

June 17, 2015

The regular meeting of the Camden County Board of Social Services was held on Wednesday, June 17, 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:

Dr. Leonard Krivy, PhD, Secretary/Treasurer (via conference call), Gwen DeVera, Freeholder
Carmen G. Rodriguez

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

Public Attendance: Darnell D. Hardee, David Edwards

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.

Ms. DeVera moved to approve. Freeholder Rodriguez 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. Freeholder Rodriguez moved to open the Public Participation portion of the Open Session, seconded by Ms. DeVera.

Mr. Rhodes asked if there were any members of the public who wished to address the Board. Mr. David Edwards stated he would like to address the Board regarding concerns with the rules and procedures with obtaining emergency housing assistance as he is homeless again after being released from a nursing rehabilitation home. After Mr. Edwards presented his concerns, Mr. Sheekey stated that he would have a staff member escort him to the Services Department so that he could speak to the administrator or a supervisor regarding his situation. Mr. Edwards extended his 'thanks' to the Board and left the meeting to be escorted to the Services Department.

As there were no additional members of the public wishing to address the Board, Mr. Rhodes requested a motion to close the Public Participation of the Open Session. Freeholder Rodriguez moved to close the Public 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.

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 the State and Federal Policies.

Freeholder Rodriguez moved to approved. Ms. DeVera seconded the motion and there being no discussion on the motion, a vote was take and the motion was unanimously adopted.

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

Mr. Sheekey stated that there was no DFD meeting for the month of May so he had nothing to report. The County Welfare Directors' meeting was held last Friday which included some of the retired directors. A number of ongoing issues were discussed.

Mr. Sheekey stated that the agency focus on initiatives continues to be the transition to generic worker. The agency is in week three of the transition and out of a meeting held yesterday, there are some procedural issues that need to be addressed and ironed out. Ms. Hentisz is taking the initiative to conduct a series of meetings with front line staff to discuss what is working, what is not working, what still needs to be addressed and how does the agency tighten up processes and procedures. Mr. Sheekey stated that the transition was a lot of change at once and that the need for working through it was expected. Weekly meetings will continue to be held to work out issues as was done with the move to case banking. The only other concern he has is that the agency did take a dip in SNAP benefit timeliness. Mr. Sheekey stated he did inform the state this would happen during the transition. The 30 day timeliness hit 75%. The agency is supposed to be at 95%. He is waiting, and knows, that this will bounce back. The expedited 7-day stayed at 90%. Mr. Sheekey

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stated that he had received two calls from the state concerned with the reduction in timeliness but he explained to them that this was to be expected during such a large scale organizational transition.

Mr. Sheekey stated that he had put together a reorganization plan. He stated that the Board is aware that the agency has been losing staff and that there have been some key retirements. Mr. Sheekey stated that the agency is not really looking to hire right now because he believes, with the reorganization, the agency is getting the work done. The reorganization plan saves the agency over \$1 million dollars, which is good given the budget situation, but only costs \$85,000.00 with utilizing limited promotions and merging departments. With the generic worker transition it has been observed that the agency is probably overloaded with interviewers so when the transition stabilizes, some of the interviewers will be able to be moved into processing which will help with timeliness.

Freeholder Rodriguez stated that she is very pleased that management is reaching out to the front line staff and having conversations with them in order to problem solve and streamline processes. It is important that workers feel they have a voice and they feel heard, it helps them want to work more effectively and key issues can be identified and resolve problems before customers become upset.

Ms. Hentisz stated that CRM is going really well. This project has gone completely beyond what was originally envisioned for it. There have been a couple tweaks needed due to the generic transition. As the generic processes change, CRM needs to be updated. IT has been great. Rich Behm has been extremely helpful trying to get everything accomplished. Currently Services is using it. Generic is using about half of what the system can do for them. In the next two weeks phase 2 of the scheduling piece will completely change the scheduling process and how the agency schedules people. All but two departments are actually built and completed in CRM and awaiting training. Currently the Training Department is finishing up on generic training. Within the next month everyone should be built, up and running, and working in the CRM system.

Mr. Rhodes suggested that the members of the Board be provided a demo of CRM at next month's meeting. He also mentioned that the agency has to start putting together a presentation for the Rutgers Newark event in September. He believes they want something tangible in July.

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

Freeholder Rodriguez 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 five month period ended May 31, 2015, disbursements exceeded receipts by \$3.4 million dollars and reminded the Board that this mainly has to do with the \$4 million dollar pension payment made at the end of March. However, the excess of disbursements over receipts has been decreasing steadily every month and in this particular month the agency did not receive its county appropriation of \$1.5 million dollars before the end of the month. It has caught up by now but it was in that process of when the budget gets approved. So due to the budget process the agency was a little behind with receiving that payment. If the agency had received the appropriations in May, the difference between disbursements and receipts would only have been \$1.9 million dollars.

OPEN SESSION
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Mr. Rhodes requested a motion to accept the Fiscal Report for May 2015 as presented.

Freeholder Rodriguez 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.

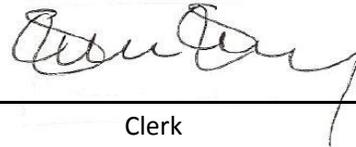
OLD BUSINESS PUBLIC SESSION

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. Freeholder Rodriguez 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.



A handwritten signature in cursive script, appearing to read "Christina", is written over a horizontal line.

Clerk