



2020

ANNUAL

REPORT

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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

March 30, 2021

Dear Friends,

The Mercer County Board of Social Services (MCBOSS) aids Mercer County residents with a wide range of programs that supply food, shelter and health care, as well as providing education and employment to help people live in the community self-sufficiently. In the grip of the worldwide COVID-19 crisis, 2020 presented unique challenges to the board as the demand for essential services reached all-time highs, while public health protocols required the agency to find creative ways to meet the needs of our constituents.

Delivering services to the public in a timely manner is the board's main focus every year but became even more critical in 2020 due to the impact of the pandemic on our community. During the height of the crisis there were approximately 3,400 applications processed for Cash Assistance, more than 9,500 applications processed for SNAP, more than 3,600 applications processed for Medicaid, and 300 placements for those who faced the hardship of homelessness.

Year after year, 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, and they have my most sincere thanks. All those who answered the call during the unprecedented challenges of 2020 are commended and admired for the work they have done and continue to do.

Sincerely,

A handwritten signature in black ink that reads "Brian M. Hughes". The signature is written in a cursive style.

Brian M. Hughes
Mercer County Executive

MERCER COUNTY BOARD OF SOCIAL SERVICES

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

Christine O'Brien
Chairwoman



Jeffrey M. Mascoll
Director of Welfare

Dear Mercer County citizens:

On behalf of the Mercer County Board of Social Services Board of Directors, I can honestly say that 2020 proved to be a world-wide challenge that affected every level of our communities without exception. However, when faced with what seemed to be insurmountable odds, the MCBOSS community rose to the challenge and demonstrated kind and cooperative resiliency to support each other and its clients.

MCBOSS employees face challenges every day to provide for our most vulnerable population and do so with dignity and respect. I am proud of the collective labor that this agency produces to support Mercer citizens, whether it's a need for Medicaid, child support, social work services, senior citizens, assistance or housing support. During this past year with COVID-19 looming large, the needs of Mercer citizens grew exponentially and MCBOSS employees unselfishly provided the necessary essential services.

The members of the Board made a concerted effort during the pandemic to continue our obligations as fiduciary custodians and learned new ways to communicate and govern. In doing so, I believe that our efforts were reflective of the resolves made by MCBOSS staff to adapt to a new work environment. Together, we have sustained our commitment to serving the citizens of Mercer County.

On behalf of the Board of Directors, I hope you take the time to review this Annual Report and recognize the unsung heroes that serve Mercer County every day.

Here's to good health.

Sincerely,

A handwritten signature in blue ink that reads "Christine O'Brien". The signature is written in a cursive, flowing style.

Christine O'Brien
Chair, Mercer County Board of Social Services

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,

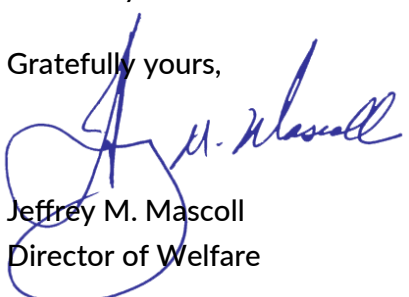
2020 started out much like every other normal year. COVID-19 hit hard, disrupted the world, and forced the closure of Mercer County Board of Social Services. The agency was subsequently reopened via Executive Order and since then, we have been tirelessly balancing the delivery of Essential Services with sustaining the Health and Welfare of our Employees.

Despite most Federal, State, and Local Governmental agencies working from home, Boards of Social Services were deemed Essential and required to return to Work. MCBoss Administration scrambled to put Safety and Social Distancing Protocols in place while attempting to handle the overwhelming demand for services. Despite personal illness, school closures, family sickness, child care issues, etc., MCBoss staff collectively found a way to accomplish our mission! THANK YOU to the dedicated and resilient employees of the MCBoss team!

Although closed to the public for face to face interactions for the majority of 2020, MCBoss remained accessible to the public through technology and other communication devices. The pandemic amplified the cracks and inequities in our systemic processes. Thank goodness the DFD and DMAHS were able to obtain waivers for many of our regulatory requirements which enabled us to eventually catch up with the hundreds of on-line applications pouring in.

As we continue into the New Year, the pandemic not only rages on, it appears to be worsening. At this juncture, MCBoss is back to a hybrid A/B schedule to facilitate the reduction of Staff in the building and the safety of our employees. As the distribution of the vaccine is on the horizon, it is anticipated that there will be some sort of return to normalcy in 2021. Exactly what that looks like is anyone's guess, but we will emerge from the pandemic stronger and more resilient. Working in partnership, we will get through this together. Be Well! Stay Safe!

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

Back row left to right:

Joshua Markowitz, Board Counsel, Roberto Hernandez, Alternate Secretary-Treasurer, Pasquale A. Colavita Jr., County Commissioner, Ann M. Cannon, County Commissioner, Annette Lartigue, Chief of Administrative Services, Paul R. Adezio, County Counsel, Keith V. Hamilton, Vice-Chairperson.



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



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.



PROVIDING ESSENTIAL SERVICES DURING THE COVID-19 PANDEMIC

Although the unprecedented challenges faced by social service providers in 2020 were daunting, they did not deter Mercer County agencies from assisting those in need. The COVID-19 health crisis spotlighted those in our community who were most at risk. Along with our community partners, the needs of Mercer County residents were identified and met whenever possible.

The Trenton Area Soup Kitchen (TASK) served over 2000 meals per week. Homefront, in conjunction with Mercer Street Friends, delivered tens of thousands of bags of groceries and over 500,000 diapers in addition to conducting a coat drive during the colder months while Isles delivered over 6,000 masks. Henry J. Austin Health Center converted to full telehealth appointments and operated a mobile unit in order to serve as many residents as possible. Catholic Charities operated their food pantries and continued to provide counseling services and immigration support. Arm-In-Arm was integral in providing housing assistance and job support.

