

September 20, 2023

The regular meeting of the Camden County Board of Social Services was held on Wednesday, September 20, 2023, at 12:00 p.m. in the office of the Board at 101 Woodcrest Road, Suite 161, Cherry Hill, New Jersey, 08003 with James H. Rhodes, Chair, presiding. The following members were present:

Commissioner Virginia Betteridge, Vice Chair, Andres Camacho, Sharrae Morman, Secretary/Treasurer, Gwen DeVera, John Kendall

Via WebEx: Simone Moore

Public Attendance: Jennifer Lucas, Kellie Coyle, Tamila Carr

Also present were: Christine Hentisz, Director; Ivory Marrero, Deputy Director; Edward Hill, Esquire; Rich Behm, IT Director; Fred Anderson, IT Supervisor, Christine Colbert, Principal Personnel Technician, Nicole Jefferson, Administrative Clerk;

At 12:00 p.m., a quorum being present, Chairman Rhodes called the meeting to order, and announced that in compliance with the Open Public Meetings Act, the Courier Post Newspaper was notified of the Board Meeting; notice of the agenda was posted in a prominent location at 101 Woodcrest Road, Suite 161, Cherry Hill, NJ 08003, and the County Clerk was notified.

Chairman Rhodes requested approval of the following items:

- Minutes of the July Board Meeting
- The listed expenditures from both Clearing and Administration Accounts
- The payment of salaries and traveling expenses for August and September.
- Requisition from the County Treasurer for administration expenses for September and October.
- Movement of funds to be requisitioned from the State and County Treasurers less monies on hand for assistance payments for the months of September and October.

Chairman Rhodes requested a motion to approve.

Commissioner Betteridge moved to approve. Mr. Kendall 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**

Chairman Rhodes requested a motion to open the meeting for public participation. Mr. Kendall moved to open the Public Participation portion of the Open Session, seconded by Mr. Camacho and the motion was unanimously adopted.

Chairman Rhodes asked if there were any members of the public wishing to address the Board.

Kellie Coyle stated that in the past, staff are given a short period of time to decide on which healthcare plan to choose during open enrollment. Kellie suggested that staff be given more time to make their choice.

Chairman Rhodes thanked Kellie for her comments. He stated that the management team has already met with the Health Insurance Fund (HIF) to review the health plans and benefits for the Agency. Chairman Rhodes continued, once the Agency receives the renewal rates for 2024, open enrollment will begin as soon as possible.

Ms. Hentisz also stated that the Agency will be hosting a Health and Wellness Fair soon which will have representatives from the healthcare plans and HIF. The fair will allow staff to meet with representatives and receive more information about the different programs.

Jennifer Lucas stated the Training department currently has one staff member and is overseen by Christine Colbert from the Personnel Department.

Ms. Hentisz stated the Training Department currently has two staff members, although one staff member has been relocated out of the department pending a departmental transfer. Ms. Hentisz continued, that the Agency is working towards expanding and revamping the Training Department over the course of the next couple of years.

Tamila Carr stated there has been an increase of safety incidents at the Agency, and she is requesting the Board's consideration of implementing an employee identification number system for staff, rather than staff using their full name when interacting with clients. Tamila continued, some clients have googled case workers' home addresses and/or found staff members on social media. She stated this is a huge safety concern.

Ms. Hentisz thanked Tamila for her comments and appreciated the suggestion. Ms. Hentisz stated the Agency would need to check with DFD and DMAHS if an employee ID number could be used in place of the employee's name to ensure the Agency is adhering to state regulations. Also, many of the notification letters from OneTrac and State portals automatically have the caseworkers' names on it, so that would be a systematic change within the State's systems. However, Ms. Hentisz stated she would certainly look into it.

Chairman Rhodes thanked all for their comments and asked if there were any other members that wished to address the Board.

Hearing and seeing that there was no one, Chairman Rhodes requested a motion to close the Public Participation portion of the Open Session. Commissioner Betteridge moved to close the Public Portion of the Open Session. Mr. Kendall 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.

OPEN SESSION**UPDATE STATE AND FEDERAL POLICIES Christine Hentisz, Director**

Ms. Hentisz 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, Ms. Hentisz stated that she or her staff would be happy to answer.

