rhodes requested a motion to approve Resolution 206-2015.

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 207-2015 (fka 223-2014) – Authorizing Appointment of Commissioner to Southern NJ Regional Employee Benefits Fund..... Sharon Faber, Esquire**

The BOSS joined the Southern New Jersey Regional Employee Benefits Fund by Resolution 217-2014. Membership in the Fund required the Board appoint a Commissioner and an Alternate Commissioner to represent the Board’s interests as a member of the Fund.

Resolution 207-2015 appoints Edward H. Hill, Esquire as Fund Commissioner and Mary Ann Pagano as Alternate Fund Commissioner to the Southern New Jersey Regional Employee Benefits Fund effective February 1, 2015.

Mr. Rhodes requested a motion to approve Resolution 207-2015.

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 208-2015 (fka 224-2014) – Authorizing the Appointment of Special Legal Counsel to Represent the Camden County Board of Social Services in Child Support Matters ..... Sharon Faber, Esquire**

In response to publicly advertised Request for Proposals the Board has received and reviewed the proposals submitted. The evaluation committee for this Request for Proposals has recommended that and hereby appoints the Law Firms of Mattleman, Weinroth & Miller, P.C., Zane and Lozuke, and Angelini, Viniar & Freedman L.L.P. be appointed as Special Legal Counsel to handle child support matters on behalf of the Camden County Board of Social Services at an hourly rate of \$97.00 per hour commencing January 1, 2015.

The annual limitation on each of the law firms of Mattleman, Weinroth & Miller, P.C., Zane and Lozuke, and Angelini, Viniar & Freedman L.L.P. shall be \$30,000.00.

Mr. Rhodes requested a motion to approve Resolution 208-2015.

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

**Resolution 201-2015 – Authorizing the Camden County Board of Social Services to Continue to Participate in a Premium Option Plan Allowing Its Employees to Pay Southern New Jersey Regional Employee Benefits Fund Medical and Prescription Payroll Contributions or Premiums with Before Tax Dollars ..... Sharon Faber, Esquire**

A benefit program available under Section 125 of the Federal Internal Revenue Code allows eligible employees to set aside before tax dollars to pay for certain medical or prescription deductions with before tax dollars (hereinafter referred to as the Premium Option Plan). The BOSS has provided the Premium Option Plan to allow its employees to avoid federal taxes and thus save money, with respect to the State Health Benefits Program, participation in which is terminating effective February 1, 2015.

The BOSS is desirous of providing the Premium Option Plan to its employees with respect to its participation in the Southern New Jersey Regional Employee Benefits Fund and elects to continue its participation in the Plan effective February 1, 2015.

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Mr. Rhodes requested a motion to approve Resolution 201-2015.

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 202-2015 – Authorizing an Award of Contract (State Contract A-77560), By and Between the Camden County Board of Social Services and Software House International Corporation (SHI), for the Purchase, Integration, Implementation and Support of Client Relationship Management System (CRM) ..... Sharon Faber, Esquire**

Ms. Faber presented Resolution 202-2015 which permits the BOSS to purchase certain services under a contact entered into on behalf of the State by the Division of Purchase and Property in the Department of the Treasury without advertising for bids. The BOSS desires to enter into an agreement with SHI for the purchase, integration, implementation and support of the Client Relationship Management System (CRM) software package, under State Contract A-77560, for a total cost not to exceed \$199,095.00. The proper officers of the BOSS are authorized and instructed to sign and execute any necessary documentation when such materials and/or services have been delivered and accepted by the BOSS.

Mr. Rhodes requested a motion to accept Resolution 202-2015.

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

**Resolution 203-2015 – Adopting 2015 Requests for Proposal Policy And Template ..... Sharon Faber, Esquire**

The County of Camden adopted its 2015 Requests For Proposal policy and template by a Resolution passed on January 5, 2015 and desires its member entities, including the BOSS, to adopt and confirm adoption of said policy and template.

