



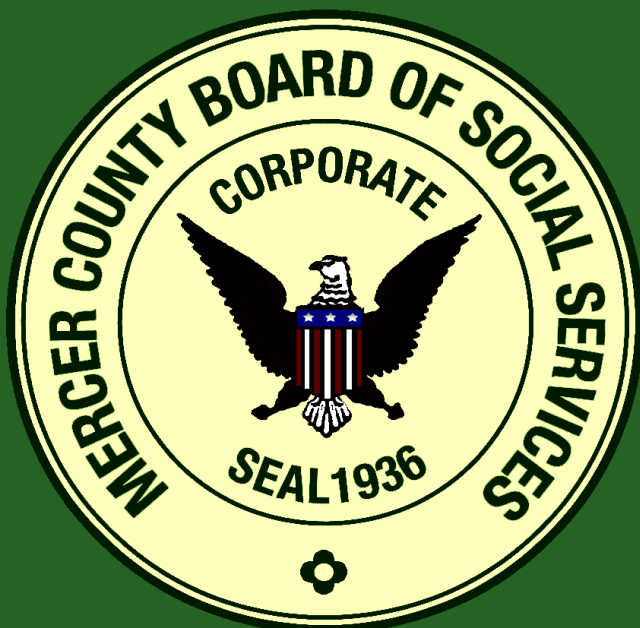
2022

ANNUAL

REPORT

Contents

COUNTY EXECUTIVE'S LETTER	4
CHAIRMAN'S LETTER	5
DIRECTOR'S LETTER	6
BOARD MEMBERS	7
LEADERSHIP	8
CORE VALUES & PLEDGE OF SERVICE	9
HISTORICAL FACTS	10
DIRECTOR'S REPORT	12
DEPUTY'S REPORT	15
SOCIAL SERVICES	17
CASE BANK DEPARTMENT	20
MEDICAID DEPARTMENT	22
CHILD SUPPORT AND PATERNITY DEPARTMENT	24
FRAUD INVESTIGATION DEPARTMENT	26
PROGRAM SERVICES STATISTICS	28
FINANCE DEPARTMENT	30
SERVICES STATISTICS	33
MANAGEMENT INFORMATION SYSTEMS DEPARTMENT	34
GENERAL SERVICES DEPARTMENT	36
TRAINING DEPARTMENT	38
QUALITY ASSESSMENT DEPARTMENT	40
HUMAN SERVICES COORDINATOR	42
HUMAN RESOURCES DEPARTMENT	44
LEGAL DEPARTMENT	46
APPENDIX A - ORGANIZATION CHART	





COUNTY OF MERCER

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

BRIAN M. HUGHES
COUNTY EXECUTIVE

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

Dear Friends,

It gives me great pleasure to report to you on the successes of the Mercer County Board of Social Services (MCBOSS) contained within the Board's annual report.

MCBOSS rose above the challenges presented by the public health emergency and continued to provide essential services to the neediest citizens of Mercer County. With all necessary safety measures in place, MCBOSS successfully reopened to serving the citizens of Mercer County in person in January, 2022. The employees of MCBOSS served over 20,000 Mercer County residents in person throughout 2022 and provided assistance and assurances in a professional and compassionate manner.

In collaboration with the Mercer County Department of Human Services, MCBOSS continued to administer the Emergency Rental Assistance Program (ERAP) to assist Mercer County residents who suffered a loss of income due to COVID-19 and subsequently fell behind on rent and utility payments. The ERAP program afforded 12 months of back rent and an additional six months of prospective rent and also was used to pay delinquent utility bills. The MCBOSS staff were able to assist more than 2,400 applicants avoid possible eviction as the ERAP 1 and ERAP 2 programs paid over \$16 million in payments to landlords and utility companies to assist these individuals.

The public health emergency prohibited terminations of any Medicaid coverage and as a result, the Medicaid caseload at MCBOSS grew to over 23,000. The staff processed over 6,000 new Medicaid applications in 2022 alone. Additionally, over 19,000 Mercer County households received SNAP benefits and staff processed over 13,000 new SNAP applications in 2022.

Exemplarity is the one word that describes the dedication and commitment displayed by the staff at MCBOSS over these past three pandemic years. They have consistently delivered year after year when the demand for services was unprecedented, and have my deepest respect and appreciation.

Sincerely,

Brian M. Hughes
Mercer County Executive

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



MERCER COUNTY BOARD OF SOCIAL SERVICES

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

Keith V. Hamilton
Chairman



Jeffrey M. Mascoll
Director of Welfare

Dear Friends,

The following pages contain the Mercer County Board of Social Services' Annual Report. This report highlights information on the Board's activities during 2022 and outlines some of the goals as well as challenges expected in 2023. The Board has been serving the vulnerable citizens of Mercer County since 1932. The last ninety years have seen a multitude of changes in technology, regulations, programs, and population but the steadfast commitment to providing economic and social services to individuals and families in need remains constant.

The members who serve on the governing Board of MCBOSS have a fiduciary responsibility to the residents of Mercer County to use public funds prudently and efficiently. The members work diligently to ensure that all assistance programs are administered properly and that the agency consistently operates in the best interests of the customers, community and staff.

Despite the uncertainty the unwinding from the public health emergency will bring, I am confident that the employees of MCBOSS will treat every customer with dignity, respect, compassion, and professionalism. I encourage you to read the 2022 Annual Report and familiarize yourself with all of the programs offered through the Mercer County Board of Social Services. Together with our community partners we continue to strive to meet the needs of all Mercer County residents.

Sincerely,

A handwritten signature in blue ink that reads "Keith V. Hamilton".

Keith V. Hamilton
Chairman



DIRECTOR'S MESSAGE

Dear Family and Friends,

Needless to say, the Covid-19 pandemic was a world changing event: Some businesses and agencies flourished but most struggled. As part of those organizations that struggled, Covid-19 proved challenging. It revolutionized how we worked, how we connected with our customers, and how we moved them to self-sufficiency.

After almost 3 years of continuous disruption of normal operations, benefit entitlements continue to be processed using Covid-19 flexibilities, maximum SNAP allotments continue to be issued, and Medicaid caseloads continue to grow. 2022 witnessed continuing talk about planning for the "Unwinding" of the Public Health Emergency (PHE). Thankfully there has been hesitancy at unwinding and reestablishing pre-pandemic benefit levels until proper planning and noticing can be put into place.