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

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

Resolution 216-2023—Authorization to accept Adult Protective Services American Rescue Plan Funds.....Edward Hill, Esquire

Mr. Hill presented Resolution 216-2023. Camden County Board of Social Services is desirous of accepting Adult Protective Services (APS) American Rescue Plan (ARP) funds in the amount of one hundred and sixty-seven thousand, two hundred and eighty-nine dollars and no cents (\$167,289.00) 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 Camden County Board of Social Services hereby authorizes the acceptance APS Covid-19 funds for the period of January 1, 2023 to September 30, 2024 involving the receipt of grant funds, and authorizes Christine Hentisz, Director of the Camden County Board of Social Services, to sign such agreement if deemed necessary.

Chairman Rhodes requested a motion to adopt Resolution 216-2023.

Vice Chairman Camacho moved to adopt. Ms. DeVera seconded the motion and there being no other discussion on the motion a vote was taken and the Resolution was unanimously adopted.

Resolution 217-2023—Authorizing an Award of Contract (17-TELE-00229), for 8 Keri Card Readers.....Edward Hill, Esquire

Mr. Hill presented Resolution 217-2023. Camden County Board of Social Services desires to authorize an award of contract to Main Access Systems for the install of eight (8) Keri Card Readers under State Contract 17-TELE-00229, at a cost not to exceed Twenty-Four Thousand Seven Hundred Dollars (\$24,700.00).

Chairman Rhodes requested a motion to adopt Resolution 217-2023.

Mr. Kendall moved to adopt. Ms. DeVera seconded the motion and there being no other discussion on the motion a vote was taken and the Resolution was unanimously adopted.

OPEN SESSION**Resolution 218-2023— Ratifying An Award Of Contract, Pursuant To Solicitation Of Quotations, By And Between Camden County Board of Social Services And ConvergeOne, Inc., For E-Fax.....Edward Hill, Esquire**

Mr. Hill presented Resolution 218-2023. The Camden County Board of Social Services needs E-Fax. ConvergeOne, Inc. is willing and able to provide said services for a total cost not to exceed Seventeen Thousand and Six Hundred and Seventy-Six Dollars (\$17,676.00).

Chairman Rhodes requested a motion to adopt Resolution 218-2023.

Vice Chairman Camacho moved to adopt. Mr. Kendall seconded the motion and there being no other discussion on the motion a vote was taken and the Resolution was unanimously adopted.

Resolution 219-2023—Continued Coverage for Former Employee.....Edward Hill, Esquire

Mr. Hill presented Resolution 219-2023. During the term of her disability incapacitated person proceedings were initiated for the appointment of a guardian of the person and the estate of the employee due to incapacitation which continues until today's date. The above incapacity proceeding, an application for retirement benefits would have been filed by employee in July 2022 which would have provided continued health insurance coverage for the employee on and after said date to the current date. The Board of Directors of the Camden County Board of Social Services has determined that considering the above extenuating circumstances, the employee should remain enrolled in the health benefit plan offered by CCBSS and the premium for such coverage shall be paid by CCBSS for the period from July 14, 2022, to July 31, 2023.

Chairman Rhodes requested a motion to adopt Resolution 219-2023.

Mr. Kendall moved to adopt. Ms. DeVera seconded the motion and there being no other discussion on the motion a vote was taken and the Resolution was unanimously adopted.

DIRECTOR'S REPORT..... Christine Hentisz, Director

Ms. Hentisz provided information and updates to the Board from DFD (Division of Family Development).

DFD is currently doing a state-wide Child Support staffing review. Over a decade ago, DFD created a child support system, NJKids. The system was cost saving and allowed for staff adjustments. DFD will be reviewing NJKids to ensure accuracy of staff allocations. Ms. Hentisz stated based on the Agency's review, we are right on par with the number of staff within our Child Support Department.

Next, Ms. Hentisz informed that DFD is also reviewing the current OneTrac system. DFD representatives will be at our Agency to provide technical assistance and suggestions on how to better streamline and utilize the OneTrac system. Ms. Hentisz stated that Deputy Marrero has taken the lead on this project and will provide updates to the Board in the next few months.

Next, Ms. Hentisz provided updates from DMAHS.

The Agency's Medicaid Department is still focusing on the Medicaid 'unwinding', which is the continuous review of Medicaid redeterminations that were open during the pandemic. The Medicaid staff are vigorously working through the heavy and increased volume of case work. Ms. Hentisz stated she greatly appreciates all of the Medicaid staff's hard work thus far.