Mr. Rhodes requested a motion to approve Resolution 203-2015.

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 204-2015 – Authorizing to Renew a Contract with the County of Camden for Adult Protective Services Grant ..... Sharon Faber, Esquire**

The Camden County Board of Social Services is desirous of renewing its contract with the County of Camden to obtain funding for the Adult Protective Services Department of the Camden County Board of Social Services, in order for this Agency to carry out vital service functions. The BOSS authorizes the execution of a contract (Grant Agreement Number 2015-082) with the County of Camden for the period January 1, 2015 to December 31, 2015.

Mr. Rhodes requested a motion to approve Resolution 204-2015.

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

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**Resolution 205-2015 (Walk On) – Resolution Authorizing an Award of Contract (State Contract #16ACV), By and Between the Camden County Board of Social Services and DELL for the Purchase of Licenses to Access Office 365 and the Client Relationship Management System (CRM) ..... James H. Rhodes, Chair**

Mr. Rhodes presented walk on Resolution 205-2015 which permits the BOSS to purchase certain services under a contract entered into on behalf of the State by the Division of Purchase and Property in the Department of the Treasury without advertising for bids.

The BOSS is desirous of entering into a contract for the purchase of licenses to access Office 365 and the Client Relationship Management System (CRM) Software Package under the provisions of State Contract #16ACV. DELL is willing to provide said licenses for a total cost not to exceed \$282,582.92. The term shall be for a period of one (1) year, commencing upon the issuance of a notice to proceed by the Board, with two one-year options to renew. The proper officers of the BOSS are authorized and instructed to sign and execute any necessary documentation when such materials and/or services have been delivered and accepted by the BOSS.

Mr. Rhodes mentioned that the agency will not only be deploying the new CRM software but will also be moving off Google Apps and giving the employees Microsoft Office, the full suite, which is going to be in the Microsoft government cloud. So each employee who has a license will now be able to download office, messaging and client and personal scheduling. Everything will be closely integrated and kept through one system. Ms. Bette ridge questioned the cost. Mr. Rhodes stated that the cost will be \$282,582.92 annually which will be less expensive than if the agency purchased the CRM and kept Google Apps because Microsoft is running a pretty deep discount in terms of overall cost.

Ms. Hentisz stated that there is just over a \$78,000.00 a year in savings to switch to Office 365 with the discount Microsoft is giving us as opposed to keeping Google Apps.

Mr. Rhodes requested a motion to approve Resolution 205-2015.

Ms. Michielli moved to approve. Dr. Krivy 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 provided the Board with an update on the on-going Statewide FNS (Food and Nutrition Service) SNAP timeliness initiative. He attended the monthly CAP meeting last week in Trenton and the focus continues to be on where all 21 counties stand. Mr. Sheekey provided a chart which shows timeliness from October to December 2014. Most counties are in the 90% percentile. Although the BOSS is not there yet, the agency has seen a tremendous turn around in a year and that is due to the implementation of case banking and really looking at the process. A year ago a customer could apply for food stamps and wait for three months before getting an appointment to come back and wait an additional length of time before actually receiving benefits. According to the chart, when it comes to processing 30 day cases 83% of the agency’s customers are getting them. Expedited are shown at 78%. Additional processes and checks have been put into place and as a result last week the agency hit 91.58% for expedited. Mr. Sheekey stated that a major dip in timeliness was seen during the four day Thanksgiving holiday due to the processing crunch and holiday staffing levels. Processing changes and needs are being worked on to minimize dips in timeliness in such instances.

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Mr. Sheekey stated that the Division of Family Development Director, Jeannette Page-Hawkins gave him a letter last week informing that Camden County remains below the 85% required timeliness rate and if the required rate is not met the agency will be faced with an estimated timeliness sanction of 1.2 million dollars. The agency is currently at 84%. Ms. Hentisz is on top of timeliness, meeting with staff and submitting the weekly reports to the state.

