

November 19, 2014

The regular meeting of the Camden County Board of Social Services was held on Wednesday, November 19, 2014 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:

Susan Michielli, Vice Chair; Dr. Leonard Krivy, PhD, Secretary/Treasurer (via teleconference); Gwen DeVera; Ginny Betteridge (via teleconference)

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; Greg Smith, Sr. Management Assistant; Joan Quinton, Confidential Aide to Freeholder Carmen G. Rodriguez; Sharon Hall, Administrative Clerk

Public Attendance: Toni Bobiak, Vice Chair, Welfare Supervisors' Organization (WSO); Gerald Baker, Vice Chair, Communications Workers of America, Local 1084 (CWA); Peter Mason and Michelle Acevedo

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

Mr. Rhodes requested a motion to approve.

Ms. Michielli moved to approve. Dr. Krivy seconded the motion, and there being no discussion on the motion, a vote was taken and the motion was unanimously adopted.

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Public Participation**

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

As none of the public members in attendance requested to address the Board, Mr. Rhodes requested a motion to close the Public Participation portion of the Open Session. Dr. Krivy motioned to close the Public Portion. Ms. 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 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 State and Federal Policies.

Ms. Michielli 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.

**Resolution 216-2014 – Terminating Participation in
State Health Benefits Plan Martin F. McKernan Jr., Esquire**

Mr. McKernan requested to discuss Resolution 216-2014 and 217-2014 together as there would be little point in adopting one without adopting the other. Mr. McKernan advised that Ms. Michielli would abstain from voting on both Resolutions. Mr. McKernan mentioned that Board members had received a presentation during the September 2014 Board meeting regarding the movement into the Southern New Jersey Regional Employees’ Benefit Fund to cover health insurance. This will be done on a limited term basis so that the Board may study the possibility of joining a County wide joint insurance fund. The Board has the option of doing that and if the Board does not join the County wide joint insurance fund, or if the county does not establish a joint insurance health fund, the participation of the County Board of Social Services, in this Regional Employees’ Benefit Fund, can remain under the terms and conditions of the Bylaws and Indemnity and Trust Agreement that was reviewed and negotiated with, and understand, with the representatives of the FUND.

Mr. McKernan wanted to point out that this is being done in accordance with the statute that defines what health insurance is; and that is specified in the Indemnity Trust Agreement and is also being done pursuant to the statute that governs county agencies, such as the BOSS, that permits the agency to join such a fund. Mr. McKernan also wanted to point out that the obligations of Board. One of the obligations is in the contract with the Communications Workers of America – Local 1084 (CWA) which states that “health insurance coverage will be provided at the level that is currently being provided by the State Health Benefits Plan”. It further provides that the agency will contract and pay for the full cost of dental insurance coverage for eligible employees and also for prescription coverage. The language in the contract with the WSO mirrors the language in the contract with the CWA. The agency is contractually obligated to do that and Mr. McKernan stated that he could represent to the Board that that is what the agency is doing.

Mr. McKernan did note that if the agency leaves the SHBP, even though the dental insurance is not part of the SHBP, then the contributory provisions kick in for the employees for the dental coverage. The Board would make the employees whole, as a part of this package, by providing

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them (next year) the amount actually the Board would be providing in most cases, more, than the amount they would have to contribute as part of a total pay package next year so that the employees are held whole, as the agency is obligated to keep them whole and hold them harmless under contractual obligations.

Mr. McKernan mentioned that when this was presented to the members of the Board two months ago various numbers were discussed as to what the premiums would be if the agency were to stay in the SHBP and what they would be if the agency were to participate in this joint insurance fund and it is anticipated that providing this type of coverage the numbers will be perhaps between \$900,000 to 1.1 million less than what the agency would be paying to continue in the SHBP. From a financial standpoint, the agency has no choice but to proceed forward with movement into the Regional Employee Benefits Fund for the simple reason that the amount of monies previously mentioned that the State would be charging in premiums is money that the BOSS does not have in the first place. Moving forward with the health insurance coverage change will help to avoid financial insolvency.

Mr. McKernan presented the two Resolutions pertaining to health insurance coverage. Mr. McKernan mentioned that the agency would be joining the FUND for a year but that if it is found that the plan is not working for the agency there are provisions for the agency to withdrawal from the FUND if that were to be necessary.

