

2021

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 23, 2022

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. As the COVID-19 crisis consumed its second year, exacting heavy tolls on all our communities, the board saw a continued unprecedented demand for services, and phenomenally delivered those services uninterrupted.

Delivering services to the public in a timely manner is the board's main focus every year, but beyond administering those essential services, the Board, in collaboration with the Mercer County Department of Human Services, launched the Emergency Rental Assistance Program to assist residents who struggled to pay their rent as a result of the pandemic. To date, more than 780 households have received assistance. Additionally, the board assisted 20,034 households facing food insecurity, assisted with insurance for 21,681 active Medicaid cases, and found temporary shelter for 214 individuals 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 2021 are commended and admired for the work they have done and continue to do.

Sincerely,

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 am relieved to say that the worst of the pandemic is behind us and that we are prepared for challenges that lie ahead. The MCBOS community continues to rise to the occasion when faced with seemingly insurmountable odds as we provide services to 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 is a need for Medicaid, child support, social work services, senior citizens, financial assistance, or housing support. The collaborations that the Agency has with external partners creates an extension of essential services that benefits our entire community.

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. As we move forward with providing services accessible on-line, the Board is committed to resuming in-person interactions with each other, MCBOS staff and clients. Together, we will sustain 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,



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,

It is hard to imagine another 12 months have come and gone and the COVID-19 pandemic continues to disrupt operations in a material way. I could not be more proud of our employees and the way we have responded during these unprecedented times!

Protecting our Employees and looking after their Health and Welfare during COVID-19 while balancing the unprecedented demand for services has challenged MCBOSS in unparalleled fashion since Boards of Social Services were designated as Essential Entities. MCBOSS has had to implement new policies and quickly learn to adapt and overcome. When COVID-19 positivity began increasing, we pivoted to a Hybrid Work from Home model; overcame IT equipment supply chain shortages; continued to conform to information and data security requirements; and ensured continuity of timely services to our community.

MCBOSS employees have had to assist customers with real challenges while facing rising caseloads with constrained resources. Furthermore, emotions such as anxiety, exhaustion, fear, and frustration have added an additional layer of pandemic fatigue collectively taking its toll. Conveying optimism, transparency, positivity, and hope are critically important messaging during challenging times.

THANKS to our Amazing Employees, MCBOSS has always found a way to accomplish our Mission! Although closed to the public, MCBOSS remained accessible to the public through technology and other communication devices. Proud is the one word that summarizes my assessment of MCBOSS operations in 2021. We will emerge from the Pandemic in 2022 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, Jerrell 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.

Not appearing in photo:

Eduardo Gittens



LEADERSHIP



Jeffrey M. Mascoll
Director



Margaret Lewallen
Deputy Director



Gerald De Lorenzo
Human Services Coordinator



Christina Harcar
Social Services



Linda Salay
Income Maintenance/Case Banking



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
- * Margaret Lewallen

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.



DIRECTOR'S REPORT



Jeffrey M. Mascoll,
Director

This past year picked up where the previous year left off... like no other in recent memory. Yes, there was progress seen on the pandemic front, but just when we thought we had turned the corner, the reality of a harsh and persistent pandemic set back in. My expectation was that by 2021 we would be able to get back to normal; surely business and communities would return to activity and vitality. The stark reality is that “Normal” is now history. Sooner or later, we will eventually evolve into a “New Normal” that will drive us forward onto new horizons.

What has endured is the strength and resilience of our Phenomenal MCBOSS Employees. MCBOSS employees, supervisors, and administrators have continued working tirelessly balancing their own health and safety concerns about the virus while delivering essential life sustaining services to the residents of Mercer County. MCBOSS employees have collectively persevered through unprecedented caseloads while battling pandemic fatigue over an extended period. I am profoundly THANKFUL to the MCBOSS Team for their steadfast support!

Looking back over this past year, MCBOSS remained resolute and unwavering in our Mission and Charge to serve the residents of Mercer County. Navigating through a plethora of non-synchronized Federal, State, and Local guidance, MCBOSS developed numerous first-time policies, procedures, processes, protocols, and safety measures, previously unimagined for a highly regulated government social services agency. Despite staffing shortages, MCBOSS persevered forward with our business continuity plans ensuing uninterrupted service to our customers while ensuring our COVID-19 containment strategies remained optimized.



While many facets of our working operational environment seem to have permanently changed, many tenets of our working business relationships have remained unchanged. Through our deep relationships with our community partners and working in partnership with the County Human Services, DFD, and DMAHS, MCBOSS was able to envision solutions and exponentially increase services, benefits, and capabilities. Utilizing the waivers obtained by DFD and DMAHS, MCBOSS was able to manage the thousands of applications for assistance pouring in. Working in partnership with Mercer County Human Services, MCBOSS was able to pay out millions of dollars in rental and utility assistance through the newly created ERAP program.