The MCBOS Staff have been Amazing! They have stepped up in the beginning and continue to step up now. We collectively have focused and concentrated on our Core Mission as the Safety net in Society, as we have had to renew and reimagine our work due to inflationary pressures and sustained high demand. This new normal is very different from our pre-pandemic operating battle rhythm. I am delighted to continue this journey with Team MCBOS!

As we enter 2023, the "Unwinding" will present new challenges, but I can see light at the end of the Covid-19 tunnel. Working in partnership with our community partners, our state entities, and the Board, we will "Unwind" and reevaluate all benefit issuances in accordance with DFD and DMAHS directives and guidance. My prediction is that the Pandemic will conclude in 2023 and that we will emerge stronger and even more resilient. Be Well! Stay Safe!

A handwritten signature in black ink, appearing to read "Jeffrey M. Mascoll".

Jeffrey M. Mascoll
Director of Welfare



BOARD MEMBERS



Front row, left to right:

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

Back row left to right:

Eduardo Gittens, Board Member, Terrance Stokes, County Commissioner, Roberto Hernandez, Alternate Secretary-Treasurer, Margaret Lewallen, Deputy Director of Welfare, Paul R. Adezio, County Adjuster, Lucylle R.S. Walter, County Commissioner, Timothy Bauersachs, Board Counsel



LEADERSHIP



Jeffrey M. Mascoll
Director



Margaret Lewallen
Deputy Director



Gerald De Lorenzo
Human Services Coordinator



Christina Harcar
Social Services



Delores Smith
Human Resources



Geralyn A. Schneider
Finance



Lee E. Micai
Management Information Systems



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

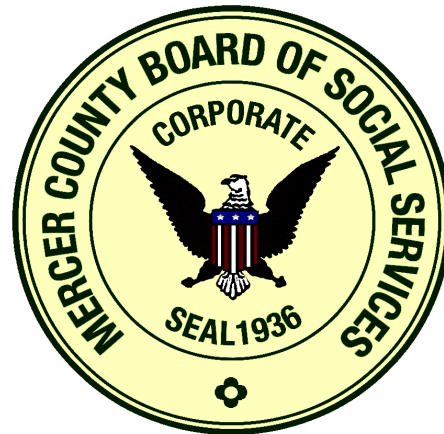
SAFETY IS PARAMOUNT S.T.O.P.P. - Stop. Think. Observe. Plan. Proceed.

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



Mercer County Welfare Board was established in 1932 under the authority of New Jersey Statues Annotated (NJSA)44.

**In February 1979,
Mercer County Welfare Board was renamed,
Mercer County Board of Social Services.**





Directors

Richard Dougherty
Patrick Magee
Dennis Micai
Frank Cirillo
Barbara Buckley
Jeffrey Mascoll

Deputy Directors

Helen Wolf
Joseph Ramus
Joyce Gallagher
William R. Krisak
Barbara Buckley
Margaret Lewallen

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

2022 was another unprecedented year here at Mercer County Board of Social Services (MCBOSS). Every year presents its own unique challenges and opportunities but as difficult and challenging as the Covid-19 crisis has been, 2022 truly represented our first real steps forward toward Covid-19 recovery and returning to normalcy.

We forged ahead with our Business Plan to reopen to the public and charter new beginnings. We remained true to our Core Values and many of our internal policies centered on Covid-19 containment strategies. We are proud of all our successes and pleased to be able to share the highlights here with you in this annual report. I trust you will find the report insightful in better understanding the full range of services available to the residents of Mercer County.

2022 Year in Review

MCBOSS is incorporated to provide benefits and services to the citizens of Mercer County, thereby enriching their lives individually and collectively. As the pandemic lingered on, 2022 began with a lot of uncertainty as to exactly how the resumption of eligibility requirements would be implemented. The December 2021 expiration of the moratorium on evictions caused greater instability for our customers and due to the emerging need, MCBOSS reopened to the public quickly as the outcry for services became more acute.

Envisioning the future enables us to set aside outdated business practices and prepare ourselves to be more relevant to our customers, our employees, and our communities. In determining the right time to reopen to the public, 1Q-22 was targeted as a reopening date. As a starting point, it was determined that our customers would not return to our old servicing model, but would have a new and improved customer service experience through the Q-less lobby management system.



MCBOSS continued to monitor Covid-19 positivity in the agency, in Mercer County, and in New Jersey on a weekly basis. Rest assured the safety of our employees remains a top priority at MCBOSS. Balancing the safety of our employees against our responsibilities as a Board of Social Services became a defining moment as we worked to adjust and refine reopening plans. The Customer Service Area renovations were completed in January, 2022 and new Kiosk machines were put in place.

Gratefully, MCBOSS reopened to the public 1Q-22. The remainder of 2022 brought Welcome News of a return to normalcy. News that an “Unwinding” from the Covid-19 flexibilities was on the horizon represented a true return to pre-pandemic normalcy. Important themes throughout 2022 were Safety and Resiliency, Health and Wellness, and PHE Unwinding.

2022 witnessed an ever present increase in the demand for services. Regarding SNAP, there was a 40% increase in food stamp applications year over year. Since the beginning of the pandemic, there are over 13 thousand Medicaid cases processed with Covid-19 flexibilities. The increase in call volume has been unprecedented. Although physically open to the public, we continue to recommend to our customers that if they are willing and able to take care of business virtually, (via email, telephone, drop-box, etc.) that they continue to outreach us in that form. For those customers requiring in person service, it is our pleasure in order to be able to do just that. Perhaps due to inflationary pressures the heightened demand for services continued to present through year end.

Challenges and Goals for 2023

Our Plan for 2023 truly represents a turning point. “Unwinding” represents recovery and restoration: recovery from a pandemic that amplified the inequities experienced in housing, employment, income, health-care, and food insecurity and restoration and renewal in our Partnerships, Communities, and Systems designed to protect those most vulnerable in society. We have informed our partners in the non-profit sector that provide overlapping services such as food banks, soup kitchens, and counseling services of the plans for the “unwinding” and the impact that will have on those we serve.

2023 represents an opportunity not to unwind back to our broken systems, but to launch new beginnings and opportunities for change and growth. 2023 should witness the manifestation of ARP infrastructure dollars within our communities. Unwinding will also provide us new opportunities to network with our community partners and nonprofits, to extend our Continuum of Care (CoC) by creating new and sustainable solutions for individuals and families for years to come.

