

2010
ANNUAL REPORT

**Camden County Board
of
Social Services**

**Aletha R. Wright Administration Building
600 Market Street
Camden, New Jersey 08102**



Tradition of Service

The Camden County Board of Social Services proudly continues its tradition of service and assistance to individuals and families in need in Camden County. The Board, a corporate entity of the State of New Jersey since 1932, administers public assistance and social service programs under the jurisdiction of the New Jersey Department of Human Services, the Division of Family Development, the Division of Youth and Family Services and the Division of Medical Assistance and Health Services.

The Camden County Board of Chosen Freeholders appoints eight board members who serve without salary. Two members must be women. The Director serves as Chief Executive Officer and carries out the administrative duties and policies of the Board.

Services and benefits are provided to eligible Camden County residents through programs such as Temporary Assistance for Needy Families, General Assistance, Food Stamp Program, Child Support Program, Emergency Assistance, Adult Protective Services, WorkFirst New Jersey Case Management Services, Medicaid, Medical Transportation, New Jersey Family Care and several other medical assistance programs. In 2010, the County share of the Camden County Board of Social Services budget helped generate \$590,293,866.00 in direct cash or equivalent benefits for the economy of Camden County.

The Camden County Board of Social Services continues to provide caring service and assistance to those in need while at the same time maintaining the accuracy and integrity of the programs it administers.

Camden County Board of Chosen Freeholders

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Edward T. McDonnell, Deputy Director
Carmen G. Rodriguez
Jeffrey L. Nash
Riletta L. Cream
Rodney A. Greco
Ian Leonard

Camden County Board of Social Services

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Carmen G. Rodriguez, Freeholder
Martin F. McKernan, Jr., Esquire, Board Counsel

Shawn B. Sheekey, Director
Stephen P. Sykes, Deputy Director

Administrative Staff

Shawn B. Sheekey, Director
Stephen P. Sykes, Deputy Director
Kathleen Abbott, Coordinator of Child Support and Paternity
R. Louis Gallagher, CSP Legal Counsel
Frank DeMonsi, Administrative Legal Counsel
Sharon Faber, Administrative Legal Counsel
Mary Ellen Sittner, Personnel Officer
Theresa Keating, Principal Purchasing Assistant
Gina Lorusso, Assistant Administrative Supervisor, Case Management
Winifred Miller, Assistant Administrative Supervisor, Intake
John Mojta, Assistant Administrative Supervisor, Food Stamps and General Assistance
Marc O'Connor, Systems Analyst
Mary Ann Pagano, Fiscal Officer
Gregory Smith, Budget Analyst
Patricia Thomas, Training Supervisor
Helen Hansbury, Assistant Training Supervisor
Suzanne Tucker, Chief Investigator
William Tucker, Assistant Administrative Supervisor, Income Maintenance
Cheryl Wright, Assistant Administrative Supervisor, Social Services

Message from the Director

I am pleased to present the 2010 Annual Report for the Camden County Board of Social Services. As the first new Director of the Board in eighteen years, it is my privilege to lead the agency forward as we continue to deliver the necessary services to our most vulnerable citizens.

I would like to thank our former Director, Robert Ellis, who served the agency for forty-two years, eighteen as its Director. Bob helped to steer the agency through some of its most difficult years as programs expanded and additional responsibilities were incorporated into the agency's operation. Bob has been a true advocate for those in need and we are grateful for his years of service.

I would also like to thank the Camden County Board of Freeholders and County Administration, our Board Chairman, James H. Rhodes and our Board members for their support of me and our agency's continuing efforts. I'd like to extend my thanks to the NJ Department of Human Services, Division of Family Development and the Division of Medical Assistance and Health Services for their continued program and financial support.