The 2022 Business Plan envisions MCBOSS climbing out of the pandemic successfully. It envisions MCBOSS reopening to the public 1Q-22 with the newly implemented Lobby Management Solution which will ensure that our Customer Focus is consistently maintained. We will also look to build deeper Operational Resilience by adopting our Business Practices to the changing needs of our customers. MCBOSS will continue to prioritize key initiatives that support regulatory changes and reinforce those changes through training and cross-training. We will continue to advocate for automation of the outdated systems that we use. My intent is also to reactivate selected charters to relaunch Appreciation and Comprehensive Wellness initiatives shut down as a result of the pandemic.

Moving forward, I see several trends emerging and MCBOSS will need to embrace this new reality. Increased reliance on technology equates to a more technologically savvy work force. New modalities in training will be required to produce the optimized work force. Individual accountability will be significantly more important as funding will continue to be linked to performance. There will also be more pressure to act and adapt quickly and decisively. Ultimately, against the backdrop of the COVID-19 pandemic, our employees have spoken up and spoken out about their health, happiness, and well-being. These trends all equate to MCBOSS building and assembling an even stronger team!

2021 reminded us that we here at MCBOSS, as the Safety Net of Mercer County, are Essential. The work that we do is incredibly invaluable. MCBOSS's Core Values have always been an incredible source of strength, but are even more so now given the ever changing nature of the work environment. We will retain our steadfast devotion of our Core Values from integrity, to excellence, to family, to respect. In 2022, we will eventually emerge from the pandemic and this will present another opportunity for growth. Let's work together to build a brighter and more equitable future. Thank you in advance for the impact we will make this New Year!



DEPUTY DIRECTOR'S REPORT



Margaret Lewallen,
Deputy Director

The Office of the Deputy Director coordinates the program operations for the social service programs administered by the Board. The program services division is comprised of three administrative departments working together to produce a coordinated and unified service plan that strives to meet the needs of each individual who requests assistance. The Case Bank Department, the Medicaid Department and the Social Services Department work in collaboration to provide assistance to all citizens of Mercer County, including needy families and individuals, aged, blind, and disabled individuals, and community partners. Dedicated staff work to meet the various needs of our customers in a competent, compassionate, efficient, and professional environment.

In 2021, the Case Bank Department and the Social Services Department partnered with the Mercer County Department of Human Services and the Mercer County Correction Center to develop a workflow to assist citizens returning to the community following incarceration. The goal is to meet all needs of returning citizens, whether they be financial, nutritional, medical, housing, counseling, etc. so this vulnerable population have the tools and support necessary to be self-sufficient and avoid re-incarceration. This new approach to assisting returning citizens will launch in early 2022.

The Social Services Department partnered with Mercer County Human Services to provide Emergency Rental Assistance (ERAP-1) to households impacted by the COVID-19 pandemic who were behind on rent or utilities. This program ran from March, 2021 until December 31, 2021 and a new ERAP-2 program will launch in 2022.

In 2021, the Medicaid Department entered into a new Memorandum of Understanding (MOU) with the Department of Human Services, Division of Medical Assistance and Health Services (DMAHS). This MOU is an agreement that applications and redeterminations will be completed timely and links program funding to performance.



Despite the increased demand for services created by the public health emergency, MCBOS consistently performed at a level which resulted in receiving the maximum funding allowable under the MOU.

Department Achievements in 2021

- * The Administrative team in the program services division prioritized assignment of work as well as assignment of staff in preparation for the anticipated unwinding of the public health emergency and the impact that will have on the people we serve.
- * In order to prevent instances of homelessness whenever possible and in anticipation of the ending of the eviction moratorium, staff processed over \$6 million in payments to landlords and utility providers.
- * At the beginning of 2021 staff were working on a hybrid schedule but by mid-year, all staff returned to working on-site on a daily basis. This transition resulted in no disruption in services to customers and resulted in increased productivity and accountability.
- * Staff in the Case Bank Department and the Medicaid Department processed applications, recertifications, and redeterminations in accordance with the COVID-19 flexibilities afforded by Division of Family Development (DFD) and Division of Medical Assistance and Health Services (DMAHS) during the pandemic.

Challenges and Goals for 2022

- * Due to the COVID-19 waivers enacted in 2020, some eligibility and recertification requirements were relaxed. As a result, the caseloads in SNAP, WFNJ, Medicaid and Social Services saw significant increases. Once these waivers expire, all cases processed under the temporary relaxed guidelines are required to be reviewed.
- * The work participation requirements that are normally embedded in the WFNJ program will resume upon the expiration of the COVID-19 waivers. These participation requirements will be new to many of our customers who were not recipients of assistance prior to the start of the pandemic.
- * The requirement to annually redetermine Medicaid benefits will be reinstated and, as a result, some customers may see a loss or reduction in benefits.
- * The anticipated benefit terminations in program areas will result in an increase in requests for Fair Hearings so staff in the program areas as well as in the Legal Department will need to prepare for this increased demand.
- * Reopening to the public in early 2022 will allow the agency to better meet the needs of our customers. The new QLess lobby management system will be utilized to schedule and track in-person customer interactions.