The combined efforts of organizations such as the Rescue Mission, Rise, Senior Services, TASK, Homefront, and Mercer St. Friends resulted in over 1,000,000 meals served to those most vulnerable during 2020. A multitude of additional services were provided to our area residents by many of our smaller non-profit community partners. The Mercer County Board of Social Services was able to answer over 17,000 applications for assistance and made hundreds of placements for homeless customers.

No single agency could completely meet the multiple varied needs of our residents but the collaboration of efforts from all community partners helped to ease the impacts left by the COVID-19 health crisis. The Mercer County Board of Social Services is proud and thankful to be part of this network of essential service providers.





DIRECTOR'S REPORT



Jeffrey M. Mascoll, Director

This past year was a year like no other in recent memory. The New Year began with great expectations but within a few short months, COVID-19 struck like a bolt of lightning, throwing chaos into the normal order of society. At almost the same time COVID-19 forced the closure of MCBOSS, the impact on our community from the virus simultaneously forced the reopening of MCBOSS. Throughout 2020, COVID-19 took a tragic toll on Mercer businesses, our community and our lives. Hardships, however, can bring out the best in people and this was exemplified by our phenomenal MCBOSS essential employees.

MCBOSS employees, supervisors, and administrators worked tirelessly throughout the year balancing their own health and safety concerns about the virus while delivering essential life sustaining services to the residents of Mercer County. I have witnessed our employees battle-tested commitment and grit over this past year. Nowhere was their dedication more evident than in the face of the pandemic! I am profoundly PROUD and THANKFUL to them all.

Against the backdrop of a virus raging out of control, school closures, and child care issues, MCBOSS employees worked miracles developing first-time policies and procedures in record-time. Social Distancing Policies, Facilities Protocols, Mask Policies, Temperature Screening Procedures, Work from Home Processes, etc. were all generated seemingly overnight allowing staff to work safely and effectively in the office and from home. Necessary computer equipment, remote licensing, plexiglass safety barriers, necessary signage, personal protective equipment, cleaning supplies, etc. were all requisitioned through a state purchasing system that was already overwhelmed with the exact same requests from higher priority first responder organizations.



Only through the deep relationships that we had with our community partners and working in partnership with the County Human Services, DFD, and DMAHS, were we able to envision solutions. Utilizing DFD and DMAHS waivers from our usual processing requirements allowed us to address the thousands of applications for assistance flooding in. An exceptional commitment was displayed by MCBOS employees who responded to the pandemic by serving their community and the residents of Mercer County. I am proud of the way they stepped up and contributed to those most in need of our services. Through extraordinary efforts, we kept operations running 24/7 while establishing and maintaining strong health, welfare, and safety performance measures.

The path forward is not a straight one. We began 2020 with a clear game plan outlined in the 2020 business plan. Unfortunately, the COVID-19 pandemic disrupted the world, changing how we live and work. 2020 opened our eyes to new technologies and new ways of conducting business. Long held institutionalized processes such as requirements for face to face interviews were deemed not necessary during the health crisis. The year also opened our eyes to systemic cracks in the seams of our business processes. The need for succession planning and modernization are recurring themes that we will be addressing in the coming year.

Moving forward, we will need to embrace reality, redefine winning, and execute a revised business continuity plan. As we continue to navigate and work through the uncertainties triggered by the pandemic, we will move forward on our journey to deepen our resiliency through training and staff development. We also need to transform the delivery of our services to our customers. Prior to reopening to the public, it makes sense to pursue breakthrough lobby management solutions in whole or in part to assist us in the delivery of services.

The events of the past year were among the most difficult we've ever experienced but MCBOS employees rose to the challenge! This gives us all tremendous confidence in our plans, our people, and our future. Strengthening our business processes begins with assembling and building the best team. In 2021, we will continue to transform, reorganize, and build an even better MCBOS Team!





CASE BANK



Linda Salay - Administrative Supervisor of IM

Scott Thompson - Assistant Administrative Supervisor of IM

Pauleen Merluse - Assistant Administrative Supervisor of IM

Kathleen Hull - 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 are proud 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 Supplemental Nutritional Assistance Program (SNAP), 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.

Within the Case Bank Department there are 13 eligibility units, consisting of over 100 professional staff whose responsibilities range from interviewing customers applying for any of our programs to those that evaluate and determine eligibility for said programs. We have approximately 40 clerical staff providing immeasurable support to our professional staff. 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 (M-F), Capital Health at Hopewell (T, Th) and Capital Health at Fuld (M, W, F). Added services are provided at the Rescue Mission one evening per week.

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.

Department Achievements in 2020

- * The Case Bank Department received and processed 200% more applications in 2020 than in previous years.
- * The Case Bank Department developed a temporary process to enable staff to work from home in the processing of applications and re-certifications.
- * The Case Bank Department was able to effectively meet the temporary modifications/waivers to program requirements due to the COVID-19 pandemic .
- * A Medicaid-only unit was set up within the department to meet the demands of Senate Bill 499 which requires a more stringent timely processing of Medicaid applications .

Challenges and Goals for 2021

- * To continue to process an increasing number of SNAP applications all while under the modified regulations/requirements due to the COVID-19 pandemic.
- * Expand our use of the State's Onetrac System in the processing of applications, re-certifications and matches.
- * Retraining of staff to the program requirements as they were prior to the COVID-19 pandemic once the waivers, etc. cease.
- * Train additional clerical staff to properly input documents into the state's electronic filing system.



MEDICAL ASSISTANCE



Margaret Lewallen, Administrative Supervisor of IM

Alice Torres, Assistant 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. The Medicaid program in NJ is known as NJ Familycare and 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. NJ Familycare is a comprehensive health insurance program that provides coverage for doctors, hospitals, prescriptions, medical testing, various therapies, preventive care, as well as long term care in a facility or community setting.

There are many different programs under NJ Familycare; all developed to serve different populations. Each program has specific 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. Plan First, a family planning program which offers limited services to customers became available on October 1, 2019. Customers that are ineligible for NJ Familycare can request to be evaluated for services under Plan First.

