

February 21, 2024

The regular meeting of the Camden County Board of Social Services was held on Wednesday, February 21, 2024, 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:

Vice Chair, Andres Camacho (via Zoom), Commissioner Virginia Betteridge, John Kendall, Gwen DeVera (via Zoom)

Public Attendance: Jennifer Lucas, Simone Moore

Also present were: Christine Hentisz, Director; Ivory Marrero, Deputy Director; Edward Hill, Esquire; Rich Behm, IT Director; Fred Anderson, IT Supervisor, Christine Colbert, Personnel Officer, Nicole Jefferson, Administrative Clerk; Paulette Konopka, Fiscal Officer; Susan Purvin, Esquire; Carla Avellino, Confidential Aide to Commissioner Virginia Betteridge

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 January Board Meeting
- The listed expenditures from both Clearing and Administration Accounts
- The payment of salaries and traveling expenses for February.
- Requisition from the County Treasurer for administration expenses for March.
- Movement of funds to be requisitioned from the State and County Treasurers less monies on hand for assistance payments for the month of March.

Chairman Rhodes requested a motion to approve.

Mr. Kendall moved to approve. Commissioner Betteridge 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 Commissioner Betteridge and the motion was unanimously adopted.

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

Jennifer Lucas inquired if there were any updates to the previous dental coverage inquiry from December and January’s Board meeting.

Mrs. Hentisz replied that she appreciates CWA’s patience and understanding while the management team continues to review and discuss some components and will try to get back with an answer as soon as possible.

Chairman Rhodes thanked those 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. Mr. Kendall moved to close the Public Portion of the Open Session. Commissioner Betteridge 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 ..... 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.

Mr. Kendall moved to approve. Vice Chair Camacho 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 201-2024—Authorizing the Memorandum of Understanding Extension with the State of New Jersey Department of Human Services Regarding the Administration of DMAHS Programs Including the New Jersey Medicaid and Children’s Health Insurance Programs..... Edward Hill, Esquire**

Mr. Hill presented Resolution 201-2024. The Camden County Board of Social Services is desirous of entering into a Memorandum of Understanding with the State of New Jersey Department of Human Services regarding the administration of DMAHS programs including the New Jersey Medicaid and children’s health insurance programs. The Camden County Board of Social Services authorizes the extension of the current Memorandum of Understanding with the State of New Jersey Department of Human Services for the period January 1, 2024 to December 31, 2024 regarding the administration

**OPEN SESSION**

**Resolution 201-2024—Authorizing the Memorandum of Understanding Extension with the State of New Jersey Department of Human Services Regarding the Administration of DMAHS Programs Including the New Jersey Medicaid and Children’s Health Insurance Programs..... Edward Hill, Esquire**

of DMAHS programs including the New Jersey Medicaid and children’s health insurance programs, and authorizes Christine Hentisz, Director of the Camden County Board of Social Services, to sign such Extension of the Memorandum of Understanding.

Chairman Rhodes requested a motion to adopt Resolution 201-2024. Mr. Kendall moved to adopt. Vice Chair Camacho seconded the motion and there being no other discussion on the motion a vote was taken and the Resolution was unanimously adopted.

**Resolution 202-2024—Authorizing Creation of Civil Service Title Assistant Supervisor Building Services for the Camden County Board of Social Services.....Edward Hill, Esquire**

Mr. Hill presented Resolution 202-2024. The Camden County Board of Social Services believes it is necessary and advantageous to establish the supervisory position of Assistant Supervisor Building Services at the Camden County Board of Social Services. The creation of an Assistant Supervisor Building Services position would allow for an increased efficiency in carrying out the overall responsibilities of the Camden County Board of Social Services and the salary effective immediately shall start at sixty-two thousand nine hundred and eight dollars (\$62,908.00).

Chairman Rhodes requested a motion to adopt Resolution 202-2024. Mr. Kendall moved to adopt. Vice Chair Camacho seconded the motion and there being no other discussion on the motion a vote was taken and the Resolution was unanimously adopted.

**Resolution 203-2024—Authorizing An Award Of Contract (State Contract 13-M0003-MSFT02), 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)..... Edward Hill, Esquire**

Mr. Hill presented Resolution 203-2024. The Camden County Board of Social Services exercised its third year option to renew its contract for the purchase of licenses to access Office 365 and the Client Relationship Management System (CRM), said contract is set to expire on February 28, 2024. DELL is willing and able to provide said licenses for a three-year term for a cost of Five Hundred Fifty-Six Thousand Five Hundred Thirteen Dollars and Fifty-Eight Cents (\$556,513.58) per year, for a total cost of One Million Six Hundred and Sixty-Nine Thousand Five Hundred Forty Dollars and Seventy-Four Cents (\$1,669,540.74) for the three-year term.

Chairman Rhodes requested a motion to adopt Resolution 203-2024. Commissioner Betteridge 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.

