



ANNUAL REPORT 2018



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COUNTY OF MERCER

McDADE ADMINISTRATION BUILDING
640 SOUTH BROAD STREET
P.O. BOX 8068
TRENTON, NEW JERSEY 08650-8068

BRIAN M. HUGHES
COUNTY EXECUTIVE

TEL: (609) 989-6518
FAX: (609) 278-4819

Dear Friends,

The Mercer County Board of Social Services (MCBOSS) assists Mercer County residents with a wide range of programs that provide food, shelter and health care, as well as providing education and employment to help people live in the community self-sufficiently.

During 2018, MCBOSS continued to help reduce homelessness in Mercer County. With funding from the County and the New Jersey Department of Family Development, MCBOSS provides temporary placement to County residents who are facing an emergency housing situation through a 24-hour homeless hotline. In an effort to save lives, those services have been expanded through code blue legislation to homeless families and individuals facing great risk during extreme weather conditions. Once people have been temporarily placed, MCBOSS evaluates their situation and works toward finding permanent housing solutions.

Also in 2018, MCBOSS launched a new website that allows the agency to better communicate with customers and makes it easier for residents to access key services and programs. The new website has improved search functionality, an updated look and easy-to-use navigation tools. And for the first time, visitors can interact with mcboss.org on any device and digital screen, including mobile.

One of MCBOSS' Temporary Assistance to Needy Families recipients received the Garden State Employment and Training Association (GSETA) Star Award in 2018. The award was presented to this individual for the obstacles she overcame and the great strides she made on her path to self-sufficiency. She was able to attain this goal with the support of both MCBOSS and the Mercer County One-Stop Career's Office of Training and Employment Services, exemplifying the collaborative partnerships that benefit families, neighborhoods and communities throughout Mercer County.

The Mercer County Board of Social Services through its hard-working employees reflects the commitment of Mercer County government to improve the quality of life for all residents through dedicated service.

Sincerely,

Brian M. Hughes
Mercer County Executive

Visit Mercer County on the Web at www.mercercounty.org

MERCER COUNTY BOARD OF SOCIAL SERVICES

200 WOOLVERTON STREET
PO BOX 1450
TRENTON, NJ 08650-2099
609.989.4494

Christine O'Brien
Chairwoman



Jeffrey M. Mascoll
Director of Welfare

Greetings Mercer County Residents:

It is my honor to Chair the Mercer County Board of Social Services and I am proud to present the 2018 Annual Report. I began my tenure on the Board in 2004 and since that time, the MCBOSS has continued to strive to serve our clients with dignity, respect, compassion and professionalism. The nine people who serve on the governing Board of MCBOSS work diligently to ensure that all assistance programs are administered properly and that the Agency is consistently operating in the best interests of the community, clients and staff.

One of the crucial purposes of issuing an Annual Report is to establish and track goals. The good news is that numerous goals set in 2017 were achieved this past year, including the launch of a new user-friendly website; the implementation of the customer communication display and the customer service surveys. These initiatives are just a few of the accomplishments that the MCBOSS staff realized to better serve our fellow County residents.

In our role as custodians with a fiduciary responsibility to Mercer County taxpayers, the governing Board of MCBOSS aims to embody and reflect the guiding principles of the Agency:

- Treat each person with dignity and respect.
- Strengthen families.
- Direct programs to address the entire spectrum of a family's needs, not just the discreet needs of individuals.
- Provide services that will protect those that are most vulnerable, i.e. elderly and children.
- Promote individual responsibility.
- Empower persons to move off assistance and toward independence.
- Make work more rewarding than assistance.
- Allow flexibility in programs to accommodate state, local and individual differences.
- Focus success measures on persons, not on processes.
- Use public funds efficiently.
- Build partnerships within the community.
- Build community.

It is in this spirit of community that I encourage you to read the 2018 Annual Report and gain a clear understanding of the numerous services available to our County residents, and of the commitment to excellence that all of us at MCBOSS strive for every day. Thank you.

Best Regards,

Christine O'Brien

MERCER COUNTY BOARD OF SOCIAL SERVICES

200 WOOLVERTON STREET
PO BOX 1450
TRENTON, NJ 08650-2099

Jeffrey M. Mascoll
Director of Welfare

TELEPHONE
609.989.4494



Dear Family and Friends,

What an exciting time in MCBOSS history! As we continue marching on down the road to Premier, Thank You for setting the standard for what civil service is all about. Thank you for always giving back and placing the agency and our customers ahead of self. Thank you for making 2018 a launching pad for future successes! MCBOSS continues to achieve new milestones and charter new territories. I have consistently been impressed with our collective accomplishments. Let's keep the momentum going!

Working with key administrators on a weekly basis, my goal is to continue to steer the agency due north. Historically, the Mercer County Board of Social Services is a program centric agency and home to a human services line of thinking and management. I am most excited about the integration of a 21st century corporate line of thinking within the governmental arena. This past year, the concept of bottom line accountability has been introduced and we have tracked our quarterly results against what we set out to do in our 2018 Business Plan. I remain both committed and excited about blending corporate business management concepts inside the governmental operating environment.

Through the work of the Customer Service Charter, we have taken positive steps in 2018 to focus on the customer and improve the service we deliver to our clients. Most recently, we have launched an "All In" Initiative designed to clean up the electronic backlog of cases needing to be filed. In submitting this report, I thank the staff who have continued to work through this period of change as we reshape MCBOSS into a more professional, outward looking, customer-centric enterprise.

As we continue into the New Year, I would like to acknowledge the work of our Board and recognize our new Board Chairwomen Christine O'Brien. We are also most grateful for the ongoing commitment and dedication of our community partners. Thank you for your continued support and positive energy. Looking ahead, we will continue to raise the bar. Together, we can be proud that the future is bright and that the best is yet to come!

Gratefully yours,

Jeffrey M. Mascoll
Director of Welfare



BOARD MEMBERS



Front row, left to right:

J. Delores Baker, Secretary-Treasurer, Jeffrey M. Mascoll, Director of Welfare, Christine O'Brien, Chairperson, Jerell Blakeley, Vice-Chairperson

Back row left to right:

Roberto Hernandez, Paul R. Adezio, County Counsel, Pasquale A. Colavita Jr., Freeholder, Annette Lartigue, Chief of Administrative Services, Charles Geter, Ann M. Cannon, Freeholder, Joshua Markowitz, Board Counsel, Keith V. Hamilton



LEADERSHIP



Jeffrey M. Mascoll
Director



Annette H. Lartigue
Chief of Administrative Services



Gerald De Lorenzo
Human Services Coordinator



Christina Harcar
Social Services



Linda Salay
Income Maintenance/Case Banking



Margaret Lewallen
Medical Assistance & CSP



Delores Smith
Human Resources



Geralyn A. Schneider
Finance



Lee E. Micai
Management Information
Systems



Sandra King
General Services



INTRODUCTION

The Mercer County Board of Social Services (MCBOSS) has been serving the citizens of Mercer County since 1932. It was established under the authority of New Jersey Statutes Annotated (NJSA)44.

In New Jersey, public assistance programs are federally funded, state supervised and county administered. Therefore, county boards of social services are true intergovernmental agencies accountable to all three levels of government. This is an inherently demanding task given the varying focuses and mandates of the different government entities.

Federal law and state statutes require that the care of the poor be removed from the often conflicting interest of the political arena.





CORE VALUES & PLEDGE OF SERVICE

- * **We are: A TEAM** - Maximize Diversity
- * **We are: A FAMILY** - Family First
- * **We are: LEADERS** - We love and care for each other
- * **We are: PROFESSIONALS** - Meet / Exceed Expectations
- * **We have: RESPECT** - Follow the Golden Rule
- * **We have: INTEGRITY** - Do the RIGHT thing
- * **We have: RHYTHM** - In order to hit our stride

WE WILL SELFLESSLY SACRIFICE - The Customer & The Agency come first

WE WILL TRANSFORM - Adaptive/Cohesive/Resilient

WE WILL PLAN - Early & Often to stay in rhythm

SAFETY IS PARAMOUNT S.T.O.P.P. - Stop. Think. Observe. Plan. Proceed.