The State Based Exchange, GetCovered NJ, launched on November 1, 2020 and enabled NJ residents to shop online and compare plans that cover essential health benefits as required by the Affordable Care Act. Applications for aged, blind, or disabled individuals from GetCovered NJ are processed by the County Welfare Agency where the applicant resides.



Department Achievements in 2020

- * The public health crisis that began in March, 2020 emphasized the growing medical needs of our customers. With approval from the Centers for Medicare Services, (CMS), the Division of Medical Assistance and Health Services granted limited flexibilities to be used in the determination of eligibility for Medicaid programs.
- * As a result, over 5,000 new applications were able to be processed in 2020.
- * Due to a Maintenance of Effort requirement with CMS, no Medicaid beneficiaries were to lose their health coverage during the health crisis and the requirement to process redeterminations was relaxed. In an effort to stay current, staff continued to complete redeterminations whenever possible. As a result, nearly 11,000 active Medicaid cases were redetermined during the pandemic and coverage was continued for these customers.
- * This work was able to be accomplished due to the dedication and professionalism of staff who, in a matter of days, had to adapt to working modified schedules as well as processing work remotely.
- * Despite the challenges faced by staff, all new applications were processed within the regulation timeframes and over 95% of the redeterminations were also completed timely.

Challenges and Goals for 2021

- * Many of the same challenges faced in 2020 will continue into 2021 due to the pandemic. The work schedules for staff will remain modified indefinitely and some remote work will need to continue.
- * The flexibilities provided by CMS will likely come to an end once the health crisis is over and all cases processed under the relaxed guidelines during the pandemic will need to be carefully reviewed.
- * The requirement to complete all redeterminations timely will resume and any customers who no longer qualify under our Medicaid programs will need to be transitioned either to the vendor or State Based Exchange for continued coverage if applicable.
- * The requirement to transfer all data from paper applications to the Worker Portal in a timely manner will be challenging due to the volume of information contained in applications for aged, blind or disabled coverage.
- * Although other program areas allow interviews to be completed telephonically, DMAHS does not allow applicants for Medicaid coverage to apply over the phone. As a result, customers were required to submit their applications through email, fax, or postal mail if they were unable to apply online.



SOCIAL SERVICES



Christina Harcar, Administrative Supervisor of Social Services

James Cacace, Assistant Administrative Supervisor of Social Services

The Social Service Department is involved in 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 the 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 person needing information and referral are served without regard to income.

The following represents a listing of the Social Service Programs available in 2020:

Adult Protective Services (APS) And Adult Social Services

- * Services provided include investigation of alleged Abuse, Neglect and Exploitation of vulnerable adults 18 years or older residing in the community
- * Supportive Services may include Home Health Aide, Respite Care, Safe Housing Service Legal Services for guardianship, conservatorship and power of attorney.

HONORING OUR
UNSUNG HEROES



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.
- * Mercer County Board of Social Services has contracted with Mercer County Human Services to provide emergency placement, assessment and referral services to individuals and families who find themselves homeless in Mercer County during normal business hours. NJ-211 receives all Homeless Hotline/Code Blue calls after normal business hours.

Work First New Jersey

- * The Work First New Jersey (WFNJ) program provides WFNJ TANF and WFNJ GA recipients with the opportunity to gain job skills, experience and education necessary to obtain employment and self-sufficiency. Support services such as Transportation and Child Care are made available to recipients who are participating in a work activity.
- * Supportive Assistance to Individuals and Families (SAIF) is a grant program that provides intensive case management services to recipients who have been in receipt of Temporary Assistance to Needy Families (TANF) /General Assistance (GA) for 60 months and who do not meet the criteria for exception of time limit.

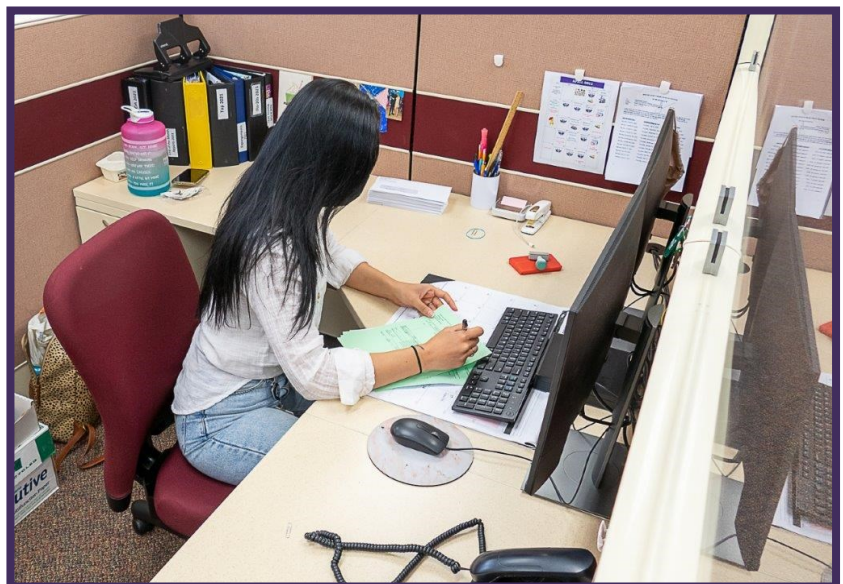
Department Achievements in 2020

- * Emergency Assistance interviews were completed via telephone and applications were sent to clients for signature.
- * Home Health Aide, Respite Care and Emergency Response Services were maintained for all seniors.
- * Between 250 and 300 Hotel/Motel and shelter placements were made to provide housing for the homeless during the pandemic.
- * MCBOSS Case Managers found employment for 16 recipients.
- * MCBOSS Case Managers provided information and resources for customers who voluntarily participated in the WFNJ programs either virtually or in person by appointment with the vendors.
- * Emergency Assistance regulations were waived .
- * A Work From Home platform was created to enable the Social Service staff to best serve our customers.