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 to know we provide these services expeditiously and with compassion. Our responsibility is to assure that, whenever possible, the financial needs of the most vulnerable residents of our county are met while following the state and federal guidelines and regulations. The Case Bank Department administers the following programs: 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. We also administer the NJ Family Care Program, Refugee Resettlement Program (RRP), and Supplement Work Support (SWS) Program.

The Case Bank Department has 13 eligibility units, consisting of over 100 professional staff whose responsibilities range from interviewing the customers applying for programs to evaluating and determining eligibility for said programs. In addition to our main office, the department provides accessibility for our customers by stationing two full-time professional staff to assist customers at the following sites: Henry J. Austin (M-F), Capital Heath at Hopewell (T, Th), and Capital Health at Fuld (M, W, F). We have approximately 40 clerical staff providing immeasurable support to our professional team.

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 assistance 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 customers receiving a partial TANF grant, the opportunity to withdraw from TANF, and receive a \$200 grant. They could also be eligible for other post TANF services, such as child care and transportation.

Department Achievements in 2021

- * The Case Bank Department processed a record number of online applications in 2021 which saw a 200% increase over pre-pandemic years.
- * The Princeton GA caseload was transitioned to MCBOSS in June, 2021. MCBOSS is now responsible for the GA program for all municipalities in Mercer County with the exception of East Windsor.
- * The Case Bank Department developed and implemented a temporary process for staff to work on a hybrid schedule to maintain a safe work environment during the height of the COVID-19 pandemic.
- * The Case Bank Department was able to effectively meet the temporary modifications/waivers to program requirements due to the COVID-19 pandemic.
- * The Case Bank Department coordinated and staffed a committee to implement QLess, the new lobby management system for the client area. QLess will allow for self-service check-in and scheduling of customers once the agency reopens to service customers in person.



Challenges and Goals for 2022

- * Modifications to regulations/requirements enacted due to COVID-19 are set to expire at the end of 2021 so the Case Bank Department will be required to process the increased number of SNAP applications/recertifications in accordance with pre-pandemic regulations.
- * Retraining on various program requirements as they existed prior to the COVID-19 pandemic will be necessary for staff once all waivers terminate.
- * Training staff to properly utilize QLess, our new lobby management system, will increase the effectiveness of the system as well as yield informative reporting.
- * Expand utilization of the State's ONETrac System in the processing of applications, recertifications, and matches. Using all features of ONETrac will increase efficiency and accountability.





MEDICAL ASSISTANCE



Alice Torres,
Assistant Administrative Supervisor
of IM

The Medical Assistance Department at Mercer County Board of Social Services (MCBOSS) is responsible for administering the state and federal funded medical assistance program for children and adults with low to moderate income and resources. The Medicaid program in New Jersey 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, and preventative care. It also provides long term care in a facility or community setting. There are many different programs under NJ Familycare; all designed to serve different populations. Each program has specific financial standards and regulations. Coverage is available for children, families, pregnant women, single adults, childless couples, as well as elderly, blind and disabled individuals living in the community and long term care facilities. The coverage for long term care services is known as Managed Long Term Services and Supports(MLTSS).

Undocumented immigrants or immigrants with less than five years Legal Permanent Residency status may also be eligible for coverage for emergency services under NJ Familycare.

Plan First is a family planning program which offers limited services to customers for most birth control methods, family planning counseling, and family planning lab tests. Customers that are ineligible for NJ Familycare can request to be evaluated for services under the Plan First program.



Department Achievements in 2021

- * Due to their diligent efforts to complete redeterminations timely, staff maintained an average of 98.11% timeliness throughout 2021.
- * Medicaid caseload increased by 11% in 2021 which resulted in an additional 2,291 cases.
- * Staff entered 2,474 paper applications into the NJ Familycare Worker Portal as expeditiously as possible.
- * In anticipation of the agency reopening to the public for in-person service, a new Medicaid unit was outfitted near the reception area to assist with registering applications and servicing customers
- * While balancing the challenges of limited staff on-site due to hybrid schedules in 2021, most applications were processed within the 45-day processing guideline.

Challenges and Goals for 2022

- * Enhance and expedite the process of servicing customers with the new QLess lobby management system being implemented in 2022.
- * Continue to process all applications within the 45-day processing guidelines set forth by Center for Medicare Services (CMS) and maintain timeliness in redetermination efficiency above 95% at all times.
- * Continue to cross train staff so that all Medicaid workers are adept in processing applications and redeterminations in all of the various Medicaid programs.
- * Once the Public Health Emergency ends, over 12,000 individuals whose Medicaid benefits were previously processed using flexibilities granted by CMS will be required to have their eligibility reevaluated. This will result in some individuals seeing a change or loss in coverage.





SOCIAL SERVICES



Christina Harcar, Administrative Supervisor of Social Services

James Cacace, Assistant Administrative Supervisor of Social Services

Barbara Benson, 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 persons needing information and referrals are served without regard to income.