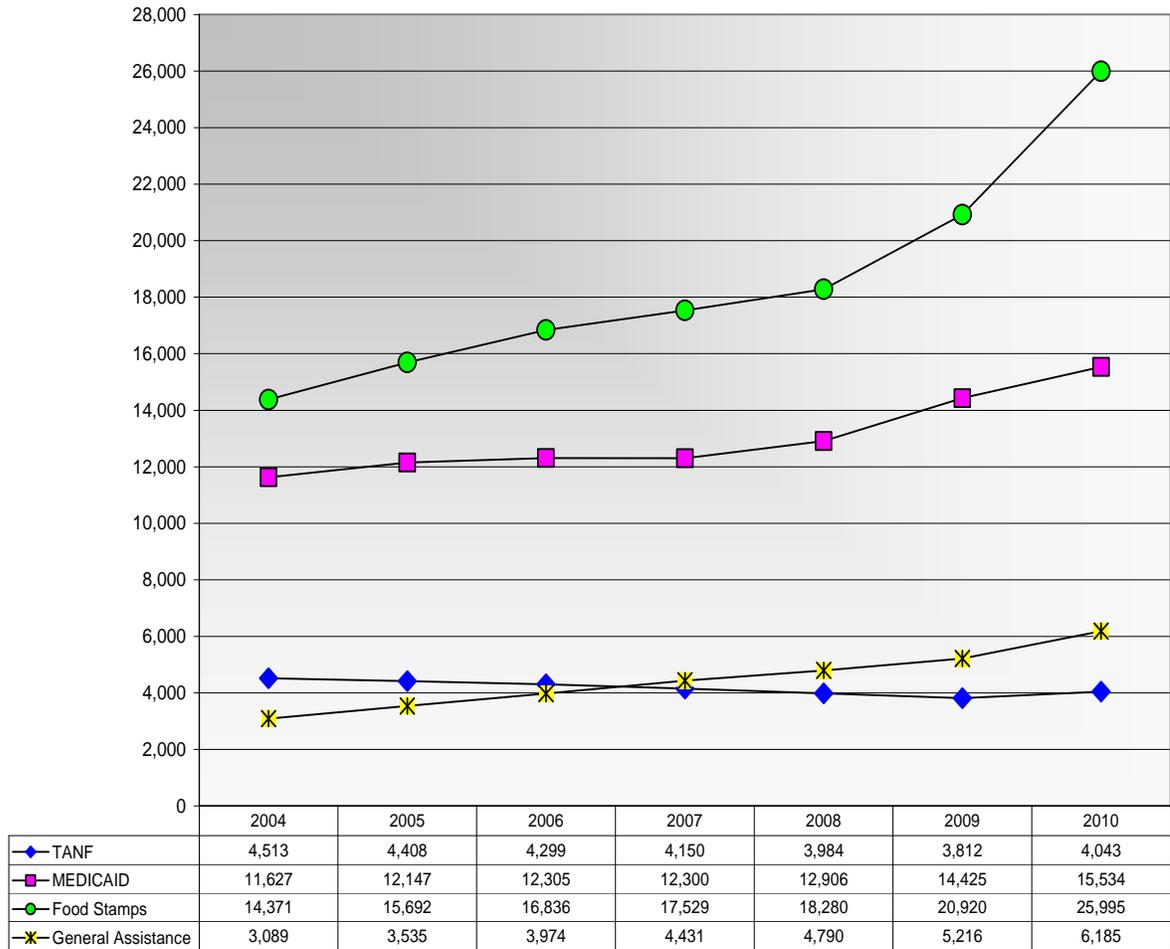
In 2010 the agency saw a continuation of the surge in all our program areas, particularly Food Stamps and Medicaid, as the economic downturn continued to affect our residents. Despite several consecutive years of steadily increasing demand for services, the staff of the CCBSS has continued to meet the challenge. As Director, my primary focus will be to find new and innovative ways to address the growing customer case loads while our resources remain limited.

The rollout of new systems and technologies is vital to our ability to continue to process the increase in applications. Changes to our business processes will be required to better accommodate our customers as well.

Through all the challenges, it will be our continued commitment to service and the dedication and hard work of the employees of the Camden County Board of Social Services that will allow us to serve our citizens in need.

Shawn B. Sheekey
Director

2004-2010 CASELOAD TOTALS



CUSTOMER SERVICES

It is the mission of the Camden County Board of Social Services to provide timely, efficient, cost-effective delivery of social, medical and economic programs in a compassionate and financially responsible manner.

The Camden County Board of Social Services values the rights and worthiness of all customers and staff.

The success of this mission requires the cooperation, commitment, active participation and ideas of all employees.

Income Maintenance

Work First New Jersey (WFNJ) instills and promotes self-sufficiency and pride through work and places personal responsibility to meet the program requirements on the customer. The two components of Work First New Jersey are Temporary Assistance for Needy Families and the General Assistance program. Temporary Assistance for Needy Families (TANF) provides assistance to families with children, whether headed by a single adult or a couple. The General Assistance program (GA) provides assistance to single adults and childless couples. Work First New Jersey is a welfare program of time-limited benefits. Assistance is limited to 60 months. Work is the goal for most welfare recipients. The Supportive Assistance to Individuals and Families (SAIF) program provides supplemental cash assistance and was developed as a safety net for those families and individuals who exhaust their 60 month time limit on WFNJ and do not meet the criteria for an exemption to the time limit.

The Medicaid Program provides medical assistance to eligible persons through a mandatory managed health care system. A variety of HMO's provide managed care to recipients. The Medicaid Program is separate from cash assistance and eligibility is determined using different income formulas.

The Food Stamp Program supplements a household's food buying abilities each month and is designed to promote the general welfare and to safeguard the health and well-being of the population by raising the nutritional limits for low-income households.