Challenges and Goals for 2021

- * COVID-19 temporarily suspended mandatory participation for work activity.
- * Lack of Day Care services for voluntarily participation .
- * Emergency Assistance regulations were waived .
- * State mandated moratorium on evictions and utility shut offs was a blessing and a curse.
- * Staff working on a Team A / Team B schedule will be difficult but the Social Service staff will continue to rise to the challenge and work to provide the customers with the services that are available.





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 at MCBOSS 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. 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. For a \$6.00 fee, our staff can also provide locate services for Mercer County residents who do not receive other benefits through MCBOSS. Child Support services are administered through the cooperative efforts of MCBOSS, the Superior Court Family and Probation Divisions, and the Sheriff's Office.

The Child Support and Paternity Department at MCBOSS consists of 26 professionally trained staff members who strive daily in their duties to assist clients gain the supports they need to become self-sufficient.





Department Achievements in 2020

- * The Child Support Department passed the physical on-site IRS Federal Safeguard Review in February, 2020 in accordance with IRS Publication 1075.
- * The Child Support Department staff completed all trainings as required by DFD Office of Child Support Services.
- * Supervisor, Sharon Mills, was awarded the CWA Child Support Supervisor of the Year for 2019 at the Child Support Conference held in Atlantic City, NJ in February, 2020. Sharon's dedication and professionalism has been an appreciated and valued asset to the agency for many years.
- * The public health crisis that began in March, 2020 changed the manner in which MCBOSS staff interact with customers as well as partnering agencies such as the Family Division of the Courts and the Probation Department. The switch to telephone interviews with our customers and teleconferences with Family Division began in April, 2020. Court proceedings switched from in-person hearings to teleconference calls or Zoom sessions with the parties involved.
- * Staff were able to screen and create over 800 new cases for child support and filed over 250 complaints and modifications. Orders were established on over 240 cases and over 70 new paternities were established.
- * This work was able to be accomplished due to the dedication and professionalism of staff who, in a matter of days, had to adapt to working modified schedules as well as processing some work remotely.

Challenges and Goals for 2021

- * The flexibilities offered by DFD during the pandemic will likely come to an end when the health crisis is over. At that point, child support staff may be required to resume conducting in-person interviews.
- * The processes within the department will need to be continually monitored to assure the DFD IRS Audit 100% compliance noted in February, 2020 is maintained.
- * Cross training of employees will continue to ensure staff development as well as continuity of services to our customers. The need for cross training became apparent during 2020 due to retirements and the switch to a hybrid work schedule.





PROGRAM STATISTICS



17,533

SNAP households



14,959 Children

SNAP Population



17,404 Adults

SNAP Population



689

WFNJ-TANF Families



480 Adults

WFNJ-TANF Population



1240 Children

WFNJ-TANF Population



672

WFNJ-GA Cases



81,726

Medicaid Cases



300%

Increase in online Medicaid Applications



5,200

Changes on Active Medicaid Cases



640

New Child Support Cases



14,075

Mercer CWA, Mercer Family Division
and Mercer Probation shared Child
Support Cases



FRAUD INVESTIGATION



Regina N. Brodie, Assistant
Chief Investigator

The Fraud Department conducts investigations under state and federal regulations to identify possible fraudulent receipt of public assistance benefits. Federal regulations require there are methods and criteria for identifying allegations of fraud and the appropriate referral for punishment, while recognizing the legal rights of individuals and due process of the law. The department processes referrals from numerous State of NJ match reports, agency referrals, the Fraud Tip Line and a variety of sources. Once a customer is overpaid a determination is made to establish an Intentional Program Violation (IPV), Agency Error (AE) or Inadvertent Household Error (IHE) claim. If substantial evidence exists and monetary thresholds are met the appropriate penalty is imposed. Customers face possible disqualification of their benefits and/or referral to the Mercer County Prosecutor for a possible Theft by Deception charge.

Fraud Administration – The Assistant Chief Investigator manages the five units that comprise the Fraud Department, and completes all internal investigations. She is responsible to monitor the department’s adherence of state and federal guidelines to ensure timeliness and compliance upon review. She plans, develops, and directs the daily operations of the department. She acts as liaison to municipal, state and federal agencies.

FIS Intake – Staff record and track the referrals that are generated from various sources in and outside of the agency. Assignments are prepared for distribution within the units. The staff is responsible for the maintenance and security of filing in the fraud record room.

Special Investigations Unit – The investigators scrupulously conduct front and back-end investigations to identify, avert and prosecute intentional program violations. The investigators use various methods and resources to gather evidence to authenticate possible claims. The case files are prepared for disqualification or referred for prosecution. The investigators are responsible to Interview customers and testify to the validity of the claim.



Claims Determination Unit – The function of this unit is to determine if, when and why an overpayment has occurred. Staff use multiple systems to reconstruct the benefits a customer received during the period in question. Data is gathered from employers and other agencies to provide evidence of a potential fraud that will need further investigation. Once the amount of overpayment is determined, staff will initiate recovery efforts.

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 non-fraud 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 2020

- * Maintained ONetrac Match alerts to avoid building a significant backlog.
- * Successfully planned and implemented procedures for Fraud department staff to work from home during the COVID-19 health crisis.
- * Cross trained Investigative staff to assist CDU staff with Match alerts.
- * Evaluated all front end case files for retention or destruction and filed them in the new record room.
- * The Record Room project accessed current claim files to ensure they contain the necessary paperwork to ensure their validity for future collection.

Challenges and Goals for 2021

- * Staff proficiency in the new ONetrac Claims Management System.
- * Maintain a fully staffed department to aid in succession planning and employee development.
- * Resume collection activity once State and Federal restrictions are relaxed.
- * Continue to prepare for future audits and program evaluations.
- * Complete the destruction process per DHARMS regulations.
- * Complete training to address deficiencies identified in the ME review.





