

May 18, 2016

The regular meeting of the Camden County Board of Social Services was held on Wednesday, May 18, 2016 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 teleconference); Gwen DeVera; Ginny Betteridge; Freeholder Carmen G. Rodriguez

Also present were: Shawn Sheekey, Director; Christine Hentisz, Deputy Director; Martin F. McKernan Jr., Esquire, Board Counsel; Sharon Faber, Esquire; MaryEllen Sittner, Personnel Officer; Mary Ann Pagano, Fiscal Officer; Joan Quinton, Confidential Aide to Freeholder Carmen G. Rodriguez; Sharon Hall, Sr. Management Assistant

Public Attendance: Bob Kanzler, Director/Technology Consulting, RSM US LLP; Rich Behm, Director of Information Technologies/Telecommunications, Camden County; Michelle Acevedo, Legislative Chair, CWA; Darnell Hardee, Allegra Reed, Diane Dixon, Lizzie Jones, Michelle Byrd, Tamika Maldonado

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

Mr. Rhodes requested a motion to approve.

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

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Public Participation**

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

Ms. Michelle Acevedo addressed the Board stating she and others are still having medical insurance issues. Mr. Rhodes stated that he would be happy to set up a meeting with Michelle, himself, other key persons, and representatives from Connor Strong to discuss the problems being experienced. Ms. Betteridge stated that many of the problems being experienced by people are universal situations and across the board, not limited to just the BOSS.

Mr. Rhodes asked if there were any additional members of the public wishing to address the Board. Seeing as there was no one additional, Mr. Rhodes requested a motion to close the Public Participation portion of the Open Session. Ms. Betteridge moved to close the Public Portion of the Open Session of the meeting. 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.

**Resolution 117-2016 – Resolution Authorizing a Shared Services Agreement By and Between the County of Camden (Department of Buildings and Operations) and the Camden County Board of Social Services for Reimbursement of Salary and Wages..... Sharon Faber, Esquire**

The Board seeks to identify economies and efficiencies in its operations and improve the effectiveness of services for its clients. By mutual agreement, the County of Camden and the Board desire to enter into a shared services agreement for the provision of the utilization of their respective employees by the other entity and the reimbursement of salary and wages when the services are utilized. This agreement is authorized pursuant to N.J.S.A. 40A:65-1, *et seq* (“Uniform Shared Services and Consolidation Act”). The County and the Board agree that their mutual purposes and best interests will be promoted by the execution and delivery of this shared services agreement. By Resolution No. 21 adopted April 21, 2016 the County authorized a share services agreement between the County (Department of Buildings and Operations) and the Board for the term of five (5) years commencing on or about April 22, 2016, with an additional five (5) year term at the mutual option of the County and the Board.

Mr. Rhodes requested a motion to approve Resolution 117-2016.

Ms. Betteridge moved to approve. Freeholder Rodriguez seconded the motion and there being no other discussion on the motion a vote was taken and unanimously adopted.

**Resolution 118-2016 – Resolution Amending Resolution No. 113-2016  
Authorizing the Adoption of a Pool of Architects and Engineers to Correct  
a Typographical Error ..... Sharon Faber, Esquire**

Resolution No. 113-2016, adopted April 20, 2016, authorized the adoption of a pool of architects and engineers for various Camden County Board of Social Services projects, in accordance with the County of Camden’s Resolution No. 1, adopted March 17, 2016. Due to a typographical error, the category of surveying services was omitted for Bach Engineering on the Engineering Pool List; and a firm on the Engineering Pool List was inadvertently included. The County of Camden identified, amended and corrected said typographical error by Resolution adopted April 21, 2016. The Board hereby resolves that Resolution No. 113-2016 be amended to reflect the corrected 2016 Engineering Services Category List as revised.

Mr. Rhodes requested a motion to approve Resolution 118-2016.

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.

**Resolution 119-2016 – Resolution Authorizing Agreements Pursuant to the  
Camden County’s Publicly Advertised Request for Proposals for the Provision  
of Special Counsel, Conflicts Counsel, and Labor Counsel Services for the  
Camden County Board of Social Services ..... Sharon Faber, Esquire**

The County of Camden has identified a need for legal services, special counsel, conflicts counsel and labor counsel in the event that the Office of County Counsel is unable to provide such representation by virtue of a conflict of interest or other appropriate reason. Pursuant to a publicly advertised RFP for such services and according to RFP policy, the County of Camden, by Resolution adopted April 21, 2016, authorized agreements with various law firms for provisions previously described, for the County and its agencies and authorities, including the Board. The Board, contingent upon the need for legal services and the availability of funds for such purposes, authorizes the proper Board officials to execute all necessary documents to affect the agreements with the approved list of law firms at the rates listed in their proposals, for the period of one (1) year commencing on or about May 1, 2016 through April 30, 2017.

Mr. Rhodes requested a motion to approve Resolution 119-2016.

Freeholder Rodriguez moved to approve. Ms. DeVera seconded the motion and there being no other discussion on the motion a vote was taken and unanimously adopted.

