

June 19, 2013

The regular meeting of the Camden County Board of Social Services was held on Wednesday, June 19, 2013 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; Martin F. McKernan Jr., Esquire, Board Counsel; Sharon Faber, Esquire; MaryEllen Sittner, Personnel Officer; Mary Ann Pagano, Fiscal Officer; Greg Smith, Sr. Management Assistant; Joan Quinton, Confidential Aide to Freeholder Carmen G. Rodriguez; Sharon Hall, Administrative Clerk

Public Attendance: None

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

Mr. Rhodes requested a motion to approve.

Dr. Krivy 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.

**OPEN SESSION
Public Participation**

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

There were no members of the public wishing to address the Board.

Mr. Rhodes requested a motion to close the Public Participation portion of the Open Session. Ms. Michielli moved to close the Public Participation portion, seconded by Dr. Krivy

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. DeVera seconded the motion and there being no discussion on the motion, a vote was taken and the motion was unanimously adopted.

DIRECTOR’S REPORT Shawn Sheekey, Director

Mr. Sheekey provided the Board members with an update from the last Division of Family Development meeting. He provided an update regarding the SNAP program and timeliness issues within the State.

The Food and Nutrition Service (FNS) provided DFD with a “Warning of Notice of Penalty” letter which means that the CWAs will lose federal administrative dollars for the program. There are now ten counties instead of the previously reported five counties singled out by FNS as troubled counties with SNAP timeliness issues. These counties must attend mandated monthly CAP (Corrective Action Plan) meetings where options and requirements are discussed. Waivers are being sought from the federal government regarding how SNAP benefits are processed that may help with timeliness. All ten counties must have an 80% timeliness rate by the end of November 2013 or look at significant penalties. All counties must also implement case banking or other significant business process changes.

Dr. Krivy questioned what the penalties would be? Mr. Sheekey stated that it would be a 50% reimbursement reduced to a 45% reimbursement which would, with federal matching, equate to a 10% reduction or approximately \$900,000.00. All 21 counties would be penalized not just the 10 having timeliness issues. The current information is based on a recent M & E Review where cases are reviewed from a snap shot in time. In 2012, the CCBSS showed 31% of Expedited Cases were issued in a timely manner, 85% of the 30-day SNAP benefits were issued timely, and 73% of the 6-month SNAP recertifications being timely. The agency’s biggest challenge is 7-day Expedited SNAP benefits being issued timely. The 2013 M & E Review was recently completed but the numbers are not as yet available. In September 2009, the state had a state-wide compliance timeliness issuance rate of 92% and within 3 three years (2012) that rate dropped to 69%, ranking last in the nation in the timeliness of SNAP program benefits issuance.

Mr. Sheekey provided an update from the County Welfare Directors Association meeting stating that the three pilot counties are still having issues with the DIMS project. The user training ends September 4th and the BOSS is looking for a rollout sometime in early September. This works well as there was

**OPEN SESSION
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concern that there would be the rollout of DIMS, along with the new case banking and a great deal of training throughout the summer.

Mr. Sheekey stated the agency has been working toward implementing Case banking since January 2013. Case banking will be launched on Monday, June 24th and will be a total structural change in the way the agency conducts business. Counties who have not started will have until October 2013 to implement.

A Navigator desk has been set up in the lobby. On Monday there will be additional staff and stanchions put in place. There will probably be crowds as this is the first time that everyone visiting the agency will be stopped in the lobby rather than clients wandering all over the building. Most of the customers who are coming in for basic things, such as dropping off forms, change of address, etc. will be dealt with at the front desk and then sent on their way thus reducing the amount of customers seeing workers and taking up valuable worker case processing time. This should increase case worker productivity. The agency is moving away from the client/designated worker set up to a bank or pool of workers that will service the client.

Another major change is the establishment of a Call Center where all calls will be directed. In the future the responsibilities of the Call Center will increase in order to be a full service information center where customers can call to get a status on their case, reschedule an appointment, etc. Right now the center will be made up of nine people. That is not enough people to accomplish what the agency needs to do in terms of better customer telephone service. Any overflow phone calls will get rerouted to the front desk. With case banking, the goal is to get customers their benefits on time which will eventually reduce the number of phone calls and visits to the agency.

Mr. Sheekey stated that he will be sending out a Community Partners letter advising the community partners of Monday's implementation of case banking in the event they should receive an influx of complaints and informing that this is a significant change in the way the agency operates. It is a completely new way of doing business and is a change for the workers and the customers. The major change will be in the way our work flow is managed. It may take months for the process to even out. Once people get accustomed to the new design, things will improve over time. Over the next few weeks the remaining backlog will be addressed and the agency will continue to work from a "moving forward" point.

Mr. Sheekey stated that the agency was required to submit its Case banking Plan to the state for review. The state was very impressed by the CCBSS plan and is interested in sharing it with the other counties.

Dr. Krivy stated that with the change of going from an individual case worker to a pool of workers the agency will need extremely good computer communications. Mr. Sheekey stated that the agency has been working on a Work Tracking System which tracks all the work and where it is at any given time. Our system is very limited. CCBSS staff visited Middlesex County which has an elaborate tracking system and is willing to share it with the BOSS but our current computer servers cannot accommodate that system. The IT Department has been updating the current in house Work Tracking System so that it is available to the Call Center and Navigator Desk and it indicates what the case status is as well as its location in the agency.

**OPEN SESSION
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Mr. Rhodes stated that he feels that Case banking, the use of county call center call management system (AVAYA) and additional upcoming changes will greatly improve both customer service and employee environment at the BOSS.

Mr. Sheekey was not aware of any upcoming community events to report.

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

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 Fiscal Reports. Ms. Pagano mentioned that the expenditures are in line with the pro-rated budget. If there were any questions, she commented that he would be happy to address them.

Mr. Rhodes requested a motion to accept the May Fiscal 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.

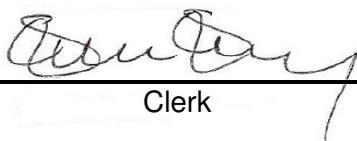
OLD BUSINESS PUBLIC SESSION

There was none.

NEW BUSINESS PUBLIC SESSION

There was none.

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. Michielli seconded the motion, and there being no discussion on the motion a vote was taken and the motion was unanimously adopted.



Clerk