OUR PLEDGE OF SERVICE

- * To service you in a timely, courteous and efficient manner.
- * To provide you an opportunity to ask questions regarding benefits and programs or services that are available.
- * To answer any questions regarding benefits, programs or services and have the program explained to you in a manner that will help you understand program benefits and requirements.
- * To provide written notification if your benefits are reduced or discontinued.
- * To keep all the information you provide private and confidential.
- * To provide immediate and/or emergency assistance benefits where applicable. If you can demonstrate you are in immediate need when you apply, you have the right to immediate assistance while your application is being processed.
- * To offer you the opportunity to examine your case file in accordance with the Open Public Records Act.
- * To offer you a fair hearing if you disagree with any action taken on your case or the agency does not respond to your application.



HISTORICAL FACTS

Members elect of the Mercer County Welfare Board met on February 19, 1932 for the purpose of forming a permanent organization. The meetings were held on the third Wednesday of each month.

Members included:

- * John O. Gretton, Freeholder
- * Walter M. Carson, Freeholder
- * Fred C. Beans, County Adjuster
- * Marian Eckstein
- * Winfield S. Fell
- * Thaddeus Burns
- * Elizabeth P. Disborough
- * William Williams, Jr.



In February 1979, Mercer County Welfare Board, which was one of 21 County Welfare Agencies (CWAs) in New Jersey, changed it's name to Mercer County Board of Social Services.

Who were our Directors?

- * Thomas W. Yates
- * Richard Dougherty
- * Patrick Magee
- * Dennis Micai
- * Frank Cirillo
- * Barbara Buckley - *1st female Director of MCBOSS*
- * Jeffrey M. Mascoll - *1st African American Director of MCBOSS, 1st Fiscal Officer to become Director of MCBOSS, 30 year Army veteran, rank: Colonel*





Who were our Deputy Directors?

- * Helen Wolf
- * Joseph Ramus
- * Joyce Gallagher
- * William R. Krisak
- * Barbara Buckley

We have been in four buildings that were all located in Trenton, NJ

- * 545 South Broad Street
- * 612 South Broad Street
- * 120 S. Stockton Street & Front Street
- * 200 Woolverton Street

The Child Support and Paternity Department (CSP) began in 1975 with the enactment of (Title IVD) of the Social Security Act for the purpose of establishing and enforcing support obligations owed by non-custodial parents to their children.

The Food Stamp Act of 1977 (PL 88-525) authorized the Food and Nutrition Service (FNS) to experiment with alternative methods for the delivery of Food Stamp Program (FSP) benefits. Hence, the Electronic Benefits Transfer (EBT) card took the place of food stamp coupons in August 1997.

In 1996, Congress passed the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) which led to federal changes in public assistance programs.

There were four stated goals:

- * Provide assistance to needy families so that children may be cared for in their own homes or in the homes of relatives
- * End the dependence of needy parents on government benefits by promoting job preparation, work and marriage
- * Prevent and reduce the incidence of out-of-wedlock pregnancies and establish numerical goals for preventing and reducing the incident of teen pregnancies
- * Encourage the formation and maintenance of two-parent families

Consolidation of Municipal General Assistance Program with Mercer County Board of Social Services began in 1998 and was successfully completed in June 1999.

MCBOSS extended agency hours in 1999. The agency is open 8:30am until 8:30pm on Tuesday.

The New Card Registration Tracking System was implemented in 2000.



THUNDER DAY JUNE 7, 2018



Thunder Day was an astounding hit for current and retired employees and family members. On this evening we came together not only as past and present co-workers but as a group of friends and family enjoying the nation's favorite past time.

The highlight of the evening was the presentation of the Cloudman Hometown Heroes Award which recognizes and celebrates individuals and groups that perform inspirational, selfless acts of kindness in our community. On this evening Director, Jeffrey M. Mascoll was recognized as the Cloudman Hometown Hero of the game for his 30 years of service in the armed forces.





DIRECTOR'S REPORT

Jeffrey M. Mascoll
Director



As we launch into another exciting year at Mercer County Board of Social Services (MCBOSS), I would like to take this time to celebrate another great year! 2018 has been an active year for our agency. With change being the norm, 2018 provided both challenges and opportunities. As you review the annual report I trust you will find it helpful in understanding the full range of services available to the residents of Mercer County.

Strategic objectives in 2018 focused on moving the agency towards higher operational efficiencies in servicing our customers and improving lines of communication. Ongoing business operations and business processes were critically evaluated and will continue to be fine-tuned as we cross from year to year. The agency will remain focused on addressing the critical needs of the public and those most vulnerable living in Mercer County. All past accomplishments and future goals and objectives will be reassessed annually. Priorities will then be reestablished based on emergent business requirements.



2018 Year in Review

At the core, we are thrilled and committed to providing continuous, and beneficial programs to the citizens of Mercer County. This was significantly strengthened this past year with the introduction of our New MCBOSS Website; located at mcboss.org. The new and improved Website enabled MCBOSS to improve customer service through better communication, technology, and interaction with our customers. Additionally, surveys were created, distributed, and analyzed in an attempt to improve relations, service, and communications with our customers. Our call center improved its operational efficiency by 20+ percentage points this past year.

MCBOSS knows that our employees are our most valuable asset. That said, “Employee Empowerment”, “Employee Appreciation”, and “MCBOSS Pride”, continued to be major themes in 2018. The intent is to enrich and deepen the MCBOSS experience. Significant effort was expended raising the bar on new hires in order that deliberate hiring decisions could objectively and judiciously be made. Moreover, the requirements for a new human resource and time management system were identified. While all this was going on, we remained true to our Core Values.

Programmatically, MCBOSS continues to be a leader throughout the county and across the state. On the Medicaid front, MCBOSS closed the year 3rd in the State across all 21 counties in redeterminations. At the 2018 Garden State Employment and Training Association (GSETA) Conference, MCBOSS was proud to announce that one of our TANF recipients received the GSETA “Star Award” for the strides she made on the road to self-sufficiency. Our ultimate charter and final destination is that every Mercer County resident attains self-sufficiency. Until this goal is achieved, our work will continue alleviating barriers, providing services.

MCBOSS is taking aim at being the top County Welfare Agency (CWA) in the state. As caseloads continue to decline, each department continues to work diligently to improve services to our customers. Additionally, internal procedures were reviewed and fine-tuned in order promote integrity, accountability, and operational efficiency. Each department’s successes are delineated in the following pages of this report. The lives that we have transformed and the achievements that we have made would not have been possible without the dedication and commitment of the staff, our Board, and our community partners. For this, we extend our heartfelt appreciation and look forward to your continued support.



Challenges and Goals for 2019

Working together as a team we have embarked on an “All In” initiative in the last quarter of 2018 in order to expedite the transition to an electronic record room. This transition will be layered with challenges and will likely entail a systems, productivity, and business process review. That said, I am positive that we will continue to successfully tackle every task and conquer every challenge that lay ahead.

Looking ahead, we will raise the bar in a number of areas to include customer focus, productivity benchmarks, and technological systems. We will continue working with our community partners to ensure we have integrated systems in place that promote self-sufficiency. Moving forward, we will take the lessons that we have learned from our experiences last year and make things better into the future.

The business plan for 2019 will clearly articulate our goals and objectives for the year ahead. Despite distractions that will divert our attention, we must remain focused and aligned with our business objectives. We will continue working at improving the customer service experience, better communications with both internal and external partners, productivity improvements, and technological advancements. In addition to expanding the “All In” Initiative across the agency, we will implement a new Human Resource and Time and Attendance System.

I am proud to present the Mercer County Board of Social Services 2018 Annual Report.





CASE BANK DEPARTMENT



Scott Thompson

Assistant
Administrative
Supervisor of IM

Linda Salay

Administrative
Supervisor
of IM

Ken Rogoza

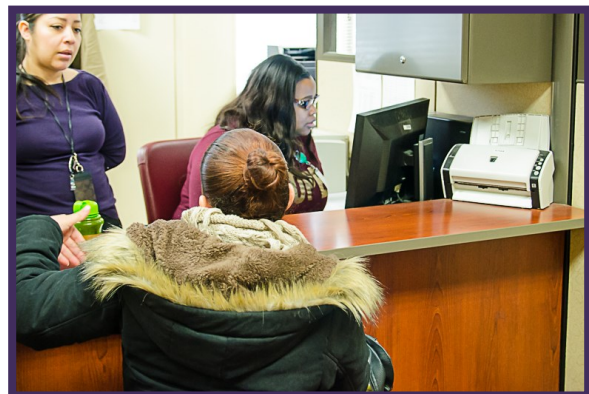
Assistant
Administrative
Supervisor of IM

The Case Bank Department's purpose is to provide economic, nutritional and medical assistance to individuals and families of Mercer County. While there is always room for improvement, we take pride in knowing that we provide this service both compassionately and expeditiously. It is our responsibility to assure that the financial needs of the most vulnerable residents of our county are assisted while following the guidelines and regulations. The programs the department administers are the Work First New Jersey Program which includes the Temporary Assistance to Needy Family (TANF) Program and the General Assistance (GA) Program; the NJ Family Care Program and the Supplement Work Support (SWS) Program.