The following represents a listing of the Social Service Programs available in 2021:

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 or 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.
- * 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.

Emergency Rental Assistance Program (ERAP)

- * In March, 2021, MCBOSS entered into a partnership with the County of Mercer, Department of Human Services, to provide Emergency Rental Assistance to households that had been financially impacted due to the COVID -19 pandemic. The ERAP program assists with rent, rental arrears, utilities and home energy costs to avoid homelessness and housing instability.

Department Achievements in 2021

- * MCBOSS Social Workers made 214 temporary shelter placements to address homelessness.
- * MCBOSS Social Workers permanently housed 24 families and single persons despite the severe lack of housing inventory.
- * The ERAP program assisted 782 households with rental and/or utility assistance.
- * Developed a WFNJ Virtual orientation in preparation for the resumption of mandatory WFNJ work activity.
- * MCBOSS TANF Case Managers and SAIF Case Managers kept current with client contact, CSA's, voluntary participation, and assisting individuals gain employment.



Challenges and Goals for 2022

- * Moving away from the challenges experienced for the last two years due to the COVID -19 pandemic and returning to business as usual to provide the much needed services for our customers.
- * Reengaging WFNJ customers as mandatory participation resumes.
- * Assisting Families and Single Adults in finding permanent affordable housing as the housing market begins to recover.
- * Preventing evictions and utility shut-offs with the end of the COVID-19 moratorium using the resources from both EA and ERAP.





CHILD SUPPORT AND PATERNITY



Sharon Mills
Assistant 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 Mercer County Superior Court Family and Probation Divisions, and the Mercer County 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 2021

- * All staff in the Child Support Department completed their Data Security requirements in accordance with IRS Publication 1075.
- * The Child Support Department staff completed all DFD Office of Child Support Services required trainings in addition to 138 web trainings presented by the Child Support Institute.
- * The Child Support staff completed all interviews telephonically as permitted under the flexibilities granted by DFD Office of Child Support Services during the public health emergency.
- * Despite the complexity involved, 20 UIFSAs (Uniform Interstate Family Support Act) were filed in 2021. These cases require action to be taken by more than one state.

Challenges and Goals for 2022

- * Once our agency has reopened to the public we will utilize the new Q-Less system to service our customers more efficiently in person.
- * All staff in the Child Support department will be required to pass criminal history background checks including fingerprinting as required by IRS Publication 1075 prior to July 1, 2022.
- * The CSP Department is successful due to team effort. We will continue to realign caseloads as needed and prioritize cross training of duties.
- * With more in-person services resuming in 2022, staff will prepare to resume in-person Status Reviews in the courts.





PROGRAM STATISTICS



20,034

SNAP households



16,932 Children

SNAP Population



19,852 Adults

SNAP Population



625

WFNJ-TANF Families



457 Adults

WFNJ-TANF Population



1,160 Children

WFNJ-TANF Population



690

WFNJ-GA Cases



21,681

Medicaid Cases



4,327

Medicaid Applications



9,270

Medicaid Redeterminations



6,066

Medicaid Changes



48,147

Medicaid Recipients



\$6.4 million

Payments to landlords and utility providers to avoid eviction and or shut-off



146

Adult Protective Service investigations



149

Seniors received Home Health /Respite Care ,
Emergency Response and/or
Safe Housing Services



8,327

Child Support Cases
Mercer County



892

New Child Support cases
Created



118

Child Support Orders
Established



44

Child Support Paternities
Established



106

Initial Child Support
Complaints Filed



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 are responsible for the maintenance and security of filing in the fraud record room. The staff also act as support for all units in the Fraud Department.

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 MCBOSS 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 2021

- * Successfully converted claims from ABACUS to ONETrac Claim Management System.
- * Maintained ONETrac Match alerts to avoid building a significant backlog.
- * Evaluated and prepared all outstanding back end cases for future prosecution once waivers are lifted.
- * Developed innovative procedures to complete investigations in the face of COVID-19 waivers.
- * Effectively remained compliant with the ever changing DFD/FIRM guidelines in regards to claims management and procedures.

Challenges and Goals for 2022

- * Maintain a fully staffed department to aid in succession planning and employee development.
- * Prepare for possible discrepancies in ONETrac versus ABACUS once collection activities resume.
- * Continue to prepare for future audits and program evaluations, including, but limited to, FNS Evaluations, FTI Reviews and Management Evaluations (ME).
- * Complete the destruction process per DHARMS regulations.
- * Complete training to address deficiencies identified in the ME review.
- * Continue to maintain and follow guidelines from the newly issued DFD/FIRM Claims Management Plan.



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. MCBOS 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 2021

- * Achieved no findings in annual Single Audit conducted by Mercadien, P.C.
- * Emergency Rental Assistance Program Grant payments processed totaling \$5.3 million.
- * Processed timely benefit issuances to customers despite the pandemic-related staffing shortages.
- * Partial conversion from ABACUS to ONETrac for Collections Fraud recoveries and reporting.
- * Coronavirus Relief Funding \$294 thousand; FEMA Application pending \$43 thousand; offset to reduce COVID-related budget expenditures.



