

September 19, 2012

The regular meeting of the Camden County Board of Social Services was held on Wednesday, September 19, 2012 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; Gwen DeVera; Ginny Betteridge

Also present were: Shawn Sheekey, Director; Stephen Sykes, Deputy Director; Martin F. McKernan Jr., Esquire, Board Counsel; Frank DeMonsi, Esquire; Sharon Faber, Esquire; MaryEllen Sittner, Personnel Officer; Greg Smith, Sr. Management Assistant; Marc O'Connor, Systems Analyst; Joan Quinton, Confidential Aide to Freeholder Carmen G. Rodriguez; Sharon Hall, Administrative Clerk

Public Attendance: Mr. Van Fussell

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 place at 600 Market Street and the County Clerk was notified.

Mr. 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.
- To move funds, to be requisitioned from the State and County Treasurers less monies on hand for assistance payments for the months of September and October.

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.

**OPEN SESSION
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.

There was no one who wished to address the Board at the moment. 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. Sheekey mentioned that the agency had received two DFD Instructions regarding the tracking of excessive Families First Card replacements and usage which, in part, may be a result of the State of Pennsylvania eliminating its GA program and people coming over the bridge to visit the CWA's seeking General Assistance benefits no longer obtainable in PA. The agency has been experiencing volume increases in the number of people visiting the agency. New Jersey is one of the only states in the Northeast, perhaps even the county; that still has a General Assistance program.

Ms. Betteridge questioned if the state Unemployment Insurance Benefits (UIB) ran out in July or August as previously notified. Mr. Rhodes stated that there has been an increase in demand for services and benefits.

Dr. Krivy mentioned that when Hurricane Irene hit and the Disaster Food Stamp program (DSNAP) was put in place all residents of the county had to do was come in and state they had incurred a storm related loss in order to receive disaster relief benefits. He questioned if this was the case with people coming from Pennsylvania simply stating they were going to become a New Jersey resident in order apply for benefits. Mr. Sheekey stated they would have to prove county residency but that is why the state is requiring the CWA's to track and pay particular attention to these types of cases in order to insure that people are not applying for benefits in Camden County and receiving program benefits elsewhere. Mr. Sheekey stated that, according to the DFD, all a Work First New Jersey (WFNJ) applicant basically had to do was to state that they intended to remain in New Jersey to satisfy the residency requirement.

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

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

Resolution 218-2012 – Authorizing Participation in the New Jersey State Health Benefits Program for Domestic Partnership Coverage Frank DeMonisi, Esquire

The BOSS is a participating employer in the New Jersey State Health Benefits Program and Resolution 218-2012 authorizes participation in the domestic partnership coverage through the plan for all active and retired employees and their domestic partners.

Mr. Rhodes requested a motion to approve Resolution 218-2012.

Ms. Michielli 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.

**OPEN SESSION
Public Participation**

DIRECTOR'S REPORT..... Shawn Sheekey, Director

Mr. Sheekey stated he attended the annual Directors' Retreat last Thursday and Friday in Spring Lake. Both Commissioner Velez of the Department of Human Services and Commissioner Blake of the Department of Children and Families addressed the CWA directors on various topics. The entire afternoon was spent on change management for the upcoming CASS and DIMS systems. Some counties are now piloting the Document Imaging and Management System (DIMS) this fall. Camden County is slated for DIMS some time between January and April of 2013 and internal meetings will begin next week to start planning. The agency will need to change its processes. One benefit will be the reduction of square footage now required for shelving physical files. After DIMS is implemented every file moving forward will be digitally imaged and will be accessible by any employee who has the need and the clearance.

Mr. Sheekey stated that representatives will be coming to Camden County on October 24th to meet with Mr. Sheekey, Mr. Sykes and senior management to discuss more specific questions regarding CASS. This meeting will be the first to address educational aspects of how CASS is going to work, what it is going to do, what it means in terms of titles and different job functions particularly with clerks. Mr. Sheekey stated that he is pleased to inform the Board that the public relations person for DFD is putting together an overview presentation of CASS which he is looking forward to sharing with the Board. Mr. Sheekey stated that CASS remains on target for deployment in August through October 2013.

Another item of interest discussed at the Retreat was funding for Adult Protective Services (APS) which provides assistance to vulnerable and sometimes abused elderly individuals. The funding for APS has remained flat for years. The CWA directors have continued to express their concerns and requests for support and funding assistance from the state for this program. The BOSS expends approximately \$400,000 a year of unfunded monies to administer these program services.

Mr. Sheekey stated that meetings have continued regarding the security initiative and an implementation plan is close. A decision needs to be made regarding additional staffing for security. Hiring more security staff will result in less hiring of future eligibility workers. A large concern is that the lobby design and entrance door are currently not conducive for a metal detector security check with the amount of foot traffic the agency experiences on a daily basis and it will cause a significant bottleneck especially in the mornings. There has been agreement not to have employees go through the metal detectors at the beginning of implementation in order to decrease the potential of having security lines out the building and down 6th Street. Mr. Sheekey stated that once a decision has been made regarding security staffing then the equipment can be ordered. There is a two month turnaround for the x-ray machine and it is hoped that implementation will be sometime in November 2012.