Despite all the challenges we witnessed in 2022 and the difficulties associated with “Unwinding” projected for 2023, it is our core mission to assist the most vulnerable in society that bonds, unites, and drives us forward. There is something uniquely special about our core responsibility to humanity that brings us together, connects our hearts and minds, and moves us onward.



I want to take this opportunity to THANK our Board, Mercer County Human Services, and all our Community Partners who work hand in hand with us. I especially want to THANK the Staff at MCBOS for their dedication and resolve as they have adapted to significant and unprecedented change over the last few years.

This year's Annual Report highlights MCBOS successes and achievements. Despite being in an "Unwinding" holding pattern for the majority of the year, MCBOS continued to be a leader within the Community and a source of refuge for our customers. Together, let us move into 2023 with renewed energy, hopefulness, and optimism!

An extract of our 2023 Business Plan is highlighted below:

- A) Validate the "New Normal" operating environment
- B) Expand Employee Engagement
- C) Envision New Modalities to Expand Training Program
- D) Implement Prime-point Automated Time & Attendance System
- E) Embed Positivity & Expand Culture of Customer Service

I am proud to present the Mercer County Board of Social Services 2023 Annual Report.





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 every individual who requests assistance. The Case Bank Department, Medicaid Department and Social Services Department work in collaboration, sometimes with our community partners, to provide assistance to all eligible citizens of Mercer County. Dedicated staff work to meet the various needs of our customers in a competent, compassionate, efficient, and professional environment.

The year 2022 was a year full of challenges and opportunities at MCBOSS. The program areas continued several ongoing projects while they also began preparing for the anticipated unwinding of the public health emergency, The Case Bank Department and Social Services Department continued their participation with the Mercer County Department of Human Services and the Mercer County Correction Center under the Returning Citizens to the Community Program (RCCP) which assists individuals returning to the community following incarceration. The goal of the program is to meet all financial, nutritional, medical, housing, and counseling needs of the individual so that this vulnerable population has the tools and support they need to become self-sufficient and avoid re-incarceration. The Management Assistant at MCBOSS handled 113 referrals for this program as the liaison for RCCP.

The Social Services Department continued to partner with Mercer County Human Services to provide Emergency Rental Assistance (ERAP-2) to households who fell behind on rent or utility payments due to the impact of the COVID-19 pandemic. From inception, this program provided assistance to over 2,400 individuals.



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 a performance based funding agreement that requires Medicaid applications and redeterminations be completed timely. Despite increased demands during the public health emergency, MCBOS consistently performed at an optimal level which maximized funding available under the MOU during 2022.

Department Achievements in 2022

- * In order to prevent instances of homelessness, staff processed over \$16 million in payments to landlords and utility providers under the ERAP1 & ERAP2 programs, assisting over 1700 customers with back rent and over 700 customers with overdue utility payments.
- * In January, 2022 our agency resumed in-person service for our customers. By year end our Agency serviced an average of 2,250 customers each month in-person.
- * Q-Less, the new Lobby Management System, assisted with scheduling and monitoring in-person customer interactions as well as telephone requests for contact.
- * Staff in the Case Bank Department and the Medicaid Department processed a record number of Applications, Recertification's, and Redeterminations in accordance with the COVID-19 flexibilities afforded by Division of Family Development (DFD) and Centers for Medicare Services (CMS) during the pandemic.
- * Despite the 25% increase in the SNAP caseload in the last three years, staff have been able to consistently maintain timeliness in processing of benefits.

Challenges and Goals for 2023

- * Due to the COVID-19 processing waivers enacted in 2020, some eligibility and recertification requirements were relaxed. As a result, the caseloads in SNAP, WFNJ, Medicaid and Social Services have seen significant increases. Once the Public Health Emergency ends and these waivers expire, all cases processed under the temporary relaxed guidelines will need to be reviewed.
- * The work participation requirements normally embedded in the WFNJ program resumed in 2022 and in 2023 there expects to be an increase in referrals for work activities
- * The requirement to annually redetermine Medicaid benefits will be reinstated once the PHE ends and, as a result, some customers may see a loss or change in benefits.
- * The anticipated benefit reductions and terminations will result in increased requests for Fair Hearings. Staff in the program areas as well as in the Legal Department will need to prepare for this increased demand.



SOCIAL SERVICES DEPARTMENT



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 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 those needing information and referrals are served without regard to income.

Social Service Programs available in 2022:

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.



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, MCBOS 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 under ERAP-1. The ERAP-1 program assisted with rent, rental arrears, utilities and home energy costs to avoid homelessness and housing instability. ERAP-2 began in 2022 as a continuation of effort to assist those customers who were impacted by COVID-19 and subsequently fell behind on rent and utilities.

Department Achievements in 2022

- * The WFNJ/TANF Program successfully implemented a virtual WFNJ orientation platform for TANF customers to move forward with their goal of self-sufficiency.
- * MCBOS maintained a high level of WFNJ participation without the use of sanctions for non-participation.
- * Piloted a new Adult Protective Services Comprehensive Information System, (APSCIS), which stores all new APS case referrals. This system has now moved into the full production stage.



- * The Emergency Assistance housing units activated 1,180 Emergency Assistance cases to assist those who were behind on rent and those who were homeless and required on-going assistance.
- * Staff assigned to ERAP processed over \$9.6 million in ERAP-2 payments for rent and utilities to prevent homelessness.

Challenges and Goals for 2023

- * Mercer County's lack of affordable housing inventory as well as temporary housing options make it very difficult to successfully make permanent housing placements.
- * The shortage of available motel rooms in Mercer County has forced us to make placements for our customers out of County.
- * Maintaining a high level of participation will be difficult without the ability to impose sanctions.
- * The pandemic has caused a surge in mental health crises in a population already severely underserved
- * Mercer County has worked hard over the last decade to get individuals and families rapidly rehoused. We were highly successful until the pandemic. Our goal is to get back to our housing-first model and regain the ground we lost in our efforts to help customers help themselves.





CASE BANK DEPARTMENT



Pauleen Merluse, Assistant Administrative Supervisor of IM
Scott Thompson, Administrative Supervisor of IM
Kathleen Hull, Assistant Administrative Supervisor of IM

The Case Bank Department's primary purpose is to provide economic, nutritional, and medical assistance to individuals and families of Mercer County. In accordance with federal and state regulations, our responsibility is to ensure the financial needs of the most vulnerable residents of our county are met whenever possible. The Case Bank Department administers the Supplemental Nutritional Assistance Program (SNAP), the Work First New Jersey Program (WFNJ), 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 the Supplemental Work Support (SWS) Program. We are proud to provide these services professionally and with compassion.