- * **Temporary Assistance to Needy Families (TANF)** – Provides time limited cash assistance to single adults or couples with dependent children subject to income and resource guidelines and other non-financial eligibility requirements.
- * **General Assistance (GA)** – Provides time limited cash assistance to single adults or couples without dependent children subject to income and resource guidelines and other non-financial eligibility requirements.
- * **Supplemental Nutritional Assistance Program (SNAP)** – Provides nutritional assistance to lower-income individuals and families who meet the financial and non-financial requirements of the program.
- * **Refugee Resettlement Program (RRP)** – Provides cash to refugee families who otherwise meet the financial and non-financial requirements of the program.
- * **NJ Family Care** – Provides medical coverage for single adults, couples and families who meet the financial and non-financial requirements of the program.
- * **Supplemental Work Support (SWS)** – Provides employed customer's receiving a partial TANF grant, the opportunity to withdraw from TANF and receive a \$200 grant along with the other post TANF services available, such as child care and transportation.

The department consists of 145 staff who all in some way contribute to serving the needs of the residents of our county. We have staff whose main responsibility consists of interviewing customers who are applying for benefits, staff whose main function is to review and determine eligibility for those benefits and clerical staff who provide immeasurable back up support. In addition to our main office, the department provides accessibility for our customers by stationing 2 full-time professional staff to assist customers at the following sites: Henry J Austin, Capital Health at Hopewell (T, R) and Capital Health at Fuld (M, W, F). Added services are provided at the Rescue Mission one evening per week. The department performs home visits when appropriate.





Department Achievements in 2018

- * The Case Bank Department consistently maintains the timely processing of SNAP applications at or above 95%.
- * The Case Bank Department has made significant improvements in the efficiency of the Customer Service Call Center.
- * The Case Bank Department has improved the Recertification processing time thereby assuring that customers receive their SNAP benefits in a timely fashion.
- * The Case Bank Department in conjunction with the Medical Assistance Department has reduced the backlog of Medicaid redeterminations to less than 5%.

Challenges for 2019

- * Improve customer wait time in our reception area without adversely affecting the timely processing of applications, etc.
- * Identify areas among departmental staff that require additional training.
- * Review departmental processes to evaluate for ways to reduce the unnecessary use of paper without adversely affecting work output.
- * Strive to identify and implement new ways to accommodate our hearing and visually impaired customers.

Goals for 2019

- * Expand the department's use of the Onetrac system.
- * Improve the overall efficiency of the department.
- * Hire Spanish speaking interpreters to improve customer service.
- * Continue to improve upon the gains made in relation to the timeliness of Medicaid redeterminations in conjunction with the Medical Assistance Department.



2018

Statistics

CASE BANK DEPARTMENT

THERE ARE **14,845 SNAP HOUSEHOLDS**
IN MERCER COUNTY CONSISTING OF:

14,052
ADULTS

13,670
CHILDREN

OF WHICH:

4,103
ARE AT LEAST 60 YEARS OF AGE

9,249
ARE DISABLED

THERE ARE **720 TANF FAMILIES** IN MERCER COUNTY
CONSISTING OF:

475
ADULTS

1,252
CHILDREN

**GA RECIPIENTS IN
MERCER COUNTY**

633
ADULTS



MEDICAL ASSISTANCE

Deborah Slabicki

Assistant
Administrative
Supervisor of IM

Margaret Lewallen

Administrative
Supervisor of IM



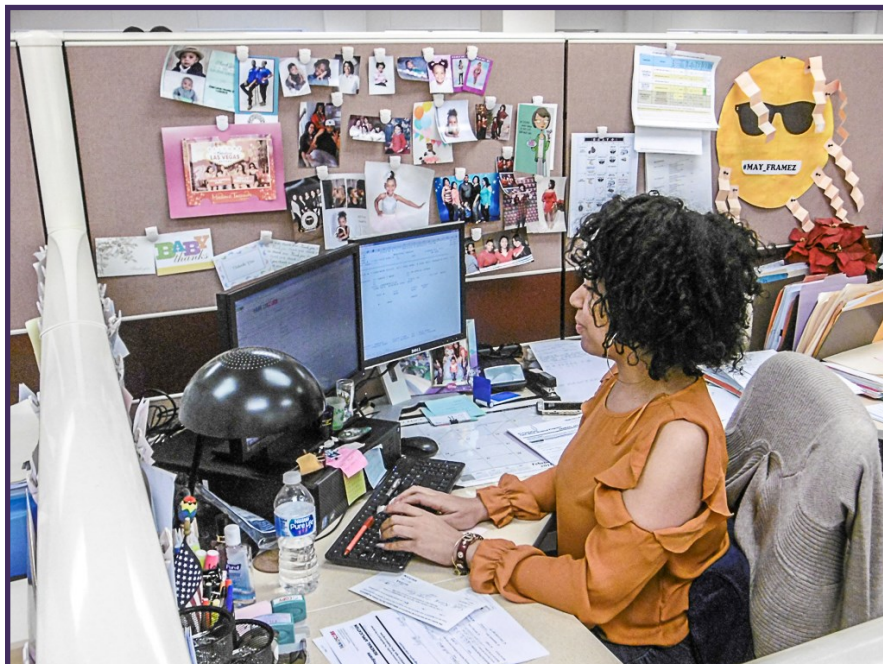
Medicaid is the State and Federal funded medical assistance program for children and adults with low-to moderate income and resources. In NJ the Medicaid program is known as NJ Familycare; benefits are provided to most eligible recipients through health maintenance organizations. In Mercer County, applicants can select coverage from among five nationally recognized health plans. Medicaid coverage in NJ is a comprehensive health insurance program that provides coverage for doctors, hospitals, prescriptions, various therapies, preventive care, and long term care coverage in the community or in a facility. There are many different programs under NJ Familycare, all geared to serve different populations. Each program has different financial standards and regulations. Coverage is available for children, families, pregnant women, single adults, and childless couples. Coverage is also available to elderly, blind, and disabled individuals in the community and in long term care facilities. The coverage for long term care services is known as MLTSS (Managed Long Term Services and Supports). Undocumented immigrants or immigrants with less than five years Legal Permanent Resident status may also be eligible for coverage for emergency services under NJ Familycare.



The Medical Assistance Department at MCBOS is comprised of 3 Intake/Pending Units, with a total staff of 25 that are responsible for taking applications and determining eligibility for new applicants for all Medicaid programs. There are also 2 Redetermination Units, with a total staff of 17 that are responsible for annually redetermining eligibility for Medicaid clients living in the community. In addition we have 1 Redetermination Unit with a staff of 5 that is responsible for managing all Medicaid cases for clients receiving MLTSS services. Our workers handle all programs under NJ Familycare in a caseload format and their caseloads are monitored continually to ensure that all clients' needs are met.

Department Achievements in 2018

- * The MLTSS Redetermination Unit opened in August, 2018; all active MLTSS cases were reassigned from the other units to the new MLTSS dedicated unit.
- * Caseloads were adjusted within the 2 Community Redetermination units to balance the work load resulting in the average worker now responsible for a caseload of 765 cases.
- * Seven staff members were promoted to higher positions within the department due to vacancies ensuring continuity of knowledge and professional development of staff.
- * Staff diligently increased the average of current Medicaid work to 96.80% from 86.66%. This means that 96.80% of all Medicaid redeterminations in 2018 were completed timely.
- * Staff began a Portal Pilot with DMAHS in 9/2018. Our findings and input will influence the revisions that will be required prior to all county Medicaid offices utilizing the Portal.