Mr. Sheekey stated that Case Banking is still being worked out at the administrative level. There is a lot of frustration throughout the agency because of the volume of work and trying to keep up. Mr. Sheekey stated that he is trying to get buy in from the employees regarding Case Banking because the agency has to do something different as the work processes currently being used are not working. Counties currently using Case Banking are finding success with the process; experiencing drops in phone calls and walk in traffic because customers are getting their benefits on time.

Mr. Sheekey mentioned that the lines were out the doors upon return to work after the Labor Day weekend. And, it remained that way for days. It was reported that this is not normal. As mentioned earlier by Ms. Betteridge and Mr. Rhodes, something is happening out there. Is it a combination of people coming off of unemployment and people crossing over from Pennsylvania? Is it a large number of people that need to come in monthly to do their IRF's? There are significant back logs specifically in Food Stamps. Workers have been losing confidence and have requested transfers from that

**OPEN SESSION
Public Participation**

department. To alleviate some of the pressure, some workers are doing comp time during special extended hours to process the back work so the workers in that department can keep up with the current incoming work demand. The Training Class is working on processing the IRF's.

Mr. Rhodes mentioned that Mr. Sheekey and his team are exploring Case Banking which is the idea of going to cases being the agency's cases and not belonging to an individual worker. The applications get processed regardless of whether a particular worker is in work or out of work. This will enable customer to be moved through the agency in a much more efficient way and ensure they receive their benefits in a timely way, which is the goal of the Case Banking project.

Mr. Sheekey mentioned the following upcoming community events:

- ANNUAL WOMEN'S HEALTH CONFERENCE
Saturday, September 29th, from 8 a.m.- 3p.m.
Eastern Regional High School in Voorhees.
- The Camden County Board of Chosen Freeholders is sponsoring their 23rd ANNUAL SENIOR CITIZEN HEALTH AWARENESS FAIR
Wednesday, October 10th from 10:00 a.m. to 2:00 p.m.
Jack Curtis Stadium in Cooper River Park, N. Park Drive in Pennsauken.
The Camden County Board of Freeholders is sponsoring a free
- Camden County Division of Senior and Disabled Services' "CAREGIVER'S CONFERENCE"
Wednesday, October 24th, from 5:30-6:30pm
CCBSS to send Medicaid representative
- CAMDEN COUNTY FALL JOB FAIR
Collingswood Grand Ballroom, Collingswood, NJ
Wednesday, October 24th, 10:00am – 2:00pm

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

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.

Mr. Van Fussell, a member of the public, entered the boardroom and requested to observe the meeting. He also had questions about his case. Mr. Sheekey accommodated Mr. Van Fussell by taking down his contact information so his questions and concerns could be addressed by a staff member.

The Open Session of the meeting proceeded.

DEPUTY DIRECTOR'S REPORT Stephen Sykes, Deputy Director

Mr. Sykes stated that the agency has been receiving numerous phone calls about the amount of time applicants are waiting for benefits and sometimes for even redetermination of their benefits. Mr. Sykes is hopeful that Case Banking will help the agency greatly because it is not based on the assignment of cases to a particular individual. With our present system, when a worker is not in the work does not get processed until the worker comes back. This is a particular problem in the agency right now. So, with Case Banking the agency would get more out of the people that we do have at work on a particular day. So, there is some hope in line now. Some phone calls being received in Intake are because the schedule for an appointment is taking weeks.

**OPEN SESSION
Public Participation**

The number of days an applicant must wait for an interview are at an unacceptable level. The agency is a means of last resort other than the food pantries for individuals and families. Mr. Sykes stated he is trying to gather an updated list of information on food pantries because those change as time goes by. And, he has found that some of the clients know better about food distribution places. The agency knows of some, but there are others. The agency can distribute the information about pantries to those individuals who are in dire need. Mr. Sykes stated that the agency cannot process, at this point, applications quickly enough. Of course, until the application is processed benefits cannot be approved. The agency does try to expedite benefits to particular clients who are most needy. Mr. Sykes stated that the agency is concerned with the situation, and it is hoped that things will get better. They have to get better.

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

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 unanimously adopted.

FISCAL REPORT Gregory Smith, Sr. Systems Analyst

Mr. Smith stated that each Board member has received in his or her packet copies of Fiscal Reports. If there were any questions, he commented that he would be happy to address them.

Mr. Smith stated that the prorated budget is in line with expenses at this point in the year.

Ms. Betteridge questioned why the Pension budget line item was expended at 96% in September. Mr. Smith responded that the pension bill is a once a year payment.

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

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.

OLD BUSINESS PUBLIC SESSION

There was none.

NEW BUSINESS PUBLIC SESSION

Ms. Betteridge requested permission to share information with the BOSS staff regarding the Lauren Rose Albert Foundation Mothers Matter 5K Run & Walk to be held on October 28, 2012.

Ms. DeVera requested permission to share information with the BOSS staff regarding the free cultural diversity International Day to be held on October 13, 2012.

Permission to share the information was granted.

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