Dr. Krivy questioned that if the agency were to withdrawal from the FUND, where would the million dollars, which the agency does not have, come from? Mr. Rhodes stated that the agency would be meeting with the FUND quarterly to review plan performance and if it looks as though the plan is not performing as anticipated in terms of savings, the agency would evaluate options in the marketplace. Mr. Rhodes stated that the agency is depending on savings by making this health insurance coverage move and expect the saving to be real and absolute but if by any chance if something is not running correctly, the agency will evaluate and make a determinations in the future.

Dr. Krivy also questioned the necessity for his signature on Resolution 217-2014. Mr. McKernan advised that his signature is merely attesting, as Secretary of the public body, to the fact that the Resolution has been signed by Jim Rhodes.

Ms. Betteridge requested to recap stating that first, the agency is providing apples to apples insurance that all the employees are currently under and secondly, the agency is being fiscally responsible because of the budgetary constraints the agency is up against. Ms. Betteridge wanted to make certain that employees would not suffer any consequences due to the fact that the Board may take action on the two Resolutions and that the Public portion of the meeting would have been the opportunity for any employee to raise any questions prior to the Board taking action.

Mr. Rhodes stated that taking these actions would save employees the additional 8% that the premiums would have risen by under the SHBP. Since employees have cost sharing under State Law through Chapter 78, employees are obligated to pay certain percentages based on level of income, type of coverage, type of benefits selected. In this plan that the agency will be moving to, the rates will be kept flat to this year. If the agency did not move from the SHBP employees would be paying their percentages based on higher premiums. This move not only saves the agency, it saves the taxpayers and eventually in the future will save the employees money also.

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Mr. Rhodes stated that 5 sessions were held with employees over the last couple of weeks. Four were held in City Council Chambers and one was held at 2600 Mt. Ephraim Avenue. All the sessions were very well attended. Representatives from the HIF administrators, PERMA and Connor Strong, Ameri-Health and Aetna presented the benefits, ensured the attendees that the benefits would be equal to or better than, and they all addressed any questions either during the public session or people had the opportunity to talk to representatives personally regarding various coverage concerns they may have had. Mr. Rhodes stated that Union leadership was met with on Monday.

Mr. McKernan mentioned that coverage under the new plan would take effect February 1, 2015. Employees will be responsible for the additional premium contribution for SHBP for January. That will be a one month event.

Mr. Rhodes discussed in further detail the effect of Chapter 78 cost sharing obligations. Most employees are currently at Tier 1. The plan phase in is over a four year period. So the employees will go from Tier 1 to Tier 2 effective January 1st so instead of paying 25% of what their obligation actually will be in year 4, they will be paying 50%. Their cost sharing obligation is doubling effective January 1st making it even more important to find ways to mitigate premium increases because it becomes more of a burden on the employees.

Ms. Sittner informed the Board that over 400 BOSS employees attended the health benefits information sessions.

Resolution 216-2014 resolves to terminate all participation in the State Health Benefits Program and School Employees' Health Benefits Program (Medical Plan, Prescription Drug Plan, and/or Dental Plan coverage) by the BOSS, thereby canceling coverage provided by the State Health Benefits Program and/or School Employees' Health Benefits Program (N.J.S.A. 52.14-17.25 et seq.) for all of its active and retired employees effective the first of the month following a 60-day period to begin with the received of Resolution 216-2014 by the State Health Benefits Commission or School Employees' Health Benefits Commission. Notification of termination responsibilities to active, retired and COBRA participants of the BOSS are outlined in the Resolution.

Ms. Michielli, Vice Chair, abstained from voting on Resolution 216-2014.

Mr. Rhodes requested a motion to approve Resolution 216-2014.