OPEN SESSION**DIRECTOR'S REPORT (cont.).....Christine Hentisz, Director**

DMAHS is looking into creating a centralized mail hub to assist with the increased number of documents at the county welfare agencies. Ms. Hentisz continued, DMAHS is testing out having the redetermination packets mailed to their vendor, Conduent, who would then input the documents into the portal. Cumberland County has already begun the pilot, and then a few more counties will follow until full implementation. Ms. Hentisz stated this new process will certainly help with processing the increased workload.

Ms. Hentisz provided Agency updates and projects to the Board. Ms. Hentisz stated she continues to keep the Board and Chairman updated regularly with any issues that occur at the Agency. Ms. Hentisz stated she, along with her management team continues to review and analyze the security measures for the Agency. Ms. Hentisz stated there have been many improvements to security and safety procedures throughout the years. One major improvement is limiting client access within the Agency. At the Agency's previous location at 600 Market, clients had access to the entire building. Over the next few years, client access has been limited to just one floor and client interview booths were installed. Also, Public Safety guards have increased at both the Woodcrest location and the Satellite office. Ms. Hentisz continued; that additional Keri card access will be installed, the employee entrance door will be fixed, and a defibrillator was given to public safety guards to use. Safety and security of our staff and clients are at the upmost of importance. The Agency will continue to review and improve its security measures to ensure that staff and clients are protected. An updated security protocol and procedures will be implemented for staff and administrators to follow. Ms. Hentisz also wanted to reiterate that a client does not have the right to verbally or physically intimidate, assault, or threaten any employee here at the Agency. Any staff member who finds themselves in a situation where a client is escalating to such a situation after an attempt by the staff member to calm the client, should remove themselves from the situation and immediately inform a supervisor/administrator and security for further action.

Ms. Hentisz informed the Board that there is an update to the current DIMS (Document Imaging Management System) project which will begin in the next couple of weeks. The Agency will be implementing a new procedure called 'print to DIMS'. This new procedure will allow emailed documents from clients, to be saved directly into DIMS.

Next, Ms. Hentisz stated the Agency has been very active in various outreach events throughout the County. In October, the Agency will be a part of the Juvenile Justice Hub. This hub is a two-year pilot program and was created to divert juveniles out of the justice system. Ms. Hentisz stated there will be staff members there twice a week to assist the juveniles and their families that are referred to the hub. Ms. Hentisz also informed the Agency has been attending local job fairs, to provide information to anyone that may be interested in becoming an employee at Camden County Board of Social Services.

Lastly, Ms. Hentisz provided an update from the CWDA (County Welfare Directors Association). Ms. Hentisz stated last week was the Annual Retreat Conference. This conference was attended by the Commissioner of Human Services as well as DFD/DMAHS Department heads which allowed for many great discussions about long term projects and improvements for county welfare agencies throughout the State.

Mr. Rhodes thanked Ms. Hentisz for her Director's Report and asked if there were any other questions or comments for the Director.

After some further discussion, Chairman Rhodes requested a motion to accept the Director's Report.

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

OPEN SESSION

FISCAL REPORT.....Christine Hentisz, Director

Ms. Hentisz stated that each Board member had received copies of the Fiscal Reports in their packet for the months of July and August 2023.

Ms. Hentisz stated that if anyone had any questions, she would be happy to address them.

Chairman Rhodes requested a motion to accept the Fiscal Reports for July and August 2023 as presented in the packet.

Mr. Kendall moved to accept. Ms. DeVera seconded the motion and there being no discussion on the motion, a vote was taken, and the Report was unanimously accepted.

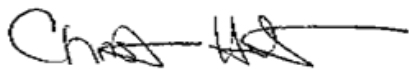
OLD BUSINESS

There was none.

NEW BUSINESS

Chairman Rhodes stated on behalf of all the members of the Board, they are all appreciative and grateful for the dedicated work and hard efforts staff provide to the community members of Camden County. The Board hears and understands all staff concerns and takes these concerns very seriously. There have been many improvements made to the Agency, however the Board will continue to review and revise procedures as necessary.

Chairman Rhodes requested a motion to grant the discretionary leave requests as were presented in Closed Session. Vicechair Camacho moved to approve the request. Ms. DeVera seconded the motion and there being no discussion on the motion, a vote was taken, and the motion was unanimously adopted.



Clerk