The Intake Department processes applications for new and reopened WFNJ, related Medicaid and Food Stamp cases. Applicants are prescreened to determine entitlement to immediate need and expedited services. Intake personnel interview the customers and are responsible for verifying information provided by the customer, accessing various income databases, documenting how eligibility was established and completing all paperwork necessary to establish a case and issue payments. All WFNJ customers are referred to the Case

Management Department which determines the customer's work requirements.

In a typical month, Intake staff processes:
- 1,350 Food Stamp Applications
- 450 TANF Applications
- 500 GA Applications
- 570 AFDC Medicaid/FamilyCare Applications
and reviews 575 On-line Applications

In a typical month, Active Case staff processes:
- 2,000 Food Stamp Recertifications
- 375 TANF Redeterminations
- 485 GA Redeterminations
- 900 Family Medicaid Redeterminations
and reviews 1,850 Interim Report Forms

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The Active Case Unit (ACU) and the Non-Public Assistance (NPA) Food Stamp Departments manage the WFNJ, Food Stamp and related Medicaid cases once eligibility is established. Redeterminations of eligibility for TANF, Food Stamps and related Medicaid cases are completed at yearly intervals. Food Stamp and TANF Redeterminations require a face-to-face interview. All Food Stamp households receive and must return an Interim Reporting Form (IRF) midway through the certification period allowing for a review of eligibility and benefit levels. This staff is responsible for the ongoing maintenance of active cases, including adjustments due to income, household composition changes, address changes, other program requirements or verifying information.

The WFNJ Program established the Family Violence Option (FVO) Initiative to help victims of family violence move towards employment and self-sufficiency by helping victims to safely meet the work and child support requirements. Once identified, FVO customers participate in a mandated FVO risk assessment that focuses on the risks of the violent situation, victim safety and service planning, including counseling for the customer and/or children. Specially trained FVO case managers work with the FVO customer and coordinate needed services, including transportation to counseling and shelter assistance.

Eligibility staff offers customers the opportunity to register to vote when they come to the agency for an Intake appointment, redetermination, recertification or to report an address change. The Voter Registration Opportunity information is also included in the IRF mailings sent to every Food Stamp household. Completed voter registrations are delivered to the Board of Elections.

The Electronic Benefits Transfer (EBT) Card Issuance Unit trains customers in the use of their "Families First" card. The unit reissues cards to customers who have either lost their card, have had it stolen or have a damaged card and also does PIN (Personal Identification Number) re-selects for those customers who have forgotten their PIN.

The Fair Hearing process gives dissatisfied customers an opportunity to protest an adverse action by the county welfare agency regarding eligibility to receive assistance or benefits and/or the amount or manner in which that assistance is provided. Fair hearings ensure that all programs are administered fairly and equally to all customers. All final hearing decisions are binding upon both the customer and the county welfare agency.

In many cases, Fair Hearing unit staff is able to resolve the dispute and the customer withdraws the request for a hearing. The majority of these disputes require the unit to work with the customer and worker to resolve the matter. This informal resolution process does not have any effect on the customer's right to a full, impartial and unbiased hearing. In 2010, 97% of these disputes were resolved in-house.

Administrative clerical staff is integral to the departments. They monitor, process and return requested information to a variety of agencies and offices, including public housing agencies, Social Security Administration, Free School Lunch program, Charity Care, Legal Services, college Financial Aid offices and transfer of cases to other counties.

CUSTOMER SERVICES

Case Management

The WFNJ program expects that participants be self-sufficient at the end of their 60 month time limit, with full-time employment being the end goal. The Case Management Department provides participants with job preparation, work experience, training and support services to enable them to leave the cash assistance program and become self-sufficient.

Case Management works with partners throughout the county to deliver employment-directed services. First and foremost, the agency is a member of the One-Stop Career Center System administered through NJ Department of Labor. It is through this collaboration that our participants obtain occupational training, job seeking skills and life management assistance, all directed toward employment. Additionally, our connections in the community open avenues allowing our customers the first opportunity to subsidized employment programs and special training grants awarded to community-based non-profit agencies.

If employment cannot be obtained, the Case Management department consults with our network of partners and vendors to place our customers in training or work activities intended to improve their workplace skill levels. For those customers where work is not an attainable outcome, staff assists with referrals for Supplemental Security Income (SSI) applications, arranges for mental health or substance abuse treatment and provides whatever support is needed to remove barriers to employment.