Challenges for 2019

- * The PERM (Payment Error Rate Measurement) Audit will continue throughout 2019. This is a Federal audit which reviews the eligibility determinations made on Medicaid cases.
- * The switch from mostly mail in applications to online applications will require changes in business practices within the department.
- * Continuous training of staff will be required to keep abreast of the changes occurring to the Medicaid programs statewide.
- * The requirement to store case records electronically will require training and supervision of staff to ensure that case files are scanned and filed expeditiously and correctly.
- * While electronic communication with customers is helpful it is essential that we continue to maintain personal interaction. Our customers needs will always be our concern.

Goals for 2019

- * The Medical Assistance Department will strive to pass the PERM audit and to use the findings of the audit to make improvements beneficial to our customers and staff.
- * Our department will receive more online NJ Familycare applications by beginning to receive the applications that are currently being diverted to the State Vendor.
- * The Medical Assistance Department will strive to remain current in our work assignments while continuing to improve our performance in the delivery of benefits to our customers .
- * The Medical Assistance Department staff will receive training so as to take part in scanning, classifying, and indexing case records into the electronic database.
- * Staff will focus more on Administratively Renewing Medicaid cases rather than processing them through the mail once all cases have been added to the electronic database.



2018

Statistics

MEDICAL ASSISTANCE

Processed

6,523

NEW APPLICATIONS

12,311

REDETERMINATIONS

9,388

CHANGES

MEDICAID RECIPIENTS IN MERCER COUNTY

32,928

CHILDREN

21,755

ADULTS

15,266

**ELDERLY, BLIND,
DISABLED**

Timeliness

REDETERMINATION PROCESSING TIMELINESS INCREASED

FROM 95.20% TO 98.07%



SOCIAL SERVICES

Dawn Armstead

Assistant
Administrative
Supervisor of
Social Services

Christina Harcar

Administrative
Supervisor of
Social Services



The Social Service Department is involved in the provision of services in a number of program areas. These programs are designed to impact the neediest customers covered under public assistance, as well as those with the most serious need, with the least resources.

The primary recipients of services are those individuals, or families who are most vulnerable and lack natural support systems. This population includes: persons eligible for Temporary Assistance to Needy Families (TANF), Supplemental Security Income (SSI), General Assistance (GA), and all residents of congregate living facilities under the purview of the Rooming and Boarding Home Act of 1979. Adults needing protective services and persons needing information and referral are served without regard to income.

The following represents a listing of the Social Service Programs available in 2018:

Adult Protective Services (APS) And Adult Social Services

Services provided include investigations of alleged Abuse, Neglect and Exploitation of adults 18 years or older residing in a community setting.

Supportive Services may include Home Health Aide, Respite Care, Safe Housing Services, Legal Services for Guardianship, Conservatorship and Power of Attorney.



Emergency Assistance (EA)

Emergency Assistance can provide emergency services to eligible TANF, SSI and GA recipients of Mercer County for housing, shelter placement, food, clothing and furniture.

24-Hour Homeless Hotline

In 2018, the Board contracted with the County of Mercer Human Services Department for the 24 Hour Homeless Hotline, to provide emergency placement, assessment and referral services to individuals and families who find themselves homeless in Mercer County.

The Hotline is managed by the Family Housing Initiative unit at the Board during normal work hours. After hours, Social Service staff is on call to assist Mercer County residents who find themselves homeless.

A one-time emergency placement within a calendar year.





Work First New Jersey

The Work First New Jersey (WFNJ) Program was designed to emphasize personal responsibility, instill dignity, promote self-sufficiency and pride through work, and strongly reinforce all parents' responsibilities for their child(ren) through strict enforcement of child support requirements. By placing work activities as a mandatory step in the eligibility process, the customer is encouraged to engage in the real world of work and learn to cope with this new responsibility as it relates to his/her family situation.

Support Services are offered to our TANF and Post TANF customers who are employed or in a work activity and they include:

- * Child Care/Transitional Childcare
- * Bus pass/Extended Work Pass
- * Supplemental Work Support
- * Roads to Success Program

Since its inception in November 2017; Youths Envisioning Success (Y.E.S.!) Program has served 36 participants and 26 of them have obtained employment which is the goal of the Work First New Jersey Program. Five participants received training certifications and two obtained their high school diploma making them more employable.

MCBOSS TANF Case Managers and Mercer County One Stop staff worked together to revamp the WFNJ Program in Mercer County. Every TANF participant is given the opportunity to receive training in the field of their choice which is new for our customers. They have a better chance of being successful in their work activity if they decide their own career path.

A TANF customer was honored as a STAR (Student Training Achievement Recognition Award) Awardee at the 36th Annual GSETA Workforce Development Conference. This award is given to someone who has overcome obstacles in their life and persevered to become self-sufficient and leave the welfare rolls. Although this awardee accomplished this goal she had the support of both a SAIF and WFNJ Case Manager every step of the way.

The GA Case Management and GA EA units have collaborated with the Rescue Mission to help streamline the application process for cash and housing assistance for Rescue Mission residents. We have one worker assigned to facilitate this process so that these hard to serve customers don't slip through the cracks.



Challenges for 2019

The integration of the CARES and OMEGA system will allow our WFNJ customers to receive childcare services even after becoming non-compliant with their work activity which could negatively affect Mercer County’s work participation rate. Previously, childcare was an incentive for our WFNJ customers to attend their work activity but now that is no longer the case.

Goals for 2019

- * Improve communication within the Social Service Department to better service our customers. The goals set with our customers should be the same for WFNJ, EA and SAIF workers. They all should be working together to have a plan of action for their customers to achieve their goals and executing the plan in an orderly fashion.
- * Although we have not reached the #1 spot in the work participation rate in 2018 it still remains a goal for 2019.

2018

Statistics

SOCIAL SERVICES

Homeless Hotline

2,312

CALLS RECEIVED

1,144

PEOPLE PLACED

815

NIGHTS

Code Blue

104

PLACED UNDER
CODE BLUE

SAIF

60

CASES REFERRED TO THE
SAIF PROGRAM

APS

180

REFERRED FOR
INVESTIGATION



MCBOSS FAMILY FUN DAY

MCBOSS held its 2nd annual Family Fun Day on August 4, 2018, at Liberty Lake. Employees, retirees and family members enjoyed a day filled with activities for all.

Activities included friendly competition amongst departments. Everyone participated with the idea of winning, whether it was sitting under the pavilion playing bingo or out on the field playing kickball. Some of the prizes included gift baskets and gift cards, but some winners merely wanted bragging rights.

193 guests enjoyed great food and fun activities.





CHILD SUPPORT AND PATERNITY

Deborah Slabicki

Assistant
Administrative
Supervisor of IM

Margaret Lewallen

Administrative
Supervisor of IM



The purpose of the Child Support and Paternity Program is to establish Paternity, Child Support and Medical obligations to provide financial security for children. All residents of Mercer County are entitled to receive CSP services from the Child Support and Paternity Department at MCBOSS. Families who receive WFNJ/TANF benefits are generally required to cooperate in establishing paternity and obtaining child support for children in the household. This provides our TANF customers with a child support order which will provide financial self-sufficiency long after a TANF grant is closed. Our staff can also provide locate services for Mercer County residents who do not receive other benefits through MCBOSS for a \$6.00 fee. Child Support services are administered through the cooperative efforts of MCBOSS, the Superior Court Family and Probation Divisions, and the Sheriff's Office. Since this is a program that can only operate successfully if all agencies work in a cohesive manner, MCBOSS hosted two Partnership meetings during 2018. Both meetings were successful due to the amount of knowledge that was shared and the working arrangements that were established. Future meetings will be scheduled in 2019.



MCBOSS began a pilot program with the Mercer County Sherriff's Office, one of the entities charged with the enforcement of CSP orders. This pilot program includes assistance from the Sherriff's Office in locating and serving non-custodial parents in order to obtain establishment of a child support order. The Sherriff's Office involvement should lead to greater success in support orders being established.

The Office of Child Support Services launched a new and improved NJKiDS system, referred to as NJKiDS 2.0 in November, 2018. The functionality of the system remains the same, yet the look and the navigation methods have all been updated making the system more user friendly.

The Child Support and Paternity Department at MCBOSS is comprised of an Intake unit which is responsible for screening all applicants and conducting all initial interviews; two ongoing units which oversee active CSP cases and process CSP applications by locating non-custodial parents and filing for support orders; and one clerical support unit.