The Case Bank Department has 13 eligibility units, consisting of 114 professional staff whose responsibilities range from interviewing customers for programs to evaluating and determining eligibility. Four (4) additional units are staffed with clerical personnel who provide valuable support to the entire department. In addition to our main office, the department provides accessibility for our customers by stationing two full-time professional staff to help customers at the following sites: Henry J. Austin (M-F), Capital Health at Hopewell (T, R), and Capital Health at Fuld (M, W, F).

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 FamilyCare – 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 2022

- * Developed processes and procedures to handle uploaded customer documents in MYNJHELPS.gov.
- * Continued to effectively process cases under the temporary COVID-19 modifications and waivers despite a 26% increase in applications received.
- * Coordinated and implemented a new Lobby Management System for the front end and also incorporated a new process to direct phone messages from the Call Center to the appropriate workers.
- * Improved efficiency in the Call Center by 21% and decreased wait times.

Challenges and Goals for 2023

- * Following the expiration of COVID-19 waivers, Case Bank staff will need to process the increased number of SNAP Applications/Recertification.
- * Retrain staff on the program requirements as they existed prior to the COVID-19 pandemic.
- * Optimize use of ONETrac to process Applications, Recertification and matches.
- * Make process improvements in staff utilization of MYNJHELPS.gov.
- * Implement full utilization of the NJ Familycare Worker Portal to process Medicaid Applications and Redeterminations.



MEDICAID DEPARTMENT



Alice Torres
Assistant Administrative
Supervisor of IM

The Medical Assistance Department at Mercer County Board of Social Services 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 the elderly, blind, and disabled individuals 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 may be eligible for coverage for emergency services under NJ Familycare.

NJ Familycare also offers a program for prenatal and family planning services to women who are undocumented. New Jersey Supplemental Prenatal and Contraceptive Program (NJSPCP) covers outpatient prenatal services and contraceptive services for women including, but not limited to: prenatal care, prenatal related services, birth control, pregnancy tests, family planning counseling, and family planning lab tests.



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

The coverage available for pregnant women expanded in 2022 to provide one year of post-partum coverage following delivery to eligible mothers. Previously post-partum coverage was only sixty (60) days.

Beginning in 2023, all state residents under the age of 19 regardless of immigration status, will qualify for health insurance coverage in New Jersey. Through its "Cover All Kids" program, the state is expanding NJ FamilyCare to every uninsured child in the state who is income eligible. Another significant change in 2023 will be an expansion in the NJ Workability program under NJ Familycare. This expansion will allow more opportunities for disabled individuals to receive coverage and for longer periods of time.

Department Achievements in 2022

- * Due to the continuous efforts of staff, the average timeliness for redetermination processing was 98.07% in 2022.
- * Our new Medicaid Intake unit successfully serviced 1,342 customers.
- * The new Lobby Management System (QLess) has improved efficiency in the delivery of services to customers both in person and over the phone.
- * The Medicaid Department participated in several successful community outreach events throughout the year.
- * Enhancements made in 2022 to the on-line NJ Familycare application allowed customers to complete their application as well as redetermination on-line. This switch from paper to on-line is expected to improve efficiency, decrease mailing costs, and facilitate processing.

Challenges and Goals for 2023

- * Continue to service customers expeditiously while maintaining our customer service focus at all times.
- * Redetermine eligibility for all cases processed using COVID flexibilities accurately and timely once the Public Health Emergency concludes.
- * Maintain our timeliness percentage at 90% or greater in order to maximize funding available.



CHILD SUPPORT AND PATERNITY DEPARTMENT



Lorna Colligan
Assistant Administrative
Supervisor of IM

The Child Support Department is comprised of 19 dedicated professional staff members whose main goal is to enhance the lives of children and parents/custodians. The CSP employees assist customers by locating non-custodial parents, establishing paternity, and obtaining child support orders which may include medical and financial support. All residents of Mercer County are entitled to receive 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. Once paternity is established, a child support order will provide financial self-sufficiency long after a TANF case is closed. For a \$6.00 fee, CSP staff can also provide services to locate the absent parent for Mercer County residents who do not receive other benefits through MCBOS. Child Support services are administered through the cooperative efforts of MCBOS, the Mercer County Superior Court Family Division, Mercer County Probation Divisions, and the Mercer County Sheriff's Office.





Department Achievements in 2022

- * Criminal history background checks that included fingerprinting were successfully completed for all staff in the Child Support Department. The Department also passed with 100% compliance a DFD Data Security Audit in accordance with IRS Pub. 1075 regulations.
- * Telephonic interviews continued throughout 2022. While many child support hearings were conducted remotely, in-person hearings began to resume in mid-2022.
- * Utilized QLess Lobby Management System to service in-person customers and to track those needing call backs.
- * Increased Paternity establishment by 75% since 2021.
- * Increased filing of complaints by 41% since 2021.
- * Increased order establishment by 15% since 2021.

Challenges and Goals for 2023

- * Utilize knowledge and experience gained throughout the pandemic to improve delivery of service to our customers.
- * Continuously monitor caseloads to assure prompt accurate action on cases.
- * Resume in-person training events while retaining the ability to attend virtually when necessary.
- * Re-establish participation in Partnership Meetings with Mercer County Superior Court Family Division, Probation, and DFD.





FRAUD INVESTIGATION DEPARTMENT



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 specific methods and criteria for identifying allegations of fraud and determining the appropriate referral for punishment; in addition to 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 other 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 five units that create the Fraud Department and completes all internal investigations. The Assistant Chief Investigator is responsible to monitor the department's adherence of state and federal guidelines to ensure timeliness and compliance upon review. The ACI also plans, develops, and directs the daily operations of the department and 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 and prepare assignments for the other units. The staff is responsible for the maintenance and security of filing in the Fraud Record Room and 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 investigators are responsible to interview customers, testify to the validity of the claim, and prepare the case files for disqualification or refer for prosecution.



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 2022

- * Workers increased proficiency in the ONETrac claims management system as they transitioned from using ABACUS.
- * Completed Phase 1 of the FTI destruction project.
- * The current Assistant Chief Investigator, was reelected to the Board of the United Council on Welfare Fraud (UCOWF), an organization which focuses on fighting waste, fraud, and abuse in social service programs.
- * Analyzed and updated ONETrac data in preparation to resume collections once the Public Health Emergency (PHE) restrictions are lifted.