In an typical month, Case Management staff:

- Assesses & places 1,200 participants in work activities
- Refers 600 participants for child care services
- Distributes 1,100 monthly Bus Passes
- Refers 125 clients for Substance Abuse and Mental Health Treatment
- Monitors 400 customers with Family Violence Waivers
- Assesses and monitors 400 participants for the SAIF Program
- Processes 450 sanction/lift sanction penalties for customers non-compliant with work activities
- Monitors attendance of customers in activities
- Processes Post-WFJ supports, including: child care referrals, Extended Bus Pass Program, Supplemental Work Support Program

Medical Assistance Department

The Medical Assistance Department administers a variety of Medicaid and Medical Assistance programs which provide individuals and families with coverage for medical services. The various programs have different eligibility criteria and covered services. The demand for the Medicaid programs increased during 2010 as more families and individuals were impacted by the economy and as the general population ages and turns 65 or becomes disabled.

The Adult Medicaid Programs are for people who are 65 or older, blind or disabled as defined by Social Security or are determined disabled by the state Disability Review Team. Eligible customers receive full Medicaid benefits.

Medicaid Programs for individuals or couples in Long-Term Care (LTC) or the Community include Medicaid Only, New JerseyCare for Aged, Blind and Disabled and Medically Needy. The Medical Assistance Department also determines eligibility for nursing home programs. Residents must be financially and medically eligible for this

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program which assists lower income people who are 65 and older or who have been determined to be disabled and in need of more intensive level of care.

Programs such as Community Care for the Elderly and Disabled (CCPED), Model Waivers, Adult Family Care, Assisted Living and Hospice Care allow people who need nursing home level of care but choose to stay in the community. Global Options (GO) absorbed these programs; services offered through GO include case management, day care and pharmaceutical assistance. An individual plan of care is developed and monitored by the case manager to assure quality of care in a cost effective manner. Individuals must be able to direct their own care in order to be part of this initiative.

GO Nursing Facility Transition is a long-term care initiative that allows certain nursing facility residents to receive supportive services and allows for a return to the community. Funds from home and community-based services and institutional based services are equitably distributed to allow individuals to select a variety of support services for the provision of a comprehensive plan of care in the setting of their choice.

In a typical month, the Adult Medicaid staff processes:

*- 175 Applications
-640 Redeterminations
and manages an active caseload of 6,200*

In a typical month, the Family Medicaid staff processes:

*-540 Applications
-500 Redeterminations
reviews 475 On-line Applications
and manages an active caseload of 8,500 families and 525 Pregnant Women*

The Outstation staff processes an average of 190 Applications for all Medicaid Programs

FamilyCare, often referred to as KidCare, is one of the more requested programs. The FamilyCare Program provides medical benefits for children in lower income families as well as some parents. In addition to CCBSS workers providing eligibility services to customers, a state vendor also determines eligibility for certain financial levels of eligibility. Agency workers also determine eligibility for pregnant women and pregnant undocumented aliens who cannot be serviced by the state vendor.

The Medically Needy Program provides Medicaid benefits to customers who do not meet eligibility guidelines but have large unpaid medical bills that are used to offset their income. This program assists the aged, blind and disabled population as well as pregnant women and children up to age 21.

The agency also provides trained staff to process applications for all medical programs at eight area hospitals and clinics.

SOCIAL SERVICES

Social Services are provided for eligible WFNJ or SSI families as well as customers over the age of 18 who are residents of Camden County. In the Intake process, a Social Service Technician or clerk conducts an interview with all customers. During this interview, customers apply for services and arrangements are made for the customer to be assigned to a social worker.

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Adult Protective Services (APS) is a statewide program responsible for investigating abuse, neglect and exploitation of adults who are elderly or disabled and reside in the community. The majority of new referrals are concerned with issues of self-neglect and financial exploitation. Financial management services for the elderly and disabled remains a service gap area in the county's service delivery system. The need is particularly acute for those persons with mental health and addiction concerns. CCBSS also provides in-home services to identified Adult Protective Services customers. The APS nurse prepares care plans and forwards them for implementation.

Social workers assigned to licensed boarding homes and residential health care facilities visit and assess the residents at least twice a year and assess the residents of licensed rooming houses on a yearly basis. Staff provides residents with outreach, information and referral and case management services to handle a personal or placement issue. They assist residents in obtaining community benefits such as Home Energy Assistance (HEA) and Medical Assistance. Staff also investigates all complaints of abuse, neglect or exploitation and shares their findings with the Department of Community Affairs.

Board and Care social workers also co-ordinate 48 community volunteers who provide recreational activities for over 510 residents of these facilities. These volunteers come from all walks of life: garden clubs, church groups, high school students, working and retired individuals. Activities included bingo, gardening and woodworking projects, dances, birthday and holiday parties.

The Chore Service Program is available to elderly and disabled customers who meet the Title XX income eligibility guidelines. This program provides a small payment to an approved domestic for chore service in the customer's home. The program enables customers to maintain themselves in their own homes. Customers with the agency's former Home Services Program are provided in-home services through contracts with outside agencies.