Department Achievements in 2018

- * MCBOSS continued to perform above state average in 9 out of 10 key performance standards as reviewed and reported quarterly by the Office of Child Support Services.
- * Caseloads were revised and reallocated to ensure cross training of staff as well as an equitable distribution of assignments.
- * Three CSP staff members were promoted in the department due to vacancies which maintained continuity of knowledge and professional development of staff.
- * MCBOSS began a Sherriff's Office pilot which includes the delivery of personal service for non-custodial parents. This will help to increase our rate of support order establishment.
- * Every CSP staff member successfully completed mandatory training at the Child Support Institute (CSI) on the new NJKids2.0 prior to the system launch date of November 5, 2018.





Challenges for 2019

- * Although all staff has been trained on the new NJKiDS 2.0 system, they will need to continue to acclimate to the updated screens and navigation methods.
- * ECM is the Electronic Content Management system within NJKiDS and is still in development. Once available, various offices will be able to scan documents into NJKiDS.
- * MCBOSS is scheduled to undergo the 2019 IRS Safeguards Audit. This audit occurs once every three years and evaluates our compliance with IRS Publication 1075.
- * In order to achieve success with the Sherriff's Office pilot, staff will need to identify cases appropriate for referral as well as review court files in a shorter time period than previously.
- * MCBOSS expects to enter a Corrective Action Plan with the Office of Child Support Services due to performance below State average in Support Order Establishment.

Goals for 2019

- * MCBOSS will strive to increase our Support Order Establishments to above the State average in order to complete our Corrective Action Plan and better serve our customers.
- * MCBOSS staff will complete all 8 of the training modules offered through the Child Support Institute (CSI) so that their knowledge is consistent across the department.
- * MCBOSS will pass the IRS Safeguard Audit and utilize the recommendations made to improve our performance and our delivery of service to customers.
- * In an effort to better manage Child Support files, MCBOSS plans to incorporate a CSP Record Room within the CSP department. This will also ensure compliance with IRS 1075.
- * MCBOSS will begin offering a Consent Conference Program after appropriate staff are trained on the guidelines at CSI. This will increase our paternity and order establishment.



2018

Statistics

CHILD SUPPORT AND PATERNITY

659 SUPPORT COMPLAINTS AND MODIFICATION FILINGS

345 SUPPORT ORDERS ESTABLISHED

181 DNA TESTING SCHEDULED

23 UIFSA
(OUT OF STATE SUPPORT COMPLAINTS)

2,917

INTERVIEWS
CONDUCTED





FRAUD INVESTIGATION

Regina N. Brodie
Senior Investigator

Mark Stillitano
Supervisor of
Investigations



The Fraud Department conducts investigations under federal regulations to identify fraudulent activity. As a result, a determination is made to establish an intentional program violation or inadvertent household error. If substantial evidence exists, and the case meets the monetary threshold it may be referred to the Mercer County Prosecutor resulting in a possible Theft by Deception charge.

Fraud Administration – The Supervisor of Investigations manages the five units that comprise the Fraud Department and completes all internal investigations. He is responsible for assuring the department adheres to state and federal guidelines. The Senior Investigator assists in managing the department and supervises the Special Investigation Unit. She assists in planning, developing, and directing the daily operations of the department. She directly supervises, assigns and approves cases for 9 investigators and 2 senior clerk typists.

FIS Intake – Records and tracks the referrals that are generated from various sources in and outside of the agency. The staff is responsible for the maintenance and security of the fraud record room.

Special Investigations Unit – Proactively conducts front and backend investigations to detect, prevent and prosecute intentional program violations of programs. The investigators conduct field and backend investigative work to establish the evidence to substantiate a claim.



Claims Determination Unit – The function of this unit is to determine if there is an overpayment. The unit will calculate these overpayments and input on ABACUS

Claims Recovery Unit – The Claims Recovery Unit has many functions: collecting outstanding claims that are owed to MCBSS through both voluntary and involuntary methods, converting nonfraud claims to fraud claims when administrative disqualification waivers and ADH final decisions are received, transferring claims both in and out of county, and reviewing IEVS hits for Medicaid cases for unreported income and resources.





Department Achievements in 2018

- * Successful completion of the 2018 Management Evaluation (ME) Review with minimal corrective action
- * 1 million dollars in collections
- * Reorganized FRAUD department structure for 2019
- * Implemented cross training for all Fraud staff
- * Initiated monthly staff meetings to address concerns for department efficiency.

Challenges for 2019

- * Challenges of cross training
- * Adapting to changing demands of FNS and the State
- * Possible decertification
- * Reorganization of FIS file room

Goals for 2019

- * Less paper intensive
- * Reduce backlog
- * More cohesiveness among staff
- * A thoroughly cross trained staff with comprehensive knowledge of the entire FRAUD Department
- * An effective and efficient FIS file room

736

Referrals Received In 2018

988

Referrals Completed for
2017 & 2018

\$945,999

Collected



CHIEF OF ADMINISTRATIVE SERVICES

Annette Lartigue
Chief of Administrative Services



Office of Administrative Services provides supportive services to insure the Mercer County Board of Social Services facilities run smoothly and efficiently.





Department Achievements in 2018

- * Improved the efficiency of the agency support services
- * Increased staff coaching, mentoring and training opportunities
- * Acheived greater productivity through our evaluation and benchmarking processes
- * Initiated a departmental reorganization plan
- * Broadened and refined our departmental staff succession plan

Challenges for 2019

- * Special Projects
- * Increased workloads (DIMS/All-In/Charters)
- * Succession plan for the COAS office

Goals for 2019

- * Operational excellence
- * Productivity success
- * Strategic communication
- * Responsible stewardship of allocated resources
- * Create a best practice for all COAS department new hires





FINANCE DEPARTMENT

Blanca I. Lagares
Senior Accountant

Geralyn A. Schneider
Fiscal Officer



The Finance Department has the responsibility for performing the accounting, budgeting and financial reporting activities for the Mercer County Board of Social Services. The supervisory duties are divided into four major areas: administration/payroll, client benefits, collections fiscal, and child support/paternity-bus pass.

Accounting

The State Division of Family Development (DFD) mandates that the agency adhere to the guidelines and procedures outlined in their accounting manual, known as Ruling 12. The majority of receipts and disbursements are accounted for through the following six major accounts:

- * **Administration Account** – Records activities for administrative expenses of the agency, such as salaries, employee fringe benefits, travel expenses, office expenses, and other administrative expenses. Various grant funds contracted to the agency are also maintained in this account.
- * **Assistance Account** – Records payments for public assistance benefits known as Work First New Jersey. This account covers the Temporary Assistance for Needy Families (TANF) program and Supplemental Security Income (SSI).



- * **Child Support and Paternity Account** – Records funds received and disbursed for the Child Support and Paternity Program. Child Support collections received from Mercer and other county probation offices, direct payments received from absent parents and third party recoveries are disbursed to clients or returned to the State to reimburse public assistance given to eligible clients.
- * **Clearing Account** – Records funds received that represent a recoupment of various types of overpayments and recoveries that are subsequently reimbursed to the State.
- * **Reach Account** – Records payments for transportation related expenses such as bus passes and payments for clients who are working or participating in employment related activities.
- * **General Assistance Account** – Records payments for public assistance and emergency assistance for General Assistance clients

2018

Statistics

FINANCE DEPARTMENT

\$58,065,837

Total 2018 Budget

OVER **15,300** NJ TRANSIT BUS
PASSES AND TICKETS DISTRIBUTED;
OVER 2,600 CUSTOMERS HAND-
DELIVERED AT OUR AGENCY

Collections

\$1.9 million

COLLECTIONS DEPARTMENT

INCLUDING **\$996,495** IN CASH/MONEY
ORDERS/CHECKS

\$1.8 million

CSP FISCAL COLLECTIONS

Checks and EBT Processed

\$7.5 MILLION

WFNJ CUSTOMERS

\$2.6 MILLION

GENERAL ASSISTANCE
CUSTOMERS



Department Achievements in 2018

- * Achieved no findings in annual Single Audit conducted by Mercadien, P.C.
- * Successfully completed our first Pension Audit in July 2018
- * Reorganized the Department to allow increased focus on Collections in line with increased scrutiny by FNS
- * Achieved no findings in the LIHEAP audit conducted by Withum

Challenges for 2019

- * Continue current levels of services provided to customers despite funding allocation cuts
- * Conversion to a new HRIS system and Payroll system
- * Increase expectations of Collections system actions by FNS and DFD

Goals for 2019

- * Cross train staff and devise optimal operating efficiencies without losing internal controls
- * Research banking processes for cost savings, efficiencies, and fraud prevention
- * Review and update W-9 and 1099 process for MCBOSS system issuances
- * Continue development of Internal Audit strategy to proactively provide program review prior to external audits
- * Research procurement and fixed asset system possibilities for action in 2020





GENERAL SERVICES DEPARTMENT

Michael Danbury
Assistant Chief Clerk

Sandra King
Chief Clerk



The General Services Department provides clerical support services, facility management and security.