Challenges and Goals for 2023

- * Complete DIMS scanning of Fraud records.
- * Complete Phase 2 of the FTI destruction project.
- * Resume collection activity on the ONETrac claims management system.
- * Calculate and process claims without the use of the ABACUS system serving as back-up.
- * Fill department vacancies and maintain a fully staffed department to aid in succession planning and employee development.





PROGRAM STATISTICS



19,310

SNAP households



16,542 Children

SNAP Population



18,970 Adults

SNAP Population



793

WFNJ-TANF Families



649 Adults

WFNJ-TANF Population



1,415 Children

WFNJ-TANF Population



635

WFNJ-GA Cases



23,161

Medicaid Cases



5,303

Medicaid Applications



9,235

Medicaid Redeterminations



4,862

Medicaid Changes



49,691

Medicaid Recipients



2,309

ERAP-2 applications
received

1,117

ERAP applications approved



159

Adult Protective Service
investigations



78

Families placed in
permanent housing



37

Individuals obtained
employment through SAIF



1,586

New Child Support Cases



135

Child Support Orders
Created



77

Child Support Paternities
Established



49

Initial Child Support
Complaints Filed





FINANCE DEPARTMENT



Geralyn Schneider
Fiscal Officer

Vargee Gobah
Supervising 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 2022

- * Achieved no findings in annual Single Audit conducted by Mercadien, P.C.
- * Processed Emergency Rental Assistance Program grant payments totaling \$9.5 million.
- * Obtained FEMA reimbursement of Covid testing expenses of \$297,434.
- * Boosted employee morale by year-end despite staffing shortage.

Challenges and Goals for 2023

- * Full integration of new HRIS system and automated Time system with the Payroll System (Primepoint).
- * Hire and train Accounting staff.
- * Cross-train staff to maintain internal controls, balance job responsibilities, cover gaps.
- * Close-out Emergency Rental Assistance Program grants.



FINANCIAL HIGHLIGHTS



\$62,870,189

MCBOSS Budget



\$17 million

Processed vendor payments for
Administration/Grants.



\$10.6 million

Processed in checks and EBT benefits for WFNJ
(TANF&GA) and SSI customers



\$1.7 million

Collected \$ 1.7 million in Child Support



\$311,000

Collected in Fraud Claims (voluntary-only cash and recoupments, due to pandemic waivers)





SERVICES STATISTICS



2,663,255

Pages Scanned



30,367

Letters mailed



118,208

Scanned Applications



4,429

Voucher Records Keyed



568,956

Emails Sent/Received



131,734

Call Center Assisted Calls



8,031

MIS Tickets Closed



1,973

System Access Requests



2,404

RMS Observations



1,123

Income Eligibility
Verification System Alerts



642

Claim Referrals



600

Child-Support Hearings



360

RMS Validations
Completed



284

Claims established for a
total of \$226,857.00



387

Internal Training Sessions
(723 Hours)



173

External Training
Sessions (543 Hours)



7,498

Voter Registration Forms



350

Fair Hearing requests



14

Request and Authorization
Records Disposal Forms



975

Funeral and Burial
requests for payments



72

Promotions



18

New Hired Employees



8

Retirees

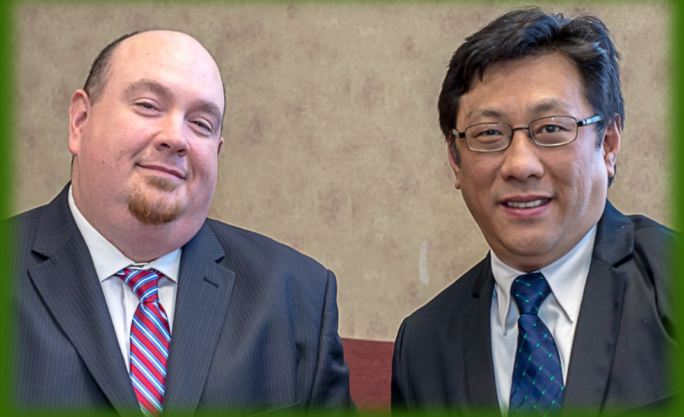


15

Social Service Contracts
reviewed



MANAGEMENT INFORMATION SYSTEMS DEPARTMENT



Lee E. Micai
Senior Systems Analyst

Richard Wang
Data Processing Coordinator

The Management Information Systems (MIS) Department: The exclusive provider of information technology services to the agency and acts as a liaison to the State of New Jersey for its applications.

The MIS Department is comprised of a team of Network Administrators, Server Engineers, Application Programmers, Data Entry Machine Operators, Computer Operators, and User Support Specialists (USS). MIS operating units consist of Project Development; Helpdesk Support Center; Document Control; Data Entry; and Enterprise Services. The Department strives to provide excellent service while meeting the needs of MCBOS employees and customers, and to assure a strong technology foundation for today and into the future.

Senior Systems Analyst (SSA): 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.

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 prioritized as necessary; identifies aging tickets and determines appropriate actions; evaluates service outages and reports unresolved event notifications to the Senior Systems Analyst.

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



Department Achievements in 2022

- * Increased server memory capacity.
- * Renovated audio visual equipment.
- * Refreshed telecommunication infrastructure.
- * Enhanced security camera/video management system.
- * Integrated access control & panic buttons within Security Solution.

Challenges and Goals for 2023

- * Continue infrastructure replacement schedule.
- * Implement Cybersecurity Awareness Training Program.
- * Update IT Service Management and Help Desk System.
- * Research new Customer Relationship Management System.
- * Update three-year strategy roadmap.





GENERAL SERVICES



Michael Danbury
Chief Clerk

The Administrative/ General Services:

Led by the newly appointed Chief Clerk, and is responsible for maintaining facility management and the security of the building and employees. In addition to the Administrative office, our department consists of the Record Room, Case Processing, Eligibility Support Unit, Purchasing/ Stock Room, Mail Room/ Motor Pool, and Building Maintenance.

Record Room: maintains the customer records for TANF, GA, and SNAP. The DIMS Record Management System is used daily to electronically capture program case records of customers.

Case Processing: maintains the customer records for Medicaid applications. The DIMS Record Management system is used daily to electronically capture these case records.