Family Services provides case management, counseling, protective and preventive services and childcare for special needs to eligible TANF and SSI families and makes arrangements for Adult Supervised Supportive Living for teen parents not living with their families. The Kinship Navigator Program is available for grandparents faced with raising their grandchildren. Additionally, workers are available to our customers for information on sexually transmitted diseases and family planning.

Special Needs Childcare Services provides financial assistance for up to sixty days to help with childcare costs for TANF or SSI children when the parent is hospitalized or away from home for medical reasons. The parent may select a private individual, a registered family day care provider or a day care center to provide childcare in their absence when necessary.

Under the direction of a Social Work supervisor, clerical staff mails out information about the Early and Periodic Screening, Diagnosis and Treatment (EPSDT) Program and Family Planning Services to all new customers who become eligible and are receiving AFDC Related Medicaid. EPSDT mailings provide information on obtaining annual health examinations and the benefits of free preventative care. Family Planning information is also included in the mailing along with the addresses and phone numbers of Family Planning Services providers in the county.

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Emergency Assistance (EA) is available to recipients of TANF, GA and Supplemental Security Income (SSI). EA addresses the substantial loss of housing, food, clothing, household furnishings or utilities by fire, flood or natural disaster as well as imminent utility shutoff. The program also addresses homeless customers or those faced with imminent homelessness due to circumstances beyond their control or realistic capacity to plan in advance for

substitute housing. Workers and customers develop a service plan outlining the associated expectations, requirements and time limits in the EA program.

In 2010, Social Services staff provide:

- 95,043 services to Adults
- 46,294 services to Families
- 7,212 EA payments for GA customers
- 974 EA payments for SSI adults
- 22,944 EA payments for Families
- 2,464 Families with Temporary Rental Assistance

An Income Maintenance/Emergency Assistance unit assists the social workers in processing the ever growing number of EA payments daily. Human Service Specialists screen all customers who are in "Immediate Need" status for initial eligibility and, if eligible, initiate temporary shelter placement. A Social Worker sees the EA customer within 3 days. The supervisor and specialist provide the additional Income Maintenance support of making the changes necessary to a customer's WFNJ grant and/or Food Stamp benefits.

Child Support & Paternity

The Child Support and Paternity (CSP) Program performs an essential role in Camden County's child support enforcement system. The agency secures support orders and establishes paternity when needed. The CSP Program is federally mandated. In Camden County, our agency, Family Court, Probation and the Sheriff's Department share responsibility for all aspects of the program.

A primary responsibility of CCBSS in this joint effort is to locate non-custodial parents, establish paternity and file complaints with the court, on those cases where paternity and/or support orders do not exist. Customer interviews are required to obtain basic information on the non-custodial parent. Most cases need location services before a complaint can be filed and scheduled for court to establish an order. In addition to servicing TANF and Medicaid customers and the general public, the department is responsible for locating non-custodial parents and filing complaints on behalf of the State Division of Youth and Family Services. The department also conducts triennial reviews for all TANF cases and selected non-public assistance cases and provides court representation if needed.

The entry and enforcement of orders of support often permit families to remove themselves from welfare rolls and become economically independent. The CSP Program in New Jersey has been referred to as the "safety net" for public assistance families who will no longer be eligible for benefits due to term-imposed limits. Regulations mandate the cooperation of TANF recipients with child support efforts. Current New Jersey child support law requires that all parents who have monetary orders of support for children also obtain medical insurance for the children if available to them at a reasonable cost. For those children who are not receiving a public assistance grant but who receive Medicaid coverage, the county welfare agency is required to obtain an order of medical support.

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Child support collections recovered by our agency are the result of support assigned to us by recipients of public assistance. Active orders are payable to CCBSS while the family is on TANF or are owed to the agency for the time period the family collected TANF. As the number of assignments increases, so do collections.

In 2010, CSP staff:

- Conducted 8,867 Child Support Interviews*
- Filed 1,765 Complaints*
- Processed 421 UIFSA Petitions*
- Processed 311 DYFS Referrals*
- Ordered 503 Genetic Tests*
- Processed 1,602 Paternity and Support Orders*
- Collected \$5,270,402.81 in Child Support*

The CSP Department also processes cases in which the alleged absent parent resides outside of the state. Under the Uniform Interstate Family Support Act (UIFSA) these petitions are filed in Camden County and forwarded to the jurisdiction in which the alleged absent parent resides. The agency also represents reciprocal petitioners who file petitions in other states that are forwarded to Camden County as the residence of the respondent. The NJ UIFSA mandates that CCBSS provides these services to non-welfare families as well.