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

Resolution 217-2014 – To Join Southern New Jersey Regional Employee Benefits Fund, Accept and Approve the Fund’s Bylaws, Execute an Application for Membership in the Fund, and Execute an Indemnity and Trust Agreement and Such Other Documents Signifying Membership in the FundMartin F. McKernan Jr., Esquire

The BOSS has determined that it is in the Agency’s best interest to join into membership with a number of local units in the State of New Jersey in the Southern New Jersey Regional Employee Benefits Fund. The FUND was approved to become operational by the Departments of Insurance and Community Affairs on April 6, 1995, and has been operational since that date. Resolution 217-2014 provides for membership to the FUND with acceptance and approval of the FUND’s Bylaws, the execution of an application for membership in the fund, execution of an indemnity and trust agreement and execution of such other documents signifying membership in the FUND.

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Ms. Michielli, Vice Chair, abstained from voting on Resolution 217-2014.

Mr. Rhodes requested a motion to approve Resolution 217-2014.

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

Resolution 218-2014 – Authorizing an Agreement with GRM Information Management Systems Inc. (3rd Year Option) for Off-Site Records Storage Under the Cooperative Pricing System Sharon Faber, Esquire

By resolution adopted on June 10, 1998, the CCBSS entered into a Cooperative Pricing Agreement for the purchase of work, materials and supplies with the County of Camden serving as the Lead Agency. The County of Camden, by resolution adopted November 15, 2012, has approved and awarded to GRM Information Management Systems, Inc. a contract to provided off-site records storage, providing for second and third term option renewals to be exercised at the sole discretion of the County of Camden.

The County of Camden, by Resolution adopted October 17, 2013 exercised the second year option with GRM on behalf of the County and participating entities in the Cooperative Pricing Agreements, including the BOSS.

The BOSS is desirous of contracting with GRM for off-site records storage for a one (1) year period at \$0.16 per cubic foot commencing on or about November 1, 2014 through October 31, 2015.

Mr. Rhodes requested a motion to approve Resolution 218-2014.

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

Resolution 219-2014 – Universal Service Fund Sharon Faber, Esquire

Provides for the execution of entering into a grant agreement with the New Jersey Department of Community Affairs involving the receipt of approximately \$17,352.00 to be used for administrative funding for the Universal Service fund, coding FAMIS documents and verifying the accuracy of the information encoded for the period of July 1, 2014 through June 30, 2015 and further authorizes Shawn B. Sheekey, Director of the BOSS, as authorized person to sign said agreement on behalf of the Board.

Mr. Rhodes requested a motion to approve Resolution 219-2014.

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

Resolution 220-2014 – Authorizing Settlement of Workers Compensation Claim Sharon Faber, Esquire

Ms. Faber discussed and advised the Board of the proposed settlement of a workers compensation claim for an Agency employee.

Mr. Rhodes requested a motion to approve Resolution 220-2014.

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

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Resolution 221-2014 – To Approve and Authorize a Shared Services Agreement with the County of Camden to Receive the Services of An Equal Employment Opportunity Compliance Officer Sharon Faber, Esquire

The BOSS is obligated to comply with all aspects of State and Federal Law with regard to Equal Employment Opportunity (“EEO”) and to require compliance by its contractors. The County of Camden is willing to employ an individual or firm to act as an EEO Compliance Officer for itself and agencies of the County at a cost of \$5,000 annually per entity. This Shared Services Agreement is part of the County’s “transformation effort” and the County foresees cost efficiencies and enhanced services for the County and its affiliated entities. Availability of funds in the Board’s 2015 budget has been certified as sufficient by the BOSS Fiscal Officer.

Mr. Rhodes requested a motion to approve Resolution 221-2014.

Ms. Betteridge moved to approve. Dr. Krivy 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 provided the Board with an update on the on-going Statewide FNS (Food and Nutrition Service) SNAP timeliness initiative. Since September 1st the CWAs have been under the watchful eyes of FNS as well as the State DFD in terms of performance with SNAP timeliness. Mr. Sheekey mentioned that a timeliness comparison chart was provided to each of the attending Board members. The chart was shared at the last Corrective Action Plan (CAP) meeting and shows the state-wide performance between September 1st and October 31st starting with Atlantic County and ending with Union County. Camden is shown as having a 30-day timeliness average of 90.1% and an 83.3% average for the 7-day Expedited cases. At the end of March the expectation is to maintain an 85% timeliness in each category. Mr. Sheekey stated that the agency did experience a drop in timeliness below 85% early in November which prompted a call of concern from DFD Director, Jeannette Page-Hawkins. Mr. Sheekey and Ms. Hentisz explained many of the correction actions being taken to the Director. Mr. Sheekey mentioned that compared to where the agency was a year ago in terms of timeliness, the agency is doing pretty well. Implementing Case Banking back in June of 2013, which changed the way the agency processes cases, has put the agency in a position where it is even able achieve the types of timeliness numbers reported. Prior to Case Banking, the agency was not even in the 30 percentile in terms of timeliness. The agency will continue to monitor timeliness as well as submit the required weekly report to the State. Come April 1st of next year, the agency will be required to move to 95% timeliness. Mr. Sheekey mentioned that he will provide the Board with information at the December Board meeting regarding an updated tracking system and the move to a generic workforce which is felt to be the only way the agency will be able to achieve 95% timeliness with SNAP issuances.