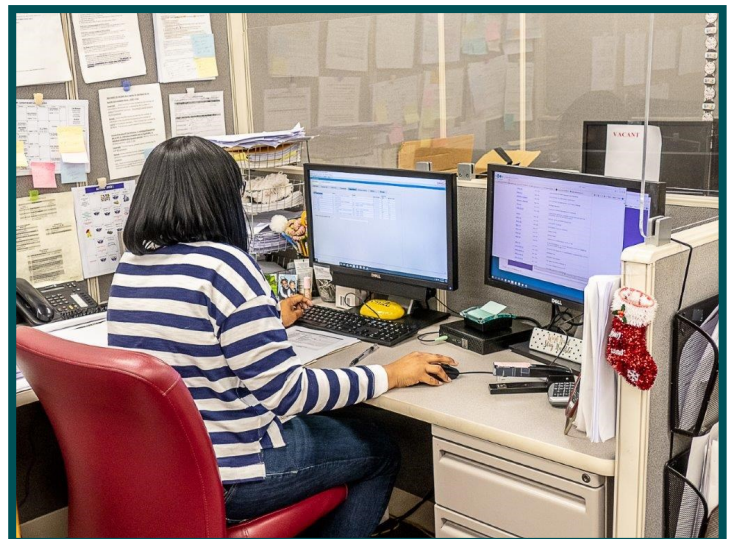
CHIEF OF ADMINISTRATIVE SERVICES



Annette Lartigue
Chief of Administrative Services

The mission of the Administrative Services Division is to provide specialized services, support, and innovative solutions in areas of document imaging, mail service, facility management, records management, quality assurance, management information systems, investigations/claims, and training. The Administrative Services Division is comprised of five departments which included General Administrative Services, Management Information Systems, and Quality Assessment, Fraud Investigations and Training.

The strength of the Administrative Services Division continues to be the hardworking, dedicated employees that perform a wide range of services throughout MCBOS. We have continuously demonstrated a solid team effort in providing support services to all. Within our division, we recognize the outstanding performance of our team.



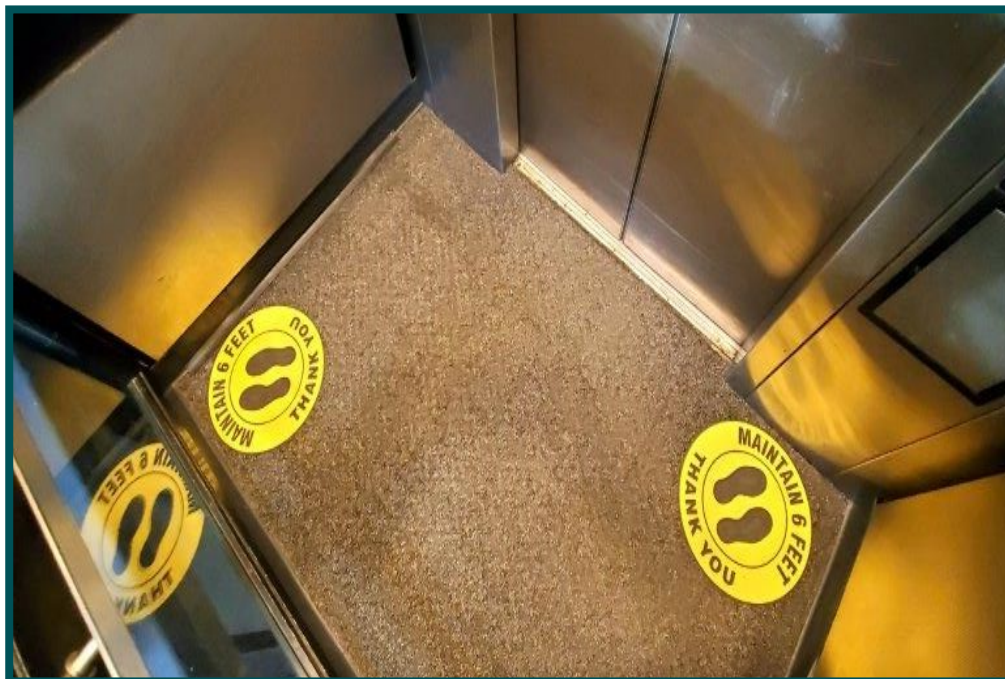


Department Achievements in 2020

- * General Administrative Services coordinated the preparation of the workplace for COVID-19. This included the retrofit of the facility for social distancing, scheduling of routine and emergency cleaning, and the implementation of facility signage and temperature screenings.
- * Fraud Investigations led the Expansion of Operations Task Force and assisted in emergency planning.
- * Management Information Systems (MIS) led and implemented a remote work from home solution.
- * Quality Assessment (QA) unit led the Work from Home Task Force, provided guidance on CDC Recommendations and assisted in developing business continuity plans and various pandemic policies and procedures.
- * Training led the Public Reopening Task Force and implemented socially distanced and virtual training sessions.

Challenges and Goals for 2021

- * Optimized staffing levels to increase productivity.
- * Adapting to the changing business environment and embracing new and innovative technology which became necessary during the COVID-19 health crisis.
- * To continue to develop staff through use of: performance reviews, mentoring, training, and developing leadership skills, so staff can excel in a rapidly changing business environment.





FINANCE



Geralyn Schneider, Fiscal Officer

Vargee Gobah, Supervising Accountant

Blanca Lagares, Senior Accountant

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 adheres 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** – Record 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.

Budgeting

The annual agency budget process is a collaborative effort coordinated by the Director and Fiscal Officer. The Finance Department prepares the final budget, which is reviewed and adopted by the Board. The approved budget is then forwarded to the State Divisions of Family Development and Medical Assistance and Health Services for approval. The county appropriation to the Board appears as a line item in the approved County budget. The Finance Department monitors budget expenditures on a monthly basis.