In addition to the Administrative office, our department consists of The Record Room, Case Processing, Eligibility Support Unit, Purchasing, Mail Room/ Motor Pool, and Maintenance.

Record Room and Case Processing units maintain the customer records for all programs.

The **Eligibility Support Unit (ESU)** issues the appointment letters for recertification/ redetermination for TANF, Medicaid, SNAS, and SNAP programs.

The **Purchasing Department** procures supplies and maintains an agency inventory database. The Mail Room is responsible for processing incoming and outgoing mail.

Motor Pool is responsible to maintain a fleet of vehicles in safe operating condition.

The **Maintenance Department** handles the routine building maintenance and coordinates building repairs with NEXUS Building Management and other professional contractors as needed.



Department Achievements in 2018

- * New staff hired and trained for departmental vacancies.
- * Trained staff on the new Document Imaging Management System (DIMS)
- * Renovation of the Copy Room.
- * Renovation of ESU, Medicaid and Reception interview area including replacement of the flooring. Also the replacement of the flooring in the MIS Server Room.
- * Coordinated with NEXUS for the Painting Project to have the entire building repainted.

Challenges for 2019

- * Eliminate vacancies by hiring and training new staff.
- * Update the Fixed Asset system and train appropriate staff.
- * Cross-train essential staff as needed.
- * Eliminate the DIMS backlog.

Goals for 2019

- * Remain current with scanning the incoming work into our departments.
- * Build a stronger working relationship with NEXUS Property Management.

1,472,870

PAGES SCANNED

317,781

DOCUMENTS SCANNED

1,111

REQUESTS FOR COPIES

1,374

**REQUESTS FOR
OFFICE SUPPLIES**

55,274

**PIECES OF
INCOMING MAIL**

193,961

**PIECES OF
OUTGOING MAIL**

4,596

**MAINTENANCE
REQUESTS**

ISSUED **13,905** SNAP 60 LETTERS, **1,293** SNAP 100 LETTERS, MAILED **66,932** SGN'S, MAILED **161** GET A RIDE LETTERS, MAILED **17,459** MEDICAID RECERTIFICATION LETTERS, MAILED **11,756** NEW HIRE REQUESTS, MAILED **2,146** EPSDT LETTERS AND **1,548** VOTERS REGISTRATION APPLICATIONS.



INTERNATIONAL DAY OF PEACE - SEPTEMBER 21, 2018

The International Day of Peace is observed yearly around the world on September 21st. This day has been declared a day devoted to strengthening the ideals of peace. On September 21, 2018, MCBOSS celebrated International Day of Peace; honoring the 2018 theme, "Right to Peace", which celebrated the 70th anniversary of the Universal Declaration of Human Rights. MCBOSS's theme was "Peace in my Heart", which focused on simple acts of kindness, and giving back to the community and the people we serve. MCBOSS employees participated in making 300 bag lunches, which were donated to the Rescue Mission of Trenton; honored the agencies diverse heritage with a Parade of Flags; a Feast for Peace; plus, a moment of silence, which is heard around the world. The day ended with a "Change for Change" challenge, which raised money to purchase gift cards to feed the homeless.





HUMAN RESOURCES

Delores G. Smith
Personnel Officer

Patricia Schwing
Principal Personnel
Technician



The Human Resources Department has a multifaceted role at Mercer County Board of Social Services (MCBOSS) in partnership with the numerous departments within the organization and as a provider of services and support to the Board's employees.

Responsibilities in the Human Resources Department include, but are not limited to, managing health benefits, time and attendance, personnel matters, civil service actions, leaves of absences, disciplinary actions and much more.

Human Resources staff seeks to provide services that promote workplace guidance and professional development while firmly upholding the tenets of confidentiality, accountability and trust. The integrity and respect displayed by our staff allows employees to receive the guidance and customer service expected.

Our commitment to the pledge of service for our employees is firmly established. We strive to provide our customers the most current, accurate and available information.

We have a diverse workforce with a variety of skill sets. These skills and experiences enhance our adaptability to effectively address employee concerns.



Currently, Human Resources is researching a Human Resource Information System (HRIS) to help us improve our rhythm and stride. The new system will have an employee dashboard with self-service features. Time and Attendance will be automated. We are a professional team striving to meet or exceed our employee needs.

Department Achievements in 2018

- * The HRIS team made onsite visitations to various county agencies to inquire, review and see demonstrations of their HRIS.
- * Completed Time and Attendance Project Plan
- * Hired a Community Work Experience Program permanent as a permanent employee of MCBOS
- * Reviewed various titles for succession planning for the agency and will continue in 2019

Challenges for 2019

- * Implementation of combined HRIS, Time and Attendance and Human Resources upgrade
- * Redesign seasonal assistant student work program
- * Create performance benchmarks with the Training Department
- * Capture and streamline HR procedures

Goals for 2019

- * The Implementation of a combined HRIS, Time and Attendance and Human Resources upgrade
- * Online college recruitment for Seasonal Assistant Summer Work Program
- * Continue to research alternative titles to be used in succession planning



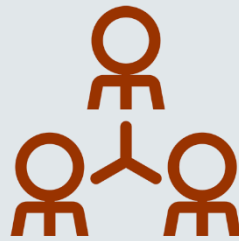


2018

Statistics

HUMAN RESOURCES

27
NEW EMPLOYEES
HIRED



63
PROMOTIONAL
APPOINTMENTS

34
SEASONAL
ASSISTANTS

1
INTERGOVERNMENTAL
TRANSFER HIRED



217
NEW EMPLOYMENT
APPLICATIONS





OFFICE OF THE HUMAN SERVICES COORDINATOR

Gerald De Lorenzo
Human Services Coordinator



The Office of the Human Services Coordinator operates under the auspices of the Director of Welfare.

The office is responsible for the management of all program related contracts at Mercer County Board of Social Services (MCBOSS). This includes contract development, negotiation and preparation. Currently, there are fifteen program contracts and seven home health aide agency vendor contracts administered by this office.

The Human Services Coordinator also functions as the agency's American with Disabilities Act coordinator. The office is responsible for the management of the procedural process for providing services to individuals with disabilities under section 505 of the Rehabilitation Act and the American with Disabilities Act. This includes the provision of appropriate services to ensure equal access to programs to individuals with disabilities.



Program quality control is another facet of the office of the Human Services Coordinator. The coordinator acts as the quality control liaison for Temporary Assistance to Needy Families (TANF), New Jersey Supplemental Nutrition Assistance Program (NJ SNAP), New Jersey Family Care and Low Income Home Energy Assistance Program (LIHEAP)/Universal Service Fund (USF) programs whose responsibilities are to coordinate eligibility staff and monitor program compliance; which also includes the development of corrective action plans required to address any program deficiencies.

The agency's "Roads to Success" transportation program initiative is also administered through this office. This initiative is funded through a grant from the New Jersey Department of Human Services, Division of Family Development. The purpose of this program is to provide transportation related services to eligible TANF program recipients in an effort to promote and sustain self-sufficiency.

In addition, the Human Services Coordinator is responsible to manage special agency projects that may arise.

Department Achievements in 2018

- * One of the Board's CWEP participants was hired as a full time employee at MCBOSS

Challenges for 2019

- * Develop a new business plan for electronic filing within the agency

Goals for 2019

- * Develop new program grants as well as increasing funding allocations for existing grants.
- * Expand the CWEP program at MCBOSS





LEGAL DEPARTMENT

Joshua Markowitz
Board Counsel



The Mercer County Board of Social services Legal Department consists of part-time attorneys, one paralegal Specialist and three clerical personnel.