Mr. Sheekey provided confirmation that the State officially terminated the HP contract for the CASS system which is not good news after the many years that they have worked on the comprehensive system. The CWAs have not been notified of the path moving forward. There is Medicaid funding at stake at it is hoped that the State will supply a plan to replace the plans in terms of CASS. Mr. Sheekey stated that over the last month the agency has been looking into implementing a much needed comprehensive tracking system. There are many systems that the agency uses with the State that do not speak to each other. That was the idea behind CASS. To bring all the disparate systems together, have them communicate with one another, but in addition to that the agency has an internal tracking system, which really doesn’t track much. It just shows the status of cases. It does not flag cases that are coming due. A group from Microsoft came in to discuss a CRM

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(Customer Relationship Management) proposal that would help the agency finally get the backbone the agency needs in terms of a tracking system from the time a customer enters the door, regardless of what program they may touch, any department, any employee would be able to see how the customer maneuvered through the agency and make it a much better customer experience all the way around. The most important part of this however, is that the agency needs to see cases that are coming due, actions that employees need to be prompted to take because much of that is manual now and a lot of time and effort is taken completing these manual processes.

This system will be an integral part of the agency achieving 95% timeliness. This is not just about SNAP timeliness however, it is about every program the agency administers and how efficiently customers are serviced.

Mr. Sheekey will have a lot more to report to the Board next month as conversations with Microsoft representative continue on pricing and a timeline to get the system in place.

Mr. Sheekey mentioned that at the December Board meeting the members of the Board will be provided with four months of Call Center statistics. They will be updated on how the agency is doing with the new Avaya software that has been in place for over a year and what kind of goals the agency is reaching in terms of customer contacts to the agency via the Call Center.

Mr. Rhodes requested a motion to accept the Director’s Report as presented.

Ms. Michielli 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.

FISCAL REPORT Mary Ann Pagano, Fiscal Officer

Ms. Pagano stated that each Board member has received in his or her packet copies of the Fiscal Reports for the ten months October 31, 2014. Ms. Pagano stated that expenditures are within the prorated budget and receipts and expenditures are virtually equal. Although that would imply a good financial condition, it should be noted that the agency is averaging 30 vacant staff positions year to date. There were no across the board salary increases given this year, only step and automatic grade increases, and this is after the County increased the Board’s appropriations by \$800,000.00 this year. So, everything needs to be taken into consideration when determining financial status. Pagano asked if anyone had any specific questions, if so, she would be happy to address them.

Mr. Rhodes requested a motion to accept the Fiscal Reports as presented.

Ms. Betteridge moved to approve. Dr. Krivy 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

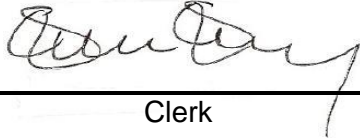
There was none.

NEW BUSINESS PUBLIC SESSION

Ms. Betteridge requested approval to invite Ben Ovadia from the Ray and Joan Kroc Corps Community Center in Camden to the December Board meeting to provide the Board with a presentation on the services the center provides to the community. She mentioned that she would also like to provide Mr. Sheekey an email with information regarding a food drive the center is having to help those in need during the holiday season. Mr. Rhodes was agreeable to both.

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Mr. Rhodes requested a motion to close the Open Session and move to the Closed Executive Session to discuss personnel and legal matters. Ms. Betteridge 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.



Clerk