Challenges and Goals for 2022

- * Full integration of new HRIS system with the Payroll system (Primepoint).
- * Complete Conversion to ONETrac Collections system for Fraud recoveries (via partnership with DFD FIRM and Protech automated system enhancements).
- * Cross train staff to cover pandemic related staffing shortages; maintain internal controls.
- * Emergency Rental Assistance Program I & II Grant payments.
- * Research and implement IRS W-9 systemic validation; Streamline 1099 processing.

FINANCIAL HIGHLIGHTS



\$62,711,894

MCBOSS Budget



\$12.6 million

Processed over \$12.6 million payments for Administration/
Grants, including \$5.3 million in ERAP Grant alone (42%)



\$8.4 million

Processed over \$8.4 million in checks and EBT for WFNJ-
TANF/SSI customers (including TANF Stimulus payments)



\$3.2 million

Processed over 3.2 million in checks and EBT for
WFNJ-GA customers



\$2.2 million

Collected more than \$2.2 million in Child Support for our
customers



\$435,000

Collected almost \$435 thousand in Fraud Claims, including
almost \$250 thousand in cash via repayment agreements



GENERAL SERVICES



Michael Danbury,
Assistant Chief Clerk

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

The Administrative/ 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, Scan Units 1 and 2, Eligibility Support Unit, Purchasing/ Stock Room, Mail Room/ Motor Pool, and Building Maintenance.

Record Room maintains the customer records for TANF, GA, and SNAP (Food Stamps). 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 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 appointment letters which are generated and mailed to customers for their appointments utilizing the ONETrac system. These appointments are for recertification/ redetermination for TANF/GA/ Medicaid/ SNAS, and SNAP. ESU is also responsible for the scanning and mailing of State Generated Notices (SGN's) to customers.



The Purchasing Department/Stock Room procures the office supplies needed to perform the day to day tasks associated with taking applications and maintaining customer records.

This office also maintains an active inventory to track 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 delivery and recycle collection, and also coordinates building repairs with NEXUS Building Management and other professional contractors as needed.

Department Achievements in 2021

- * Collaborated with NEXUS to complete the Lease Renewal Checklist, including re-carpeting, repainting and lighting improvements in the entire facility.
- * Coordinated enhanced cleaning and disinfecting with Delta Cleaning Services.
- * Worked with contractors and vendors for Agency projects.
- * Hired and trained employees to fill essential positions.
- * Continued to maintain a high percentage of completed work in the face of the COVID-19 pandemic.

Challenges and Goals for 2022

- * Finalizing completion of the Lease Renewal items.
- * Maintaining a high percentage of timely completion of work in the DIMS system now that workflow has increased due to the expiration of many COVID-19 waivers.
- * Hiring, training and maintaining staff due to promotions and position transfers.
- * Eliminating the existing backlog of old records which are still required to be scanned into DIMS.
- * Renovation of essential areas in the building, such as Record Room and the First Floor Eligibility Units.



HUMAN RESOURCES



Delores G. Smith, Personnel Officer

Patricia Schwing, Principal Personnel Technician

The Human Resources Department strives to contribute to the overall success of the agency by assisting our employees to realize their full potential as a MCBOSS employee. Human Resources is committed to finding the right talents and abilities for every position.

We believe in the importance of comprehensive policies, clear communication and a fluid mindset in order to successfully adapt to the ever changing climate we have experienced the last two years.

A top priority for the Human Resource Department has been the delivery of exceptional customer service to our employees so that they can deliver the same to our customers. We work hard to ensure employee engagement, accuracy and efficiency while managing our day to day responsibilities which include managing health benefits and pensions, time and attendance, personnel matters, civil service actions, leaves of absence, disciplinary actions and management of performance evaluations.



Department Achievements in 2021

- * Restructured the Human Resources Department by outfitting it with new titles in an effort to attract employees with Human Resource-centric backgrounds. These updated titles will allow for future succession planning and outfit the Human Resource Department with knowledgeable and experienced professionals.
- * Continued making progress on our usage of the HRIS system, Prime Point. We have completed the upload of historical data including but not limited to: employee salary history, title history, and leave of absence history.
- * Effectively rolled over into the use of the new State Health Benefits portal, Benefit Solver. We had a successful first Open Enrollment using the new system. Employees are now able to access their benefits information online, make changes and upload verification documents all with the click of a button.
- * Managed all COVID-19 related policies including but not limited to Travel policies, Confirmed COVID -19 case policy, and COVID-19 leave policies in an ever-changing environment in accordance with the guidelines set forth by the CDC and the State of New Jersey.
- * Was instrumental in the implementation and support of the Enhanced COVID-19 Protocols. Oversaw operations at the COVID-19 testing site during the hours while testing was conducted.