Financial Reporting

The Finance Department prepares weekly, monthly, quarterly, and annual financial reports for internal use as well as external purposes. Reports are submitted for all major accounts to the New Jersey Division of Family Development. Expenditure reports are



prepared monthly and quarterly for the agency's special grants. Monthly reports are submitted to the Board for their review and approval. MCBOSS Finance Department prepares Annual Financial Statements. Independent auditors complete the Single Audit for financial and program compliance with NJ Division of Family Development and Uniform Federal Super Circular (2 CFR, Part 200) components.

Department Achievements in 2020

- * Achieved no findings in annual Single Audit conducted by Mercadien, P.C.
- * Converted to 100% Direct Deposit of Payroll due to the pandemic, utilizing RapidPay cards for staff without bank accounts.
- * Processed timely benefit issuances to customers despite the pandemic related staffing shortages.



Challenges and Goals for 2021

- * Full integration of new HRIS system with the Payroll system (Primepoint).
- * Conversion to new Collections system for Fraud recoveries (from ABACUS to ONETrac).
- * Cross train staff to cover pandemic related staffing shortages; maintain internal controls.
- * Emergency Rental Assistance Program Grant payments; \$10 million in voucher processing in addition to normal Administration/Grants.
- * Research and implement banking changes for efficiencies and fraud prevention.

FINANCIAL HIGHLIGHTS



\$62,005,174

MCBOSS Budget



\$8.2 million

Processed over \$8.2 million in checks and EBT for WFNJ-TANF/SSI customers



\$3 million

Processed over \$3 million in checks and EBT for WFNJ-General Assistance customers



\$700,000

Collected more than \$700 thousand in Fraud Claims



\$300,000

Collected almost \$300 thousand in cash via repayment agreements



\$3.3 million

Collected more than \$3.3 million in Child Support for our customers



GENERAL SERVICES



Michael Danbury, Assistant
Chief Clerk

The General Services Department is a collection of essential clerical support offices that provide the highest level of service to the customers of Mercer County Board of Social Services and its employees.

The General Services Department is led by Michael T. Danbury, Assistant Chief Clerk, and is responsible for facility management and the security of the building.

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

Record Room maintains the customer records for TANF, SNAP (Food Stamps), and Fraud. The DIMS Record Management system is used daily to capture customer case record information electronically for these programs.

Case Processing maintains the customer records for all applications taken for Medicaid. The DIMS Record Management system is used daily to capture customer case record information electronically for these programs.

The Eligibility Support Unit (ESU) issues the appointment letters and redetermination packets that are mailed to WFNJ/SNAP and Medicaid customers. ESU is also responsible for the scanning and mailing of State Generated Notices (SGN's) to customers.



The Purchasing Department procures the supplies needed to perform the daily tasks associated with taking applications and maintaining customer's cases. This office also maintains an active inventory to track the items in the building.

The Mail Room makes sure that the incoming and outgoing daily mail is handled quickly and efficiently.

Motor Pool maintains the fleet of vehicles as needed in order to tend to the needs of the customers of the Mercer County Board of Social Services.

The Building Maintenance Department handles the routine building maintenance, such as temperature regulation, paper recycle collection, etc., and also coordinates building repairs with NEXUS Building Management and other professional contractors as needed.

Department Achievements in 2020

- * Outfitted the entire agency with protective plexi-glass barriers due to the COVID-19 pandemic.
- * Hired Seasonal Assistants to assist with scanning customer case information into the DIMS system. This has aided in our monthly goal to reach 100% timely completion.
- * All staff were trained on the implementation of the DIMS system data model.
- * Continued to maintain a high percentage of completed work in the face of the COVID-19 pandemic with reduced staff in the building.
- * Coordinated with NEXUS for the Lease renewal Items such as painting, carpeting, and lighting.

Challenges and Goals for 2021

- * Hiring, training and maintaining staff due to promotions and position transfers.
- * Updating the Fixed Asset system and training appropriate staff.
- * Working with reduced staff due to the COVID-19 Pandemic.
- * Work towards the elimination of the DIMS backlog.





HUMAN RESOURCES



Delores G. Smith, Personnel Officer
Patricia Schwing, Principal Personnel Technician

The Human Resources Department has a multi-faced role at Mercer County Board of Social Services 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, managing health benefits, time and attendance, personnel matters, civil service actions, leaves of absences, disciplinary actions and much more.

Human Resources staff seek 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 employees 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. We are a professional team hoping to meet or exceed the needs of our employees.



Department Achievements in 2020

- * Able to provide guidance to employees with the new guidelines from the Department of Labor, pertaining to the Families First Coronavirus Response Act (FFCRA).
- * Provided Personnel Status Information to appropriate department in order to keep track of employees who were either working in the building, working from home, on a leave of absence due to child care, leave of absence due to COVID-19, leave of absence due to personal or medical status.
- * Able to continue the workflow of personnel actions and processes that were hindered by the COVID-19 pandemic. This allowed staff to maneuver with different time management creativity.
- * Able to maintain, adjust, modify, maintain employee's time and attendance by use of manual timesheets.

Challenges and Goals for 2021

- * Increase online accessibility to HR related information and forms.
- * Transition Unitronic HR data into the Primepoint HR data system, which will allow HR to continue to use Primepoint's EmployeeXperience tools that have been created.
- * Complete projects that were not fully implemented, such as Primepoint HRIS, evaluation system, workflow processes, leave of absences.
- * New Pension and Benefits online application for health benefits called Benefits Solver can be incorporated in the Primepoint onboarding process.





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 eighteen 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) and General Assistance (GA) programs, 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.



Department Achievements in 2020

- * Assisted the Director with developing return to work policies and safety protocols required due to the public health crisis.
- * Facilitated the program portion of the Mercadien 2019 audit during the public health crisis.
- * Attained the electronic filing management project goal of achieving a minimum of ninety-five percent timeliness each month.