Community Involvement

Each year the employees of the Camden County Board of Social Services join together to improve the lives of the area's less fortunate citizens with their generous gifts to the Camden County Public Employee Charitable Campaign. The annual fundraising is coordinated by an agency committee which plans and conducts Annual Kick-Off Events and provides information to staff on the various member agencies that receive monies from this annual drive.

The Camden County Board of Social Services is the largest contributor to the Camden County Public Employee Charitable Campaign.

Camden County Public Employees' Charitable Campaign \$55,260.64

BRUCE A. LEUSNER MEMORIAL FUND

During the 2010 holiday season, the Bruce A. Leusner Memorial Fund provided holiday assistance in the form of gift cards and toys to those in need in Camden County. The "Fund" aided over 384 children with gift cards and/or toys, 40 senior citizens and 60 families with gift cards for food, one school system, numerous families in the AIDS community, 20 families of Vietnam Vets and donated over 600 pounds of food to the Food Bank of South Jersey.

Our success during the holiday season is due to the combined efforts and support of CCBSS employees and generous community involvement. Outside support was provided by CWA Local 1084 and the CCBSS Welfare Supervisor's Organization, Living Faith Christian Center of Pennsauken, the South Jersey Federal Credit Union, Ritz Theater, Cherry Hill Fire Department, employees of Cherry Hill Township and the Camden Angels.

AGENCY SUPPORT SERVICES

BASH FOR HOLIDAY CASH

On November 17, 2010, the Bruce Leusner Memorial Fund held its annual auction for agency staff. Eighty-nine prizes were donated by area businesses, restaurants, museums and CCBSS staff. This auction raised \$2,286.00 which was used to purchase Walmart and ShopRite gift cards which were distributed to children and needy seniors during the 2010 holiday season.

AGENCY SUPPORT SERVICES

Investigations

The Investigation Department investigates allegations of potentially criminal welfare fraud. The department also prevents overpayments and fraud by the prompt investigation of potential dishonesty.

Fraud Investigation receives referrals from the public, agency staff and computer matches. Screeners evaluate referrals to determine if the facts warrant investigation. Those referrals that are accepted are assigned to an investigator who gathers evidence to establish a basis in fact for sending the case to the prosecutor. The evidence must be capable of proving beyond a reasonable doubt, in a court of law, that the subject intentionally committed fraud. When sent to the prosecutor, all documentation and reports are ready to be presented to the Grand Jury. Cases are referred to the Overpayment Unit for calculation and collection. If appropriate, cases are also referred to the Office of Administrative Law for disqualification penalties. Investigators notify the Active Case Departments when they discover facts that affect the amount of current benefits.

The Fraud Investigation units process cases appearing on the Wage Matches of the Income and Eligibility Verification System (IEVS), the General Assistance Match and the New Hires Match which lists persons who are working according to the New Jersey Department of Labor. These matches are a high priority in the department and are processed in an expedient and efficient manner. The early detection of earned income has been effective in reducing both fraud and overpayment.

The department is responsible for completing preliminary screening of cases involving legal suits. Civil lawsuits filed in Camden County are compared to our recipient database and researched at the Hall of Justice for monetary settlements. The department refers potential liens to the agency's Legal Department for recovery.

Income Maintenance staff refers any case to the Fraud Prevention Unit where there is reason to suspect the truthfulness of the customer. Investigators complete investigations as quickly as possible so as not to delay the granting of benefits to the customer who is eligible, while at the same time stopping overpayments and fraud before they occur.

Two Fraud Prevention investigators work hand-in-hand with the Intake Department to provide immediate investigation of questionable eligibility for applicants of the TANF, Food Stamp, General Assistance and Medicaid programs.

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This proximity of the investigators allows for immediate referral, prompt investigation, a ready exchange of information and a timely response.

The Fraud Prevention Unit checks a daily list of incarcerated prisoners in the Camden County Correctional Facility against our recipient database. The case units of recipients who are incarcerated are notified for a prompt review of eligibility and benefit levels.

In 2010, Investigation actions resulted in:
-3,248 Completed Investigations
-126 Medicaid Cases Closed
-126 Food Stamp Program Disqualifications
-6 Fraud Convictions
-15 Fraud Cases placed in Pre-Trial Intervention
-\$231,024.00 in Savings due to Active Case Adjustments
-\$562,106 in Savings from Liens on Legal Suits

Fraud Prevention contributed yearly savings of:
-\$299,683 on Active Cases
-\$141,541.00 on Intake Cases
-\$139,208.00 on Incarcerated Customers

The Overpayment Unit recovered \$1,173,900.00

The Overpayment Unit reviews customer assistance records for possible overpayment of WFNJ cash assistance and vendor payments, Food Stamp benefits and Medicaid. Upon discovery of an overpayment, the unit initiates a recoupment process for current customers and bills former customers monthly for outstanding balances owed for previously issued WFNJ TANF/GA, Food Stamps, Medicaid benefits or vendor payments.