Challenges and Goals for 2022

- * Full implementation of Prime Point continues to be a priority to streamline our HR processes and become more efficient.
- * Continue to attract and retain HR centric employees to provide the best support to our employees.
- * Improve and streamline some of our internal processes to improve business operation.





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 five 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 2021

- * Assisted the Director with developing return to work policies and safety protocols required due to the public health crisis.
- * Filled the position of Management Specialist in the department.
- * Continued to facilitate the program portion of the Mercaden 2020 audit during the public health crisis.
- * Increased and attained the electronic filing management project goal from ninety-five percent to one hundred percent timeliness each month.
- * Assisted in communicating and updating agency workers as well as MCBOSS customers via agency website on the federal and state guidelines due to the public health crisis.

Challenges and Goals for 2022

- * Develop new program grants as well as increase funding allocations for existing grants.
- * Reinstate community outreach programs in order to inform the community of agency programs requirements.
- * Recruit and train support staff to work in the Human Services Coordinator's office.





LEGAL



Joshua Markowitz, Board Counsel

Timothy Bauersachs, Chief Counsel

Joshua Markowitz and Timothy Bauersachs are Board Counsel and Chief Counsel to the Mercer County Board of Social Services and are responsible for all legal actions brought by and against the Agency, as well as providing advice to the Agency's Board of Directors, attending all Board meetings, and directly dealing with legal issues and problems for the Director and all of the Agency's administration. They oversee a team of attorneys whom appear daily on child support and paternity cases before Superior Court Judges and/or Hearing Officers.

The Legal Department is responsible for evaluating and processing burial payments for the indigent, and also handles repayments. The Chief Counsel supervises the Fair Hearings in the Office of Administrative Law, where our legal counsel is responsible for interviewing fact witnesses, and analyzing relevant program regulations and policies. The Legal Department handles the bidding and procurement of public contracts. We also analyze employee complaints, conduct employee interviews, provide legal analysis of the facts and make legal recommendations to the Personnel Department.

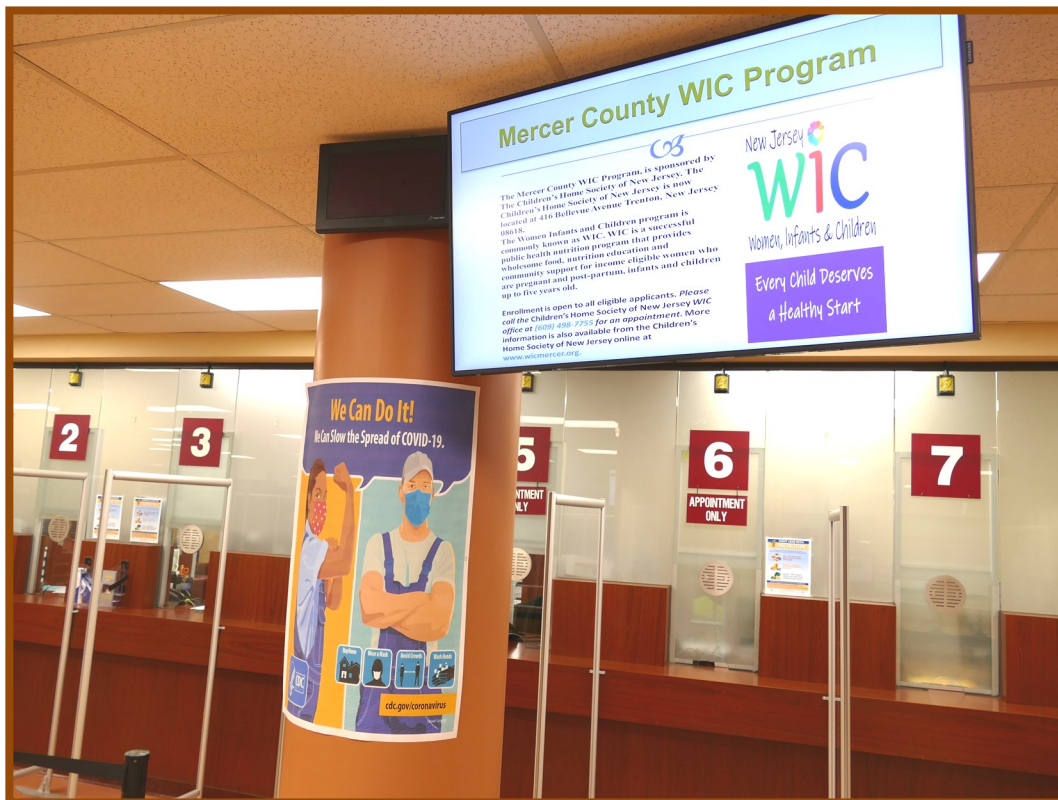


Department Achievements in 2021

- * Represented the agency in over 600 child support hearings.
- * Represented the agency in hundreds of fair hearings before the N.J. Office of Administrative Law.
- * Handled burials for indigent clients, litigation in the N.J. Division of Civil Rights, and N.J. Superior Court.
- * Gave legal advice and guidance on many employee matters, agency issues and policy development.