Challenges and Goals for 2021

- * Plan for MCBOSS public reopening.
- * Continued development of business plan for electronic filing within the agency in order to maintain current status at a minimum.
- * Processing of program contracts during the public health crisis.
- * Develop new program grants as well as increasing funding allocations for existing grants.
- * Recruit and train a Program Management Specialist to work in the Human Services Coordinator's office.





LEGAL



Joshua Markowitz, Board Counsel

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, as well as providing advice to the Agency's Board of Directors, attending Board meetings, and directly dealing with legal issues and problems for the Director and all of the Agency's administration. Additionally, he is responsible for all civil collection actions for both fraud and/or administrative errors involving overpayments in the TANF/GA, Food Stamp, and Medicaid programs. These matters are brought through Special Civil part of the Law Division of the New Jersey Superior Courts, as well as through the Law Division itself.

The Legal Department establishes orders for child-support complaints. The Department also is responsible for evaluating and processing burial payments for the indigent and Medicaid eligible, and PA10D repayments. The Chief Counsel now supervises the Fair Hearings Department, in which mandated legal counsel are responsible for interviews of fact witnesses, and analyzing relevant agency regulations and policies. The Paralegal Specialists gather evidence and collect required documents, while communicating with the Office of Administrative Law and the New Jersey Superior Courts.



Department Achievements in 2020

- * Established additional office hours for its attorneys.
- * Established the position of a full time staff attorney onsite.
- * Continued to track the filing of all complaints filed in New Jersey Superior Courts through the e-courts system to which the Agency is a party or in which the Agency has an interest.
- * Secured judgments to enable collections for overpayments.
- * Integrated Fair Hearing administration into the Legal Department.
- * Fashioned suggested Agency policies governing the Agency's response to the COVID-19 health crisis.

Challenges and Goals for 2021

- * Bring the processing of Fair Hearing-related materials up to date.
- * Continue to streamline the administration of payments for burials for the indigent and Medicaid eligible.
- * Increase revenue collection from child-support orders and the recovery of overpayments related to the Agency's programs.
- * Continue to advise the Board and Agency on policy matters related employment and other legal areas stemming from the still-burgeoning COVID-19 pandemic.





MANAGEMENT INFORMATION SYSTEMS



Lee E. Micai, Senior Systems Analyst
Richard Wang, Data Processing Coordinator

The Management Information Systems (MIS) Department provides 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. The Department strives to provide excellent service while meeting the needs of MCBOSS employees and customers, and to assure a strong technology foundation for today and into the future.

The 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 out-sourced support services, vendor management, project management, preparing a yearly budget, expenditure management, and asset management.

The 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.

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



Department Achievements in 2020

- * Configured and deployed remote desktop (RDP) applications necessitated by the realities of Coronavirus pandemic.
- * Refreshed Telecommunication infrastructure to increase performance, reliability, and uptime of telecom equipment.
- * Deployed software defined wide area networks (SD-WAN) which delivers reliable high throughput data channels.
- * Implemented Security Information and Event Management (SIEM) tool to produce real-time analysis of security alerts.
- * Upgraded and replaced Video Management Solution that provides enhanced scalability and improved features.

Challenges and Goals for 2021

- * Managing compliance requirements and data protection.
- * Managing the digital workforce.
- * Securing and training IT talent.
- * Assess and improve storage architecture.





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 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 a 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 2020

- * Retained the responsibilities for the RMS, a sampling plan for allocating expenditures for staff assigned to specific employee work units.
- * Led Work from Home Task Force and participated in the Public Opening and Expansion of Operation Task Force.
- * Developed Covid-19 policies and procedures.
- * Evaluated and created various agency policies, procedures, in conjunction with agency standards.
- * Revised business plan and processes for the scanning of records into DIMS.
- * Performed user acceptance testing.
- * Assisted with system training.

Challenges and Goals for 2021

- * Additional trainings required by staff in order to optimize their computer skills.
- * The COVID-19 health crisis impacted many of our standard business practices.
- * Putting quality standards into practice and getting recommendations implemented.
- * Assist in creating standards for the agency and criteria for the standards.
- * Assist in creating policies and procedures with subject matter experts.
- * Develop new work processes to optimize new technology.
- * Develop an organizational model for continuous improvement.





TRAINING



David A. Wentzler, 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 Workfirst New Jersey Temporary Assistance to Needy Families, Workfirst New Jersey General Assistance, New Jersey SNAP, New Jersey 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. Due to the Corona Virus pandemic some of these trainings have been reduced in size, while others have been placed on the agency intranet. Trainings are designed to meet individual, group or departmental needs and objectives.

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

The training professional and staff of the Training Department are committed to continue to provide the best training and staff development services and will remain ready and dedicated to assist the agency staff in serving the citizens of Mercer County.



Department Achievements in 2020

- * Completed all mandatory trainings for staff.
- * Continuous training for newly promoted staff.
- * Provided training to the Fraud Department on the “ONETrac” system, this system will eventually replace the “ABACUS” system.
- * Provided “MAGI” and “MAGI Worker Portal” training to the Income Maintenance Staff.
- * Provided Primepoint training to all new hires as well as newly promoted supervisors.
- * Continuous training on the “DIMS ICN/Datacap” system throughout the year.

Challenges and Goals for 2021

- * Roll out a pilot of a remote cross training/refresher trainings to those in need.
- * Continue to provide mandatory training to both staff working remotely and onsite.
- * Continue to cross train and provide refresher trainings due to COVID-19 fall out.
- * Continue to provide Primepoint training as needed i.e. promotion to Supervisor.
- * Purchase, implement and train in a remote fashion using such products as zoom and possibly LMS (Learning Management System).