Eligibility Support Unit (ESU): utilizes the ONETrac System to generate appointment letters in order to notify customers of their pending Recertification/ Redetermination for TANF/ Medicaid/ SNAS, SNAP appointment. ESU is also responsible for the scanning and mailing of State Generated Notices (SGN's) to customers and monthly mailings of Medicaid Redetermination packets. ESU also maintains the main operator line for the phone system.

Purchasing Department: procures the necessary supplies required to perform the day to day tasks associated with taking applications and maintaining customer cases. This office also maintains an active inventory to track items in the building.

Mail Room: Ensures incoming and outgoing daily mail is handled quickly and efficiently.

Motor Pool: maintains the fleet of vehicles in order for staff to tend to the needs of the customers of Mercer County Board of Social Services.

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



Department Achievements in 2022

- * Hired and trained employees to fill essential positions.
- * Continued to maintain filing records throughout the pandemic.
- * Collaborated with Nexus, vendors, and contractors to successfully complete Agency projects.
- * Established a dedicated phone line and designated staff to accommodate the launch of on-line NJ FamilyCare renewals.

Challenges and Goals for 2023

- * Hiring, training, and maintaining staff due to promotions and position transfers.
- * Improving the agency inventory system.
- * Preparing the Record Room area and the first floor units for renovation.
- * Streamlining processes to increase capability in units impacted by the unwinding of the public health emergency.





TRAINING DEPARTMENT



Janita Ming,
Assistant Administrative
Supervisor of IM

The Training Department is responsible for providing quality training programs to MCBOSSE employees which support employee development and organizational effectiveness. The department offers staff opportunities to improve soft skills and knowledge-based skills which leads to increased productivity, job satisfaction, and a positive company culture. The training programs encourage continuous improvement, instill confidence, and enhance employee engagement.

The Training Department is responsible for conducting federal and state required trainings on an annual basis, new employee orientation, soft skills and program related training. Program related training includes trainings specific to Work First New Jersey Temporary Assistance to Needy Families, General Assistance, Emergency Assistance, New Jersey SNAP, New Jersey FamilyCare and Child Support and Paternity.

The training professionals in the department are committed to providing excellent training to the staff at MCBOSSE and the trainings are designed to meet individual, group, and departmental needs and objectives

Department Achievements in 2022

- * The Training Department maintained 100% completion rate in providing state required trainings.
- * The addition of two HSS3's to the Training Department brought specific program knowledge to the Department from the Medicaid and Case Bank Departments.
- * MCBOSSE attendance at community outreach programs and numerous job fairs were coordinated by the Training Department.
- * New employee trainings for the Case Bank, Medicaid, and Social Services Department were conducted. In addition, new Supervisor trainings were scheduled and held.
- * Several soft skill trainings as well as Excel trainings were held.



Challenges and Goals for 2023

- * Navigate training through the changing environment and improve the on-boarding experience for new hires through the Primepoint system.
- * Provide regular professional development training for our trainers to increase their proficiency and effectiveness in training.
- * Continue collaborating with the Case Bank, Social Services, Fraud, Medicaid, Child Support and General Services Departments to keep our Training Department informed and up to date with program and legislative changes.
- * Unwind from the Public Health Emergency and return to standard processing procedures, will increase the need for program related refresher trainings.
- * Coordinate the State LMS system with our training module to improve the training experience for MCBOSSE employees.





QUALITY ASSESSMENT DEPARTMENT



David Rimili,
Senior Administrative Analyst

The Mission of the Quality Assessment Unit is to promote effective and efficient service delivery at the Mercer County Board of Social Services by applying expertise in the areas 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, Clerk 3, and Clerk 2 (Administrative Services).

Unit responsibilities include providing ongoing assessment of various agency policies and processes, identifying and analyzing problems, documenting new and existing policies and processes, developing reference materials, creating quality measurements, performing system testing, conducting compliance reviews, making recommendations for improvement 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 2022

- * Researched and developed COVID-19 resources and policies.
- * Reviewed and updated Agency policies and procedures.
- * Translated Serving the Community Booklet into Spanish.
- * Developed reports for the Lobby Management System.
- * Performed user acceptance testing on the employee time clock tracking software.

Challenges and Goals for 2023

- * 100 % Response Rate for the RMS.
- * Develop a schedule to review Policies and Procedures on an annual basis.
- * Improve and optimize business processes in an effort to improve capability necessary to handle the increased workload the unwinding of the public health emergency will bring.





Office of the Human Services Coordinator



Winifred Haynes

Management Specialist

Gerald Delorenzo

Human Services Coordinator

The Office of the Human Service 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 sixteen program contracts, six home health aide agency vendor contracts and The Café and Vending contracts administered by this office.

The Human Service 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 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 responsibility for the office of the Human Service Coordinator. The Coordinator, along with the Management Specialist, acts as the quality control liaison for Temporary Assistance to Needy Families (TANF), 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. This also includes the development of corrective action plans required to address any program deficiencies.



The agency's "Road 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.

The Management Specialist also serves as the liaison for the "Returning Citizen Community Program" (RCCP). This program is administered through the Mercer County Correction Center (MCCC), in collaboration with the Mercer County Department of Human Services. The focus of the program is to assist this vulnerable population of returning citizens with the transition from incarceration to home, by providing housing assistance, entitlement benefits, job training, educational needs, workforce development needs and can also help to obtain identification and/or vital documents that are often a barrier for a successful return.

Department Achievements in 2022

- * Secured new contract for Home Health Aide vendor "Interim Healthcare of Mercer County.
- * Became liaison for "Returning Citizen Community Program" (RCCP) and Jade Café.
- * Assisted in the grant preparation for Emergency Rental Assistance Program
- * Obtained reimbursements through FEMA for employee COVID-19 testing.
- * Negotiated and purchased approximately 70 Vasco M3 Translation devices to assist Agency interactions with non-English speaking customers.
- * Facilitated the program portion of the Mercadien 2021 and FFY 2023 SNAP Management Evaluation audit.

Challenges and Goals for 2023

- * Obtain new program grants as well as increased funding allocations for existing grants.
- * Hire a Management Assistant to help the office in maintaining contract deadlines and office management.
- * Provide outreach training in the community for the agency's "Road to Success Program".



HUMAN RESOURCES DEPARTMENT



Delores G. Smith
Personnel Officer

Patricia Schwing
Principal Personnel Technician

The Human Resources Department (HR) is committed to building strong interpersonal relationships with both managers and employees. We aim to facilitate the strengthening of communication between management and staff. HR is responsible for ensuring compliance with agency policies, Labor contract guidelines, Civil Service guidelines, and State and Federal laws.