All attorneys have specific assignments within each department of the agency. The breakdown of the attorneys and their responsibilities is as follows:

Joshua Markowitz is Chief Counsel to Mercer County Board of Social Services and is responsible for all legal actions brought by and against the agency, advice to the board, attendance at Board meeting and directly deals with legal issues and problems for the Director and all of administration. Additionally, he is responsible for all the civil collections for both fraud and /or administrative errors involving TANF/GA overpayments, Food Stamp overpayments, Medicaid overpayments, civil rights actions and EEOC Complaints. Also responsible for Funeral payments, social Security recoveries and PA10D repayments.

- * The attorneys are responsible for various other duties. Assisting with Public Employee Relations Committee (PERC) hearings, as well as assisting in Administrative Law Hearings.
- * They also appear before Family Court hearing officer as well as all chancery and matrimonial matters that are generated through the Child support and Paternity Department.



- * They are also assigned to the defense of the agency in lawsuits which are not referred to the County Counsel's office, and represent the agency on major discipline matters. Additional duties include responsibility for a Social Services contract reviews.
- * They are also assigned additional duties that include representation of Child support and Paternity activities, such as paternity trials and bankruptcy hearings.

Goals for 2019

- * Increase revenue collections.
- * Maintain success with special civil complaints
- * Identify CSP complaints appropriate for Personal Service

2018

Statistics

LEGAL DEPARTMENT

22

**SOCIAL SERVICES
CONTRACTS
REVIEWED**

119

**SUMMONSES AND
COMPLAINTS FOR
COLLECTIONS**

357

**INDIGENT AND
MEDICAID
BURIALS**

345

**CHILD SUPPORT
ORDERS
ESTABLISHED**

23

**UNIFORM INTERSTATE
FAMILY SUPPORT ACT
(UIFSA) HEARINGS**

1,458

**CHILD SUPPORT
HEARINGS**

\$15,152

PA-10D RECOVERIES

\$836,306

RECOVERED FROM 138 SOCIAL SECURITY CASES



NJ EMPLOYEES CHARITABLE CAMPAIGN

MCBOSS uses Halloween festivities to encourage staff to participate in NJ Employees Charitable Campaign (NJECC). We invite eight local agencies who are amongst over 1,100 charities listed in the Resource and Reference Guide Code Book to our annual charity fair. Each agency is given an opportunity to speak about their agency and how the donations provide assistance to our community. These charities affect communities on a local, state, national and international level. The campaign runs from October to December. Employees can also donate via website: www.charities.org/NJECC.

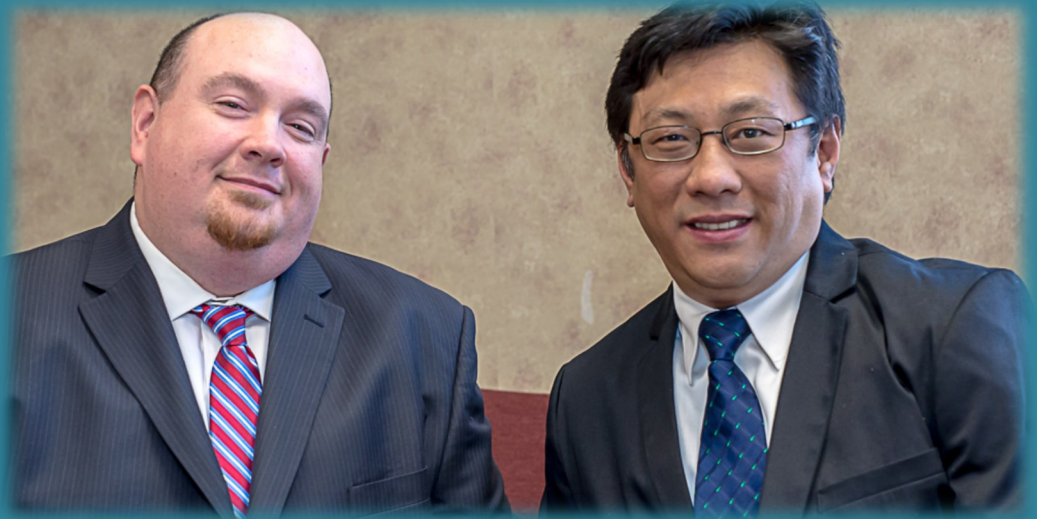




MANAGEMENT INFORMATION SYSTEMS

Lee E. Micai
Senior Systems
Analyst

Richard Wang
Data Processing
Coordinator



The Management Information Systems (MIS) Department is the exclusive provider of information technology services to the agency and acts as a liaison to the State of New Jersey for its applications. The MIS department is comprised of a team of Network Administrators, Server Engineers, Application Programmers, Data Entry Machine Operators, Computer Operators, and User Support Specialists (USS); MIS operating units consist of Project Development; Helpdesk Support Center; Document Control; Data Entry; and Enterprise Services. Our focus is to provide excellent service, and to assure a strong technology foundation for today and into the future; to meet the needs of the employees and customers of MCBOS.

A Senior Systems Analyst (SSA) is responsible for ensuring cost-effective delivery of centralized support services. The SSA provides; leadership, management, supervision, and support for the department. The SSA along with the department's Secretarial Assistant are responsible for; outsourced support services, vendor management, project management, preparing a yearly budget, expenditure management, and asset management.



A Data Processing Coordinator (DPC) oversees the daily operation and staffing of the Project Development and Enterprise Services Units. The DPC monitors ongoing performance and productivity; ensures Support Center procedures are followed and requests are escalated as necessary; identifies aging tickets and determines appropriate actions or escalations; escalating service outages and unresolved event notifications to the Senior Systems Analyst.

- * Project Development Unit provides all in-house programming and application development.
- * Enterprise Services Unit provides Tier II and III level hardware and software support; works closely with the network and infrastructure; maintains agency servers and services, including the provision of network administration services; deploys desktop solutions; provides patch management; responds to project requests.

A Supervising Computer Operator oversees the Helpdesk Support Center, Document Control and Data Entry Units; administers security access to the building; agency computer systems; acts as the Security Administrator for all DFD applications.

- * Helpdesk Support Center functions to triage with end users and provide Tier I level hardware and software support. The Helpdesk Support Center's goal is to increase response time for reported problems.
- * Document Control Unit provides archive and records management for computer documents; reprinting of reports; departmental clerical and statistical reporting; creates specific on-demand reports; handles the department's mail receipt and distribution.
- * Data Entry Unit provides support for state data entry needs including; General Assistance Automated System (GAAS), and the Family Assistance Management Information System (FAMIS); process Voucher Payments for the Income Maintenance, Social Service, Finance and Attorney offices; keys records into the Wage Reporting System (WRS), Internal Revenue Service (IRS), Unemployment Insurance Benefits (UIB), and Social Security Administration (SSA) applications for the Fraud Department; maintain W-9 protocol for the agency.

Department Achievements in 2018

- * Deployed a new IT Service Management (ITSM) solution
- * Introduced a redesigned website, improving communication between the agency and the public
- * Created an Information Technology (IT) Service Catalog, which documents the 85 services delivered to the agency
- * Improved and upgraded critical infrastructure
- * Virtual Desktop Infrastructure (VDI) integration and testing



Challenges for 2019

- * Provide end-users with infrastructure and devices to perform duties where they are; as opposed to where their office is located
- * Align information security with key findings through network penetration testing
- * Create a process workflow to make the agency more efficient by reducing paperwork and streamlining administrative functions
- * Consolidate applications that serve our Human Resource functions
- * Protect all computers from unwanted attacks from viruses, adware, spyware, and browser hijacking software

Goals for 2019

- * Upgrade and replace all end-user hardware as well as Microsoft Office Suite
- * Deploy a cloud based E-mail Archive, Data Backup & Recovery solution
- * Develop a Computer Security Incident Response Plan that will provide structured guidance for mitigating a successful cyberattack
- * Explore the use of e-learning videos as a means to enhance end user training
- * Upgrade network connectivity

5,695

TICKETS FOR ASSISTANCE
ADDRESSED AND CLOSED



4,178

BUS PASS PAYMENTS
PROCESSED



10,183

RECORDS KEYED

3,489

VOUCHER PAYMENTS
PROCESSED





QUALITY ASSESSMENT

David Rimili
Senior Administrative Analyst



The Mission of the Quality Assessment Unit is to promote effective and efficient service delivery at Mercer County Board of Social Services by applying expertise and knowledge in the area of organizational development, program evaluation, process and practice improvement, and by optimizing technology and resources.