Mr. Sheekey stated that the State has set a February 2<sup>nd</sup> rollout of a SNAP focused, tracking software program called SNAPTrac which is a conversion of part of NJKIDS which is the software for Child Support. This program will allow the State to see what the counties are doing in relationship to SNAP timeliness processing. There is concern that with the implementation of SNAPTrac there may be a reduction in timeliness as people train and get acclimated to using the new system.

Mr. Sheekey stated that the acquisition of the Client Relationship Management System (CRM) is and has been overdue in the agency and that the agency has struggled for decades with the lack of technology that could solve so many problems. The agency does not have a sufficient way to track clients through the process which can be challenging. Given the current budget situation it also needs to be kept in mind that this is something desperately needed to automate and streamline many of the agency's paper driven processes. It is something that needs to be put in place to keep the agency moving forward. Integration of the Call Center and CRM will result in better tracking of the status of thousands of customer cases and will be a major component of moving to a generic workforce and improving employee accountability in terms of case processing.

Ms. Hentisz mentioned that Rich Behm of County IT will be the project lead for CRM which will place the responsibility for the development and technical support for the project out of the hands of our internal IT Department.

Mr. Sheekey stated that he would like to propose to the Board the elimination of Extended Hours at the BOSS effective February 2015 and return to conducting only core hours from 8:30 a.m. to 4:30 p.m. to service customers. Mr. Sheekey stated that he has had Security conduct extended hours surveys over the last several months and the statistics provided do not justify having the agency remain open and paying for Security for the minuscule number of persons coming to the agency during extended hours for routine services that can be provided during regular work hours. The agency now has the ability to arrange a telephone interview appointment for anyone who would be unable to make it to the agency during regular hours.

The members of the Board were in agreement to discontinue Extended Hours in light of statistics obtained. Mr. McKernan mentioned that the Director of the agency does have the ability to set work hours.

Mr. Rhodes requested a motion to accept the Director's Report as presented.

Ms. Betteridge moved to approve. Dr. Krivy 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 the Fiscal Reports for the year 2014. Ms. Pagano stated that Fiscal Reports are a snapshot in time and the yearend reports gives a unique view because over a twelve month period cyclical variances tend to smooth out. The reports show that expenditures are well within the budget as usual at about 94% of the budget, which is comparable to results in previous years. Receipts exceeded expenditures by about \$163,000.00 which is pretty close to breaking even. It should be noted that that situation

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is despite the County increasing the agency's funding by \$800,000.00, staffing at 33 under budgeted, and with no across the board salary increases. Ms. Pagano asked if anyone had any specific questions, if so, she would be happy to address them.

Mr. Rhodes requested a motion to accept the Fiscal Reports for November 2014 and December 2014 as presented.

Ms. Michielli moved to approve. Dr. Krivy 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.

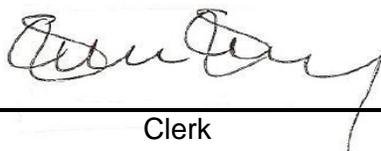
**NEW BUSINESS PUBLIC SESSION**

Mr. Sheekey provided the Board with copies of a draft Sick Leave Incentive Plan for their consideration and would like to request approval from the Board to proceed with renewal of the plan for 2015.

There was a short discussion regarding the continuance of the Sick Leave Incentive plan. The plan provides for four additional vacation days, with a zero cash value, to be made available for usage to eligible employees who have used no sick time during 2015 according to agency policy and plan requirements. The four vacation days would be added to eligible employees' time in January 2016 on a "use it or lose it basis".

The consensus of the Board was given to continue the Sick Leave Incentive plan for 2015 with no changes in the plan from the prior year.

Mr. Rhodes requested a motion to close the Open Session and move to the Closed Executive Session to discuss personnel and legal matters. Dr. Krivy moved to discuss such matters in closed 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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Clerk