**DIRECTOR’S REPORT..... Shawn Sheekey, Director**

Mr. Sheekey stated that at last month’s DFD meeting the topic of the ongoing statewide federal review of SNAP timeliness was discussed. It was reported that the statewide timeliness rate for July 2015 through December 2015 hit 95.45%. The goal was 95%, so the State met the requirement. Mr. Sheekey stated that the feds want to take an additional snap shot of SNAP timeliness from April 2016 through September 2016 just to make sure that all of the counties are meeting the required 95% timeliness rate. In addition to that, Natasha Johnson, Director of the Division of Family Development (DFD), approached Mr. Sheekey, along with Atlantic County and Essex County, and informed DFD would like to bring in a vendor that is going to take a look at processes because the next phase of the timeliness reviews will entail looking at redeterminations for ongoing cases. Mr. Sheekey stated that the agency has stayed focused and is doing well with redetermination where

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other counties may have shifted a lot of attention to new cases and may not be doing as well with them. Mr. Sheekey does not believe redeterminations will be a big issue for the agency if the feds now focus on them.

Mr. Sheekey stated that the NJAC Conference is tomorrow and part of the focus of a presentation we'll be doing will be on changes that have been made in response to the influx of clients that ended up at the CWAs as a result of the recession. Counties were not prepared for the deluge of clients and due to the enormous numbers of people seeking assistance the timeliness rates fell significantly. There has been a rebound and that is a result of the changes that have been implemented at the agency.

Mr. Sheekey stated that another issue the directors brought up was that CASS is gone after ten years of effort. The State had acquired a vendor over a year ago, KPMG. It sounds as if the State is going to approach the matter by implementing smaller modular systems like they are doing with Medicaid on line and SNAPTRAC.

Mr. Sheekey stated the members of the Board will be provided with an overview of the CRM system today. Mr. Bob Kanzler of RSM is the implementation vendor for Client Relationship Management (CRM) System. Ms. Hentisz prepared and will be running the slide presentation so the members of the Board can see what the agency has been provided with for the money spent on the system, how the system is being used and how it is helping to reinforce the whole generic worker system. Mr. Sheekey stated that with CRM, the whole agency regardless of department can see where a client was, how the client was handled, and as reported before, the system is helping to identify where the generic processes need to be tweaked. The agency is coming up on its one year anniversary for the transition to generic workforce on May 26<sup>th</sup>.

Mr. Rhodes stated that it is coming up on a year since the Board voted to invest in a new system for managing the workflow at the Camden County Board of Social Services and that is why he had asked Shawn, Christine and Bob to get this presentation together for the Board. Mr. Rhodes mentioned that last year the agency was selected to present at Rutgers Newark and their School for Performance Management and the agency has been selected to present at tomorrow's New Jersey Association of Counties (NJAC) Conference on what is being done here at the Board. Mr. Rhodes stated that he is very proud of what has been able to be accomplished and wanted to thank Shawn, Christine, Rich Behm, Bob Kanzler and his team, and the supervisors and employees of the agency who have jumped in and accepted the changes in the agency's processes. It has not been an easy process, there have been numerous meetings, department by department meetings, and it is still a work in progress. The numbers are showing that this is becoming successful, such as the decrease in foot traffic for the first time in years.

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

Ms. Betteridge 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.

Ms. Hentisz ran through the CRM slide presentation for the members of the Board.

Mr. Bob Kanzler stated that he has been working with the Board for a year now and he wanted to make note that it has been a tremendous partnership from the beginning to the end and a pleasure. He stated that, "When you are able to put that something came in under budget, it's not that often that you can make that statement but that is really a tribute to the partnership that has taken place."

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Mr. Kanzler mentioned that the identification of where transitions could be made between Rich's department and his team enabled things to be looked at in a better way. Mr. Kanzler stated he believes that a better product was received at the end because of looking at the partnership, looking at who could do what, and making sure that things were done in the right way. There were a number of things out of scope that were still able to be achieved within the original budget because of that. Mr. Kanzler stated, "It was a great project and his organization is thrilled that they were able to provide it. It is built on a Microsoft platform and Microsoft is very excited about what has been done here as well."

**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 for April 2016. Ms. Pagano asked if anyone had any specific questions, if so, she would be happy to address them.

Ms. Pagano stated that for the four month period ended April 30, 2016, expenditures exceeded the pro-rated budget. However, this in part is due to the \$4.4 million dollar pension payment that is due at the end of March as well as contractual obligations that were paid out earlier in the year. Ms. Pagano stated that receipts will begin to recover as the year progresses and by the end of the year she expects that receipts will exceed disbursements.

Mr. Rhodes requested a motion to accept the Fiscal Report for April 2016 as presented in the packet.

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

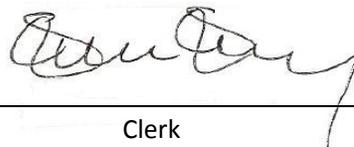
**OLD BUSINESS PUBLIC SESSION**

There was none.

**NEW BUSINESS PUBLIC SESSION**

Mr. Rhodes mentioned that Ms. Mary Ann Pagano's name was included on an updated list of retirees provided to the members of the Board today. Ms. Pagano will be retiring from the agency effective July 1, 2016 after six years as Fiscal Officer. Ms. Pagano stated that there have been challenges and successes during her employment with the agency and that it has been a pleasure working for the Board. Mr. Rhodes stated that she has been a valuable member of the executive team and has been very helpful in working behind the scenes in order to help make the health benefits product better in the sense of affordability. She did not know anything about it and took the time to learn it. Mr. Rhodes stated she will be missed and wished her the best of luck in her retirement.

Mr. Rhodes requested a motion to close the Open Session of the meeting and move to the Closed Executive Session to discuss personnel and legal matters. Freeholder Rodriguez moved to discuss such matters in closed session. Ms. Betteridge seconded the motion, and there being no discussion on the motion a vote was taken and the motion was unanimously adopted.

  
Clerk