HR strives to uphold the Core Values of Mercer County Board of Social Services to help our employees achieve individual success and contribute to the overall success of the agency. HR is committed to finding the right person for each role, allowing each individual to maximize their strengths and abilities.

Over the last year, the top priority in HR has been delivering exceptional customer service to MCBOS employees so that they can deliver the same to our clients. We work hard to ensure 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 performance management.

Department Achievements in 2022

- * Processed Promotional Civil Service Certifications and Announcements.
- * Implemented PrimePoint HRIS system which has improved payroll efficiency.
- * Began a pilot to implement PrimePoint Time and Leave system to ensure more accurate timekeeping.
- * Attended multiple job fairs to attract and recruit qualified candidates for employment.



Challenges and Goals for 2023

- * Finalizing the implementation of PrimePoint Time and Leave system training in order to eliminate the usage of paper timesheets.
- * Continuing to attract interested, qualified, and eligible candidates to fill vacancies throughout the agency.
- * Fully staffing the Human Resources Department with HR centric employees.
- * Completing cross-training of staff to overcome gaps in knowledge.





LEGAL DEPARTMENT



Timothy Bauersachs
Chief Counsel

Timothy Bauersachs serves as Chief Counsel to the 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, and attending all Board meetings, advising the Director, Agency administration, and Personnel Department on legal matters. The Legal Department represents the Agency on Child Support cases and Fair Hearings, and processes Funeral and Burials payments, and handles the bidding and procurement of public contracts.

Department Achievements in 2022

- * Represented the agency at Child Support and Paternity hearings before both Child Support Hearing Officers and N.J. Superior Court Judges.
- * Represented the agency at Fair Hearing proceedings in the N.J. Office of Administrative Law.
- * Handled Funeral and Burial payment requests for indigent clients, including processing payment vouchers, interacting with funeral homes, state agencies, and families.
- * Researched and delivered legal guidance on personnel matters and Agency issues as well as Agency policies.
- * Reviewed and updated our procedures for Funeral and Burials, and Fair Hearings.
- * Provide thoughtful and helpful legal guidance to our Agency Administration.



Challenges and Goals for 2023

- * Handle a large increase in Fair Hearing requests resulting from the end of pandemic-related benefits.
- * Resolve as many Fair Hearing requests that can be resolved and withdrawn, thereby eliminating the need for the hearing.
- * Provide excellent legal representation for the Agency's interests in court, Fair Hearings, and Child Support hearings.
- * Provide thoughtful and helpful legal guidance to our Agency Administration.





Through WEAAD, MCBOSS and other agencies around the world help raise awareness about the millions of older adults who experience elder abuse, neglect, and financial exploitation.

As many as 1 in 10 older Americans are abused or neglected each year, but only 1 in 14 cases of elder abuse ever come to authorities' attention.



LIFE AT MCBOSS

March 4th, 2022 Employee Appreciation Day



**Celebrating employees'
hard work and dedication.**



May 1st– 7th, 2022 Public Service Recognition Week



**America's dedicated public servants are the lifeblood of our democracy.
Every day, millions of public workers at all levels of government
do extraordinary things to make our lives better and our country stronger.**

**During Public Service Recognition Week, we honor the dedicated
Federal, State, Tribal, and Local public servants
who embody the spirit of service and endless possibilities that define America.**

**Our public servants have displayed remarkable resilience and dedication
throughout the COVID-19 pandemic.**

**This week, we recognize the indispensable contributions of our
Nation's public servants.**

**We honor all our public workers who perform
critical roles across our country and around the globe.**

-Joe Biden



PUBLIC SERVICE RECOGNITION WEEK





The MCBOSS Wellness Charter's mission is to increase health awareness. Employees take part in the MCBOSS Breast Cancer Awareness annual walk.



MCBOSS Wellness Charter



THE POWER OF GIVING

NJECC THE HEART OF NEW JERSEY GROWS STRONGER WITH YOU.

MCBOSS & NJECC

MCBOSS kicked off the Annual NJECC campaign on October 31st 2022.



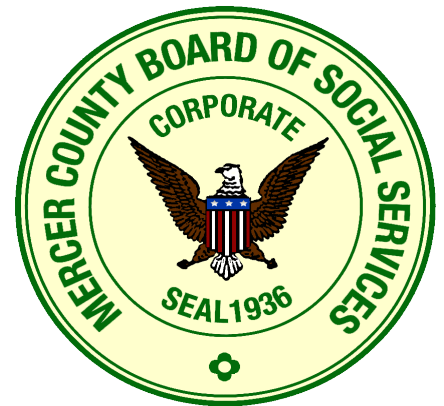
The ECC is the only approved charitable payroll deduction solicitation of state and local municipal employees. This drive supports the work of approved charitable agencies and organizations. These agencies fight disease, make life more meaningful for the young and elderly, assist the impoverished, and help people to become economically self-sufficient.



Mercer County residents, businesses and civic groups were invited to embrace the giving nature of the holiday season and join Mercer County employees in their annual toy drive for children whose family might be struggling at this time of year.

"Even the smallest or simplest item can bring a smile to a child's face." This year's recipient for the drive was our local Toys for Tots and will be distributed throughout Mercer County.