Challenges and Goals for 2022

- * A large increase in Fair Hearings is expected due to the ending of pandemic-related benefit extensions.
- * Provide thoughtful and timely legal guidance to our Agency Administration.
- * Hire additional support staff to help with the influx of fair hearings.
- * Provide excellent legal representation in court and child support hearings.
- * Cross-train all support staff in our office to better respond to future changes and agency needs.





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 outsourced 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 2021

- * Implemented Phishing & Cloud Email Security.
- * Upgraded anti-virus program with a Cloud-Delivered Endpoint Protection Platform.
- * Replaced ticket system with QLess Lobby Management Solution including deploying on-site Kiosks.
- * Increased production and on-site backup storage environments.

Challenges and Goals for 2022

- * Increase reception area audio visual hardware.
- * Integrate Access Control & Panic Button Systems into Security Camera system.
- * Increase Server Memory Capacity.
- * Research new Customer Relationship Management System.
- * Research new Fixed Asset Management and Purchase Order and Procurement Solution.





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 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 also responsible for the following areas:

- * Coordinating the RMS
- * Approving the destruction of records
- * Imaging system registration
- * Writing operational and program policies and procedures



Department Achievements in 2021

- * Retained the responsibilities for the RMS, a sampling plan for allocating expenditures for staff assigned to specific employee work units.
- * Researched and developed COVID-19 policies and procedures.
- * Evaluated and created various agency policies and procedures in conjunction with agency standards.
- * Continued to review and develop the business plan and processes for the scanning of records into DIMS.
- * Performed user acceptance testing.

Challenges and Goals for 2022

- * Review and update of outdated/obsolete policies and procedures.
- * Creating quality standards and putting them into practice.
- * Getting recommendations implemented.
- * Assisting in creating policies and procedures with subject matter experts.
- * Improving process efficiency in all departments.





TRAINING



John Wood, Senior Training Technician
Anupam Sharma, Training Technician
Mary Warner, Secretarial Assistant

The Training Department's primary responsibility is to provide training to professional and support staff for 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, Social Services, 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 COVID-19 pandemic, some of these trainings have been reduced in size when in-person, while others have been placed on the agency intranet. Trainings are designed to meet individual, group and departmental needs and objectives.

Our goal is to provide the knowledge and skills necessary for employees to successfully perform their jobs duties. Our department strives to enhance individual learning and development as a means for creating a better workplace environment. We also incorporate 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 to employees and will remain ready and dedicated to assist the agency staff in serving the citizens of Mercer County.



Department Achievements in 2021

- * Created and added an employee virtual desk top training menu to the mcboss.org website for all employees, including staff working remotely.
- * Introduced and utilized new software called “Go To Training” for virtual training.
- * Completed all mandatory Division of Family Development annual and ongoing training modules.
- * Delivered virtual training on QLess, the new client kiosk software system.
- * Managed New-Hire On-Boarding via PrimePoint-Business Access software.

Challenges and Goals for 2022

- * Expanding the virtual training library to include self-development training options.
- * Develop peer/liaison based committee/group(s)to plan and organize specific training requirements and tasks.
- * Support staff in acquiring knowledge, skills, and abilities required for effective job performance with formal and on-the-job training that includes feedback and coaching.
- * Improve Training Evaluations by incorporating automated systems to be used as a method of measuring the quality of the training and identifying areas of possible improvement.
- * Foster and encourage positive employee perception regarding virtual learning in a changing organizational environment.





BUSINESS SERVICES STATISTICS



3,661,109
Pages Scanned



1,464,181
Documents Scanned



17,186
Document Records Keyed



8,691
Voucher Payments



26
Bus Pass Payments



16,725
Operator Assisted Calls



5,519
MIS Tickets Closed



4,734
System Access Requests



2,404
RMS Observations



2,168
Income Eligibility
Verification System (Alerts)