The Unit is comprised of the Senior Administrative Analyst, Senior Program Analyst, two Procedures Analysts, and Keyboarding Clerk 3.

Unit responsibilities include providing ongoing assessment of various agency processes, developing methods to identify and rectify problem areas within agency processes, conducting compliance reviews, and administering the Random Moment Study (RMS).

The Senior Administrative Analyst is responsible for the following areas:

- * RMS Coordinator
- * Custodian of Records for the Document Imaging Management System (DIMS) and Retention and Destruction
- * Writing operational and program policies and procedures
- * Conducting compliance reviews



Department Achievements in 2018

- * Retained the responsibility for the RMS, a sampling plan for allocating expenditures for staff assigned to specific employee work units
- * Evaluated and created various agency policies, procedures, in conjunction with agency standards
- * Developed and implemented standard operating procedures for the new DIMS software
- * Performed value-added audits
- * Performed user acceptance testing

Goals for 2019

- * Assist in creating standards for the agency and criteria for the standards
- * Assist in creating policies and procedures in conjunction with agency standards
- * Improve process efficiency
- * Develop new work processes to optimize new technology
- * Develop an organizational model for continuous improvement

2,404

RMS OBSERVATIONS

360

RMS VALIDATIONS

100%

RESPONSE RATE FOR BOTH
OBSERVATIONS AND VALIDATIONS





100TH YEAR ANNIVERSARY OF WORLD WAR I

On November 27, 2018, the Culture and Motivational Charters joined forces to honor and celebrate MCBOS's Veterans and the 100th year Anniversary of World War I with a continental breakfast. We are proud of the 13 employees who have served our country and the sacrifices they and their families have made to make a safer world for all of us.





TRAINING DEPARTMENT

Maria Wieger
Training Supervisor



The Training Department's primary responsibility is to provide training to professional and support staff in the various public assistance programs that are offered to the residents of Mercer County through the Mercer County Board of Social Services. The primary programs administered include Work First New Jersey Temporary Assistance to Needy Families, Work First New Jersey General Assistance, New Jersey SNAP, NJ Family Care and Child Support and Paternity.

The Mission for the Training Department at Mercer County Board of Social Services is to promote and support employee development and organizational effectiveness by providing high quality training programs. Trainings are designed to meet individual, group or departmental needs and objectives.

Our goal is to provide knowledge and skills in order to have employees attain the abilities needed to perform their job duties. Our department strives to enhance individual learning and development as a means for creating a better workplace environment. The department accommodates new legislative changes in policy and/or standard operating programs.

The training professionals and the support staff within the department are committed to providing professional training and staff development.



Department Achievements in 2018

- * Completed all mandatory trainings for all employees.
- * Provided training for Medicaid on Tax and Non-Tax Filer.
- * Provided training on Income Calculations for Case Bank.
- * Completed New Hire training for Case Bank, Medicaid and Social Services Departments.
- * Completed a Training Strategy Plan.

Challenges for 2019

- * Continue training on the New Document Imaging System (DIMS).
- * Revise the Evaluation Form for the Trainers.
- * Continue to provide enhanced training for new hires.
- * Continue to provide training for Management and Supervisors.
- * Assist the Human Resource Department in selecting a new Human Resource system.
- * Continue to train on new regulations and policy changes which occur in 2019.

Goals for 2019

- * Continue to meet training benchmarks for the department.
- * Maintain and update the current Training Strategy Plan.

2018

Statistics

TRAINING DEPARTMENT

Internal Trainings

501 **5,002**

TOTAL SESSIONS **TOTAL HOURS**

External Trainings

221 **1,684**

TOTAL SESSIONS **TOTAL HOURS**

The Training Department met the New Jersey State mandatory IRS/Federal Tax Information (FTI), Civil Rights, CSP Web Portal, and

National Voter Registration trainings with **100%** attendance.



WINTER WONDERLAND

The Motivational Charter seeks to support team building, morale boosting and a sense of pride and family throughout the agency. The charter continues an old agency tradition of unit decorating and friendly “competition” through our annual Winter Wonderland event. The event provides a creative outlet for many while supporting camaraderie among units and departments while providing the agency with a festive look, feel and spirit.





LIFE AT MCBOSS





LIFE AT MCBOSS





APPENDIX A

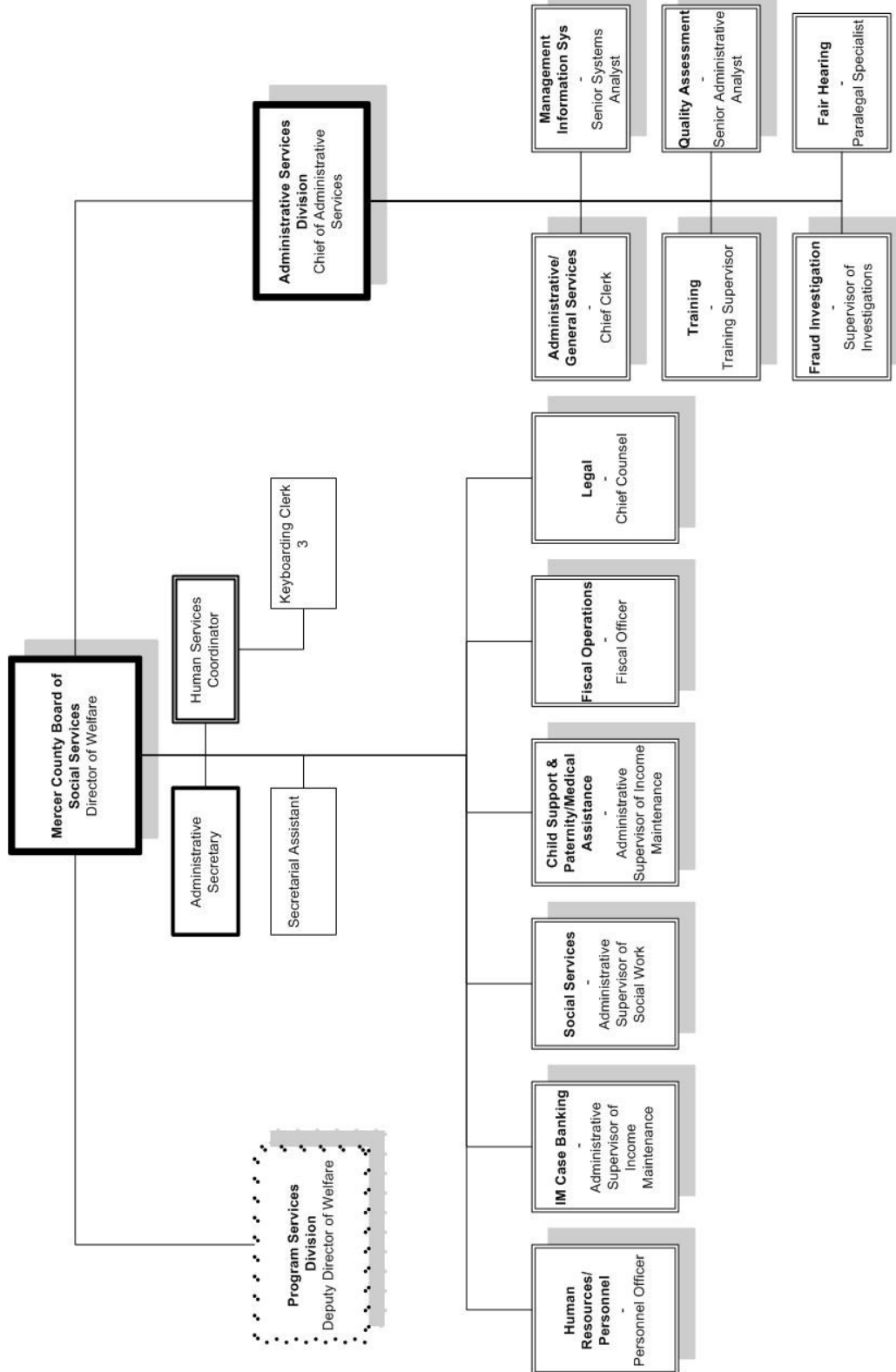
Organization Chart



ORGANIZATION CHART

FY 2018

MERCER COUNTY BOARD OF SOCIAL SERVICES





Mercer County Board of Social Services

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