The Overpayment Unit also uses the courts to recover benefits through wage garnishment and judgments. In cooperation with the New Jersey Division of Taxation and the Internal Revenue Service, tax refunds are intercepted and applied to overpayment balances.

Legal Department

The Legal Department delivers opinions and memoranda and handles litigation in those matters where CCBSS is a party or has an interest, other than in the area of child support. This department handles all the Requests for Proposal, bids and competitive contracts that go before the Board, prepares any resolutions in conjunction with the above as well as any resolutions required for action by the Board and monitors the agency's insurance programs on a continuing basis. At times, the Legal Department represents the agency at Fair Hearings.

The department advises the Personnel Department on legal issues involving disciplinary actions, Family Medical Leave matters and other personnel issues.

The Legal Department handles questions and referrals from the Adult Protective Services Unit and files, where appropriate, guardianship petitions or petitions for protective services involving vulnerable individuals. In conjunction with the Medical Assistance Unit, the department also reviews Trust documents to determine Medicaid eligibility for an individual.

Cases are monitored where a customer has signed an Agreement to Repay and the customer has a pending claim which might result in the receipt of a lump sum payment. The customer has an obligation to repay WFNJ assistance received during the pendency of the claim.

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The Legal Department handles overpayment cases involving the establishment of judgments and the obtaining of wage garnishments against customers who have improperly received assistance. Attorneys represent the interest of the agency by reconciling check forgeries in order to obtain credit to agency accounts.

The Legal Department reviews Bankruptcy cases involving former or current welfare recipients. Proofs of Claim on behalf of the Agency are filed with the Bankruptcy Court. This allows the agency to continue the recovery of these debts. Under the Judgment Revival Project the attorneys file the

necessary motions before the court to renew judgments older than 20 years thereby continuing collection activities.

The Legal Department processed:
-\$289,845.95 in Agreement to Repay Collections
-\$95,631.35 in Yearly Wage Collections
-\$5,203.68 in Non-Dischargeable Orders
-\$242,885.33 in the Judgment Revival Project

Information Systems

The Information Technology (IT) Department meets the technology needs of the agency's front line and support staff, providing network support, an in-house Help Desk and systems applications development. The team coordinates activities with the State's various computer systems that generate the benefits received by customers. It also designs, develops and implements internal computer systems for use by various departments within the agency. Lastly, the team provides technical assistance and support, as well as various pieces of technology to improve the productivity and efficiency of the staff.

State-supplied computers, along with network servers, printers and necessary connections for our buildings, provides all direct service workers, management staff and support staff with a dedicated PC. The IT team is fully involved in the maintenance and the resolution of hardware and software issues. The Help Desk is the primary point of contact for staff to make systems requests and ask for support. A recently deployed Help Desk application routes requests to the correct IT team member and provides staff with a quick resolution to their issues. The department maintains security for the FAMIS/UAP/OMEGA, Medicaid, Labor, DMV, SSA, GAAS, HEA, EBT, eTimesheet, e105 and email systems. This involves the creation, deletion and reinstatement of User ID's, system functions and passwords for agency staff.

In 2010, the IT department migrated our email platform to the fully integrated and collaborative Google Apps platform. This move allows staff to collaborate more efficiently and has helped increase interdepartmental communication. More features of Google Apps will be rolled out in the continuing effort to provide staff with technology that helps them do their jobs better and serve customers faster.

The agency continues to use computers to perform the increasingly complex tasks required of it. The IT team is responsible for the design and development of systems used in the agency. It develops and maintains custom software for several departments, including systems for case management and scheduling customer appointments.

The Department maintains applications to scan and index back records to reduce the amount of paper records the agency maintains on site. The team also developed a

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system to track the paper records located at an off-site storage facility to allow fast and easy retrieval.

This department updates and maintains agency forms used by staff. Paper forms are transferred to online versions housed on the agency server where staff can access them directly. Forms can be revised centrally and the revisions are immediately available to all users.

The IT Department continues its mission to modernize and integrate our computing infrastructure. The team continually monitors the needs of the staff and makes adjustments to better suit the needs of the agency.

Personnel

The Personnel Department is responsible for a wide array of employee activities. In addition to assisting the public regarding employment opportunities, staff is available to assist employees with work-related issues and concerns. Staff confers with legal advisors on a regular basis to update disciplinary policies and procedures. The department is responsible for maintaining employee files, FMLA/ADA issues and updates, title and salary records, management of the employee evaluation system and the preparation of reports for State and Federal agencies.