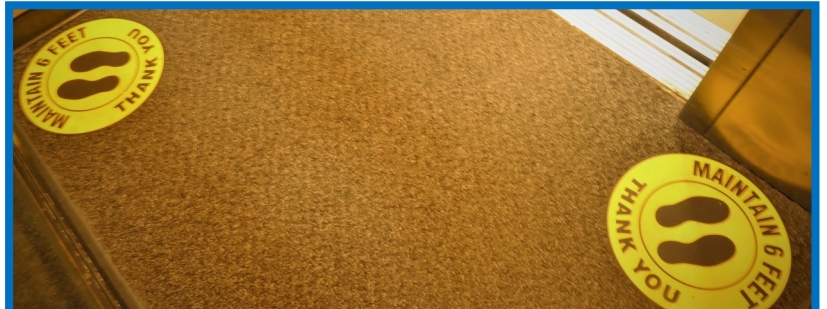


BUSINESS SERVICES STATISTICS

 <p>97,149 SGN's Scanned</p>	 <p>30,804 Applications Scanned</p>	 <p>16,187 Document Records Keyed</p>	 <p>7,558 Voucher Payments</p>
 <p>6,029 Bus Pass Payments</p>	 <p>5,040 MIS Tickets Closed</p>	 <p>4,255 System Access Requests</p>	 <p>400 Vouchers processed</p>
 <p>850 Child-Support Hearings</p>	 <p>326 Child-Support Cases</p>	 <p>244 Child-Support Orders Established</p>	 <p>300 Plexi-glass barriers</p>
 <p>2,404 RMS Observations</p>	 <p>359 RMS Validations Completed</p>	 <p>229 Internal Training Sessions (1265 Hours)</p>	 <p>71 External Training Sessions (361 Hours)</p>
 <p>151 New Job Applications</p>	 <p>86 FFCRA Childcare Leave of Absences</p>	 <p>66 COVID-19 Leave of Absences</p>	 <p>42 Employee Promotion</p>
 <p>36 New Hired Employees</p>	 <p>25 Wellness Wednesday Informational communications</p>	 <p>23 Retirees</p>	 <p>25 Social Services Contracts reviewed</p>



LIFE AT MCBOSS





LIFE AT MCBOSS





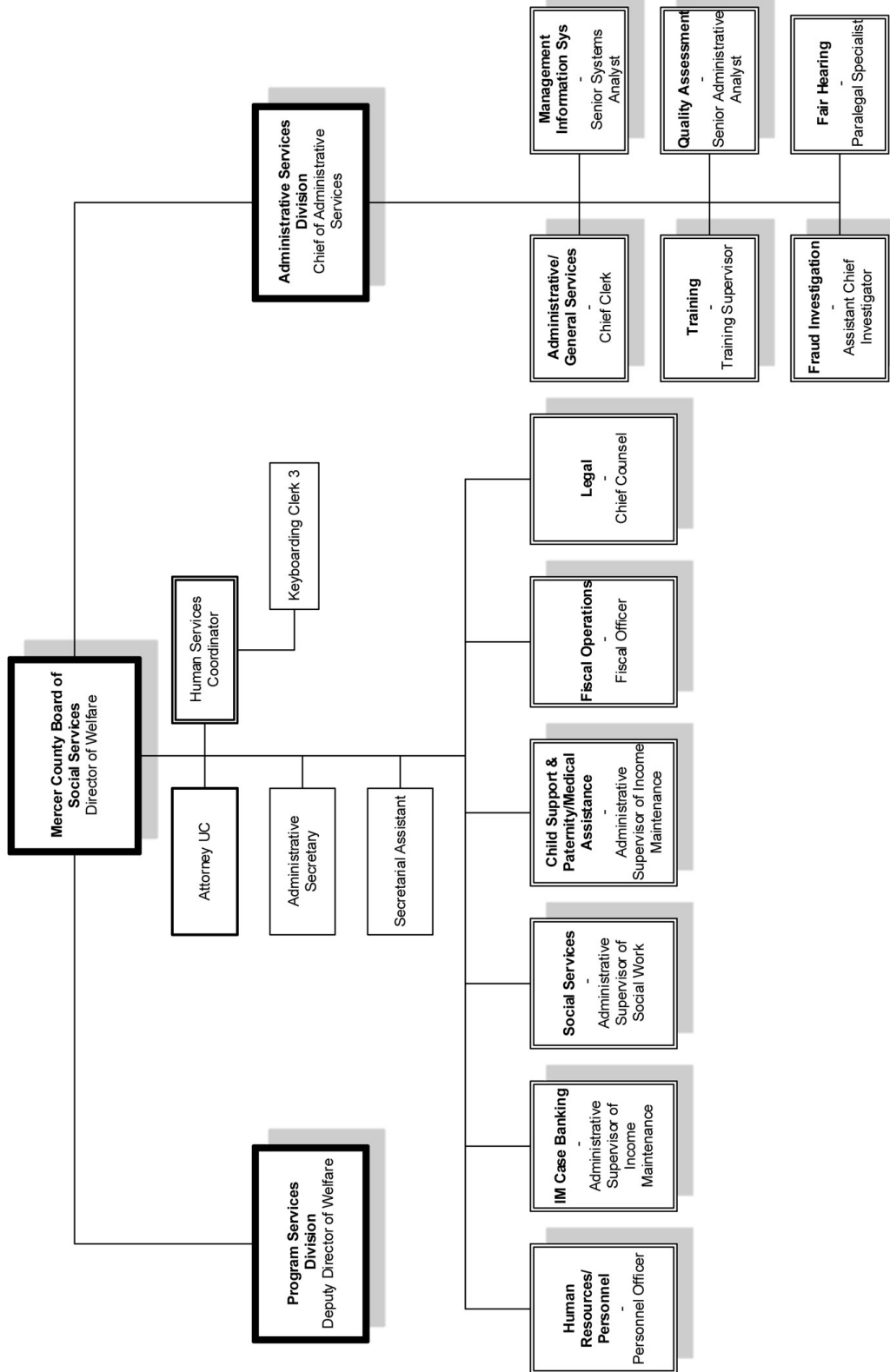
APPENDIX A ORGANIZATION CHART



ORGANIZATION CHART

FY 2020

MERCER COUNTY BOARD OF SOCIAL SERVICES





Mercer County Board of Social Services

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