744
Claim Referrals



634
Child-Support Hearings



359
RMS Validations Completed



301
Claims established for a
total of \$216,946.00



278
Internal Training Sessions
(1198 Hours)



150
External Training Sessions
(650 Hours)



5791
Voter Registration Forms



38
Warrants prepared for
judgment amounts totaling
\$135,969.71



112
Investigations Completed



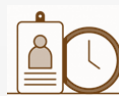
78
COVID positive leaves of
absence



72
Promotions



28
New Hired Employees



16
Retirees



17
Social Service Contracts
reviewed

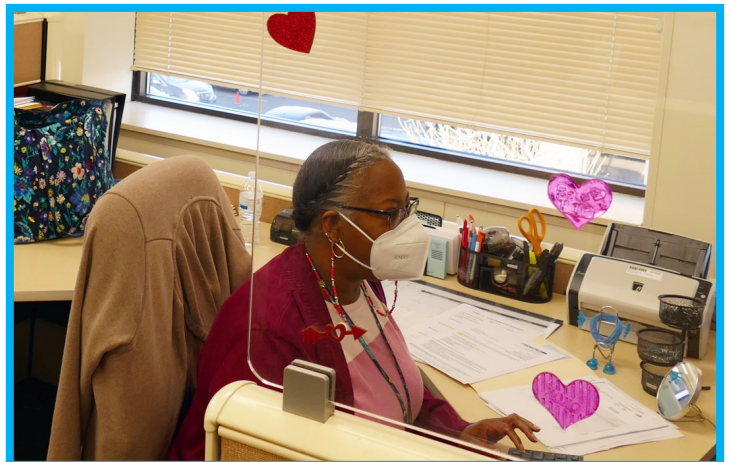


LIFE AT MCBOSS





LIFE AT MCBOSS





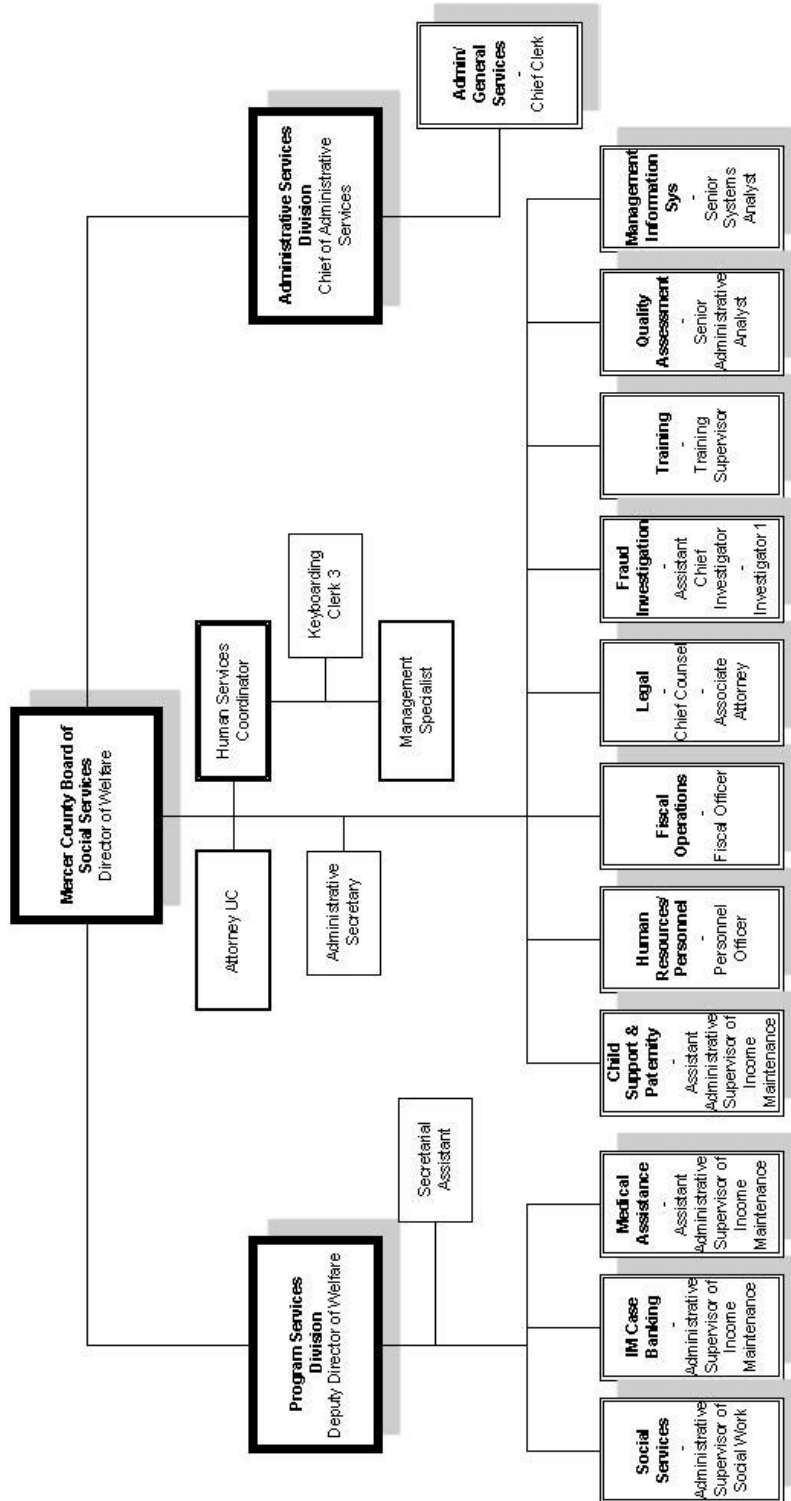
APPENDIX A ORGANIZATION CHART



ORGANIZATION CHART

FY 2021
As of 3/1/21

MERCER COUNTY BOARD OF SOCIAL SERVICES





Mercer County Board of Social Services

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Trenton, NJ 08611
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