**DIRECTOR’S REPORT..... Christine Hentisz, Director**

Ms. Hentisz provided information and updates to the Board from DFD (Division of Family Development) and DMAHS (Division of Medical Assistance and Health Services).

Ms. Hentisz began her report by informing the Board that DFD is implementing a permanent ‘Summer EBT’ program. During the pandemic, DFD issued additional SNAP benefits in the summer to families whose

**OPEN SESSION**

**DIRECTOR’S REPORT (cont.).....Christine Hentisz, Director**

children received free or reduced lunch at school. This new Summer EBT program will be separate from SNAP whereas each child will receive a onetime payment of \$124 for the summer. Towards the end of the school year, DFD will receive lists of students that receive free and reduced lunch and will issue out separate Summer EBT cards to each family.

Next, Ms. Hentisz stated that DFD will be reviewing the staffing standards at all county welfare agencies. This review will look into how staffing calculations are done and determine how many budgeted staff are needed within the departments. Many of the budgeted staffing calculations are based on information from years ago, so this review will ensure that the information is updated and accurate. Ms. Hentisz continued on to say, that DFD will begin to review the Child Support Departments staffing counts. Deputy Marrero and the soon to be appointed administrator of the Agency’s Child Support Department will be handling this review with DFD.

DFD’s website, MyNJHelps.gov will now have the option to apply for childcare assistance. Camden County’s Division of Children and Families will retrieve the applications from MyNJHelps and will contact the applicant. Ms. Hentisz stated there is some concern regarding the uploading of verification documents for SNAP/GA applications being unable to be used for the childcare application. The applicant would need to upload the documents separately. The county welfare agencies will be working along with DFD so that hopefully the uploaded documents can be used for all DFD program applications.

Next, Ms. Hentisz informed the Board that she and Deputy Director Marrero will be attending the annual Child Support conference on March 27-29<sup>th</sup>. This conference will be attended by various welfare agencies, judicial/probational agencies, and State and partner agencies.

Lastly, Ms. Hentisz provided an update on the Central Print of EBT cards project. Currently, each welfare agency handles the printing and mailing of EBT cards. DFD is looking to have one centralized printer to create and mail out EBT cards to clients throughout the State. Beginning in mid- March, the state vendor will have the ability to print out replacement cards. With the current process, clients call the automated EBT hotline to report their cards stolen or lost, which cancels the card however, the client would still need to get in contact with the welfare agency to request a replacement card. The new process now eliminates the need for the client to contact the welfare agency. Once a replacement card is requested, the card will be mailed to the client directly from the state.

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 unwinding is set continue through April 2024. The Medicaid staff are vigorously working through the heavy and increased volume of case work. DMAHS has reported there is about a 50% no response rate state-wide. Ms. Hentisz stated there are challenges each month, however our numbers remain to be on average with the rest of the State thanks to the hard work of our Medicaid staff.

Ms. Hentisz stated that at last month’s Board meeting she reported that there was some concern on the accuracy of the data being displayed on the dashboards. DMAHS agreed to review the dashboards and did find that there were some inaccuracies in the data and the reasonings behind the case closures. DMAHS will be correcting the dashboards to reflect more accurate information.

Lastly, Ms. Hentisz reported that DMAHS is also looking to have a Centralized Mail House. Cumberland County is piloting the new mailing process. There has been some success with the process, however there will be a few adjustments before the process is state-wide.

Next, Ms. Hentisz provided Agency updates and projects to the Board. The Aletha R. Wright waiting room dedication was held last week. It was an amazing event, and the waiting room was beautifully done in honor of Aletha R. Wright.

**OPEN SESSION**

**DIRECTOR’S REPORT (cont.).....Christine Hentisz, Director**

Lastly, Ms. Hentisz stated that the Agency is looking to expand their Community Outreach team. For the last couple of years, community events have been primarily attended by one staff member. The Agency has received a steady increase in requests for representatives to attend events throughout the community. Ms. Hentisz will be meeting with those who signed up to be on the Community Outreach team and will be going over general information and expectations on attending these events.

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

Mr. Kendall inquired if the Agency has experienced an increase in immigrant applicants similar to what New York is experiencing?

Ms. Hentisz replied that the Agency already has immigration/refugee programs in place through DFD, so however the immigrant arrives to our Agency to apply we are more than prepared to assist.

Chairman Rhodes requested a motion to accept the Director’s Report.

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

**FISCAL REPORT.....Paulette Konopka, Fiscal Officer**

Ms. Konopka stated that each Board member had received copies of the Fiscal Report in their packet for the month January 2024.

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

Chairman Rhodes requested a motion to accept the Fiscal Report for January 2024 as presented in the packet.

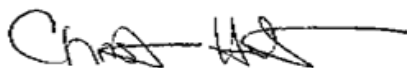
Mr. Kendall moved to accept. Commissioner Betteridge seconded the motion and there being no discussion on the motion, a vote was taken, and the Report was unanimously accepted.

**OLD BUSINESS**

There was none.

**NEW BUSINESS**

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



---

Clerk