The department processes all Public Employees' Retirement System paperwork, including pension enrollments, beneficiary changes and retirement applications. The staff also processes all employee benefits, including enrollment, termination and coverage change information for all employee medical, prescription and dental programs, including COBRA notifications and HIPAA compliance issues. The department handles all Worker Compensation claims and is responsible for the maintenance of OSHA logs.

Contact is made with the Civil Service Commission (CSC) on a regular basis regarding policy updates, vacancy announcements, test updates and job specifications. The department processes all CSC actions, including leaves, promotions/demotions, discipline actions and maintains all eligible candidate lists and certifications. The CSC web-based personnel administration system – CAMPS: County and Municipal Personnel System enables appointing authorities to expedite numerous personnel transactions and access various related personnel reports.

The Personnel Department works in conjunction with area high schools and their Cooperative Education Programs. Each fall the agency hires eligible high school seniors on a temporary part-time basis. Participation in this program enables students to gain practical experience that can be applied in the workplace upon graduation.

Staff Development & Training

The Staff Development and Training Department provides training and instruction for agency staff in the application of regulations and policy for all agency programs.

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This department also offers many other training programs whose purpose is to enhance the professional and personal development of the agency's employees.

Newly hired staff receives a three day Agency Orientation which provides a comprehensive overview of the agency.

The Income Maintenance Orientation Program is designed to enable the Human Services Specialist to function within acceptable tolerance limits in the major IM components of TANF, Food Stamps, General Assistance, Medicaid and the associated computer systems. This program provides a basic understanding of other departments and functions such as CSP, Case Management, Social Services and Investigations. As part of this three month initial program, the trainers mentor the trainees for approximately 1 month. This process involves the trainees completing actions correctly on casework referred from customer units. The training staff is available for advice and guidance during this period. The expectation is that this new staff will be able to work independently when they are placed in units at the end of this mentoring period.

The Staff Development and Training department provides continuous training in Federal and State program and policy changes in WFNJ, Food Stamps, Case Management and Medicaid to increase worker understanding and ensure the correct application of regulations. Update training on the FAMIS, UAP and OMEGA systems is also provided to minimize agency errors related to the computerized systems. In 2010, 691 staff received training in various program areas.

The Training Department was able to arrange or approve the attendance of Social Service staff at workshops and seminars designed to address their specific needs. In 2010 Social Service staff attended workshops on Dementia, Mood and Anxiety Disorders and Adult and Child Mental Health Issues.

The department reviews all policy and informational letters from the State. This review involves interpretation of these letters to assist Administrators with the implementation of procedures mandated by State and Federal laws. At times, policy memos for staff use are developed or training sessions are conducted for more complex issues. The Training Department also serves as a resource to staff to answer questions and inquiries on policy and procedures. There is an average of 50 inquiries monthly.

The Training Department supervises the Fair Hearing/Client Relations Unit. This unit is responsible for resolving client complaints and, if necessary, filing for a Fair Hearing at the customer's request.

The Assistant Training Supervisor assists the Medicaid and MAP units by reviewing eligibility of certain Medicaid cases to ensure case accuracy before the cases are entered onto the Medicaid Eligibility System.

The Staff Development and Training Department is responsible for writing the Camden County Board of Social Services' monthly *Newsletter*, which is distributed to TANF and Food Stamp recipients. The *Newsletter*, produced in English and Spanish, contains items of locally occurring events, updates on changing policy, State mandated announcements and articles of general interest

AGENCY SUPPORT SERVICES

Staff Development and Training also arranges and/or delivers orientations to community and faith-based organizations on the benefits and services provided through this agency. The department also arranges for agency participation at health and community informational fairs.

The department is responsible for administering the Tuition Reimbursement Program which provides financial assistance to employees who take college credit courses.

Fiscal Department

The Camden County Board of Social Services receives funding for client benefits and the associated administrative expenses from federal, state and local funding sources. The Fiscal department is responsible for the accounting and reporting of the receipt and disbursement of these funds to ensure compliance with Governmental Accounting Principals. Fiscal staff also provides support services to other agency departments.

Various required fiscal reports are prepared monthly, quarterly and annually. Additionally, the Fiscal Office prepares the annual budget, \$93 million in 2010.

Office Services

The Office Services Department ensures that agency employees are equipped with the materials and tools necessary to serve the citizens of Camden County effectively and efficiently in a professional environment. This department provides these essential services: Building Liaison, Safety and Security, Purchasing, Centrex, Mail Distribution, Print Shop and Maintenance.

All maintenance, remodeling and security matters are coordinated with the County Superintendent of Buildings and Operations. Office Services is the liaison with the county for this important function. Office Services also works in coordination with county Telecommunications on the installation, movement and repair of the telephone lines.

Purchasing is responsible for the procurement of all equipment and supplies for the agency. Since joining the Camden County Cooperative Program, the agency has realized a significant savings in the purchase of office supplies.