2022





2022 Ugly Sweater Contest

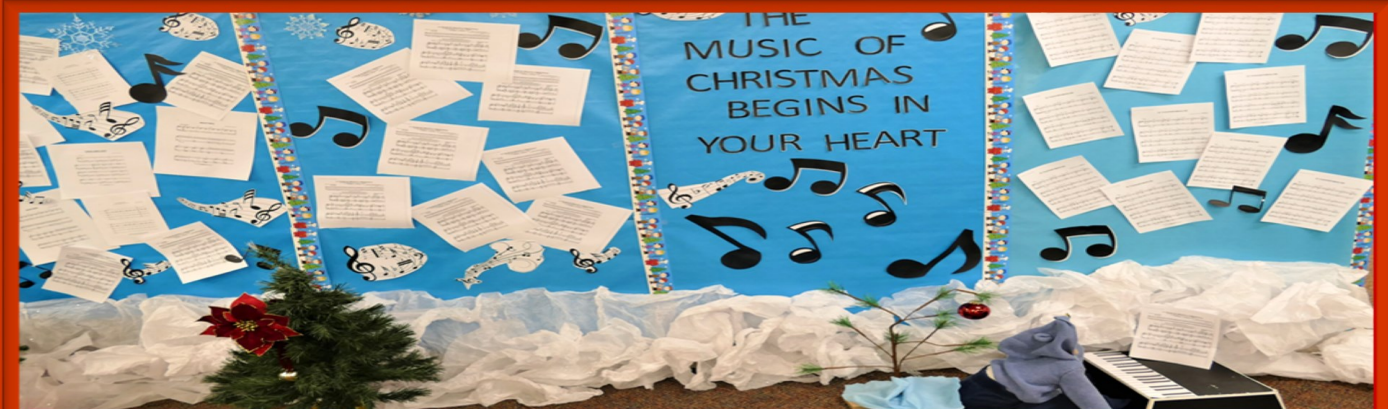
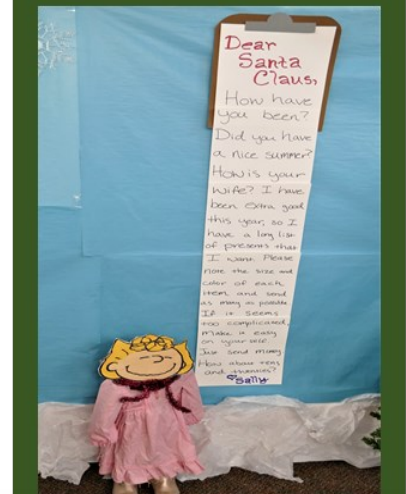
Sweaters that were designed to be hideous on purpose, first came on the scene in the 1980s. The Bill Huxtable character on *The Cosby Show* offended the fashion sensibilities of American audiences for eight years by wearing oversized sweaters, ornately designed with oddly offbeat patterns. Then in 1989 Chevy Chase added his own Fair Isle twist to the theme, as Clark Griswold in *National Lampoon's Christmas Vacation* movie. It wasn't long before ugly Christmas sweaters became a holiday staple.





Deck the Halls

Every winter during the holiday season, MCBOS staff come together for a friendly competition. Every year has a theme and for 2022 the theme was to depict a famous Winter Holiday Movie.





Deck the Halls WINNER: WFNJ 1&2

The WFNJ team stepped up to the plate with their usual “go big or go home style”. Teamwork and creativity were evident in their depiction of The Polar Express. The tour started at the ticket booth where Golden tickets and hot chocolate were passed out. Visitors then traveled along the recreated train tracks leading to the North Pole.





COMMUNITY PARTNERS



Many Agencies



WORKING TOGETHER



ONE CAUSE







APPENDIX A

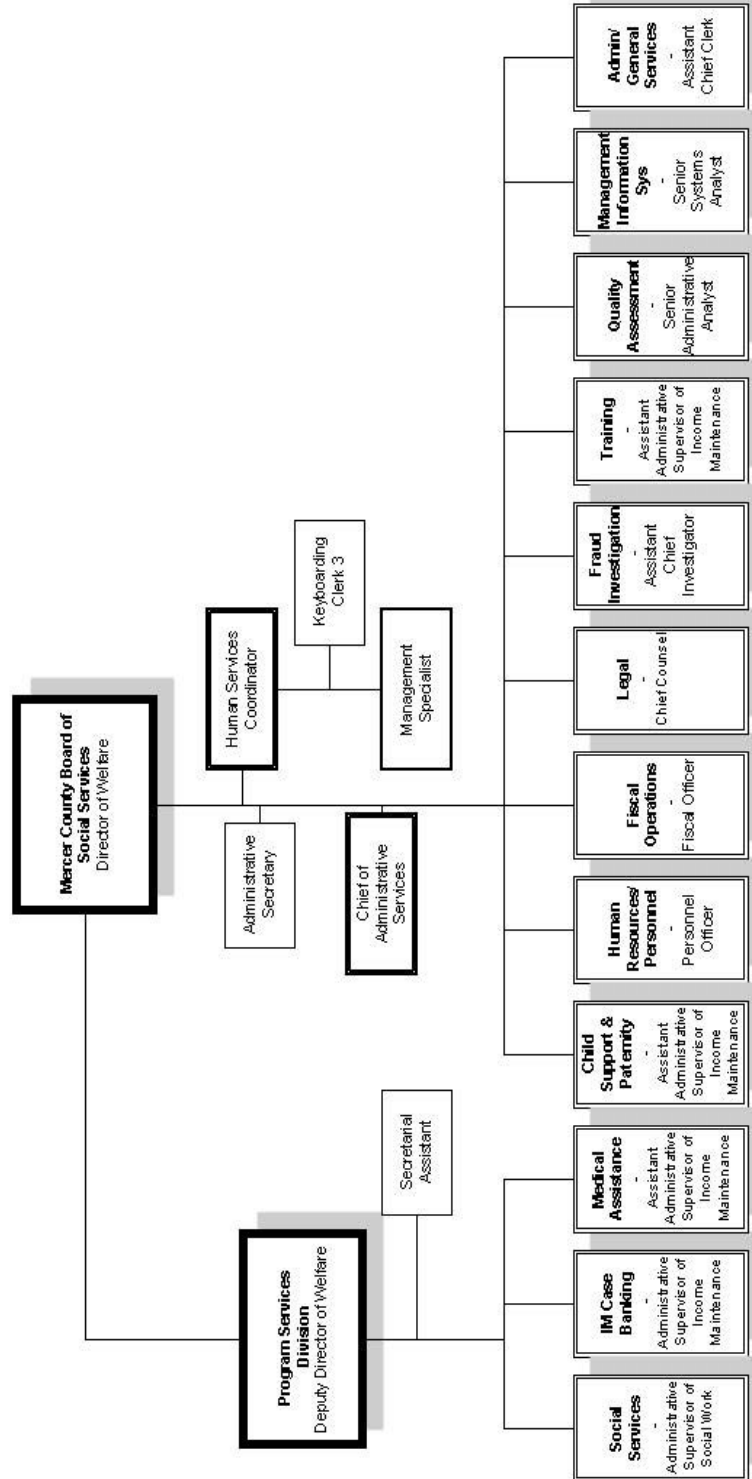
ORGANIZATION CHART



ORGANIZATION CHART

FY 2022

MERCER COUNTY BOARD OF SOCIAL SERVICES





Mercer County Board of Social Services

200 Woolverton St
Trenton, NJ 08611
P: (609) 989-4320
E: mcboss@mcboss.org