

# Monmouth County Division of Social Services



# Annual Report 2011

**Monmouth County  
Division of Social Services  
Annual Report  
2011**



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# **Monmouth County Division of Social Services**

## **Mission Statement**

It is the mission of the Monmouth County Division of Social Services to enhance the quality of life and self-sufficiency of people in need of financial and social services. We provide leadership, advocacy, planning and delivery of these services in partnership with public and private organizations. The staff is dedicated to providing services with respect, compassion and accountability.

## **Vision Statement**

Monmouth County Division of Social Services will be recognized as a leader in the field of human services. The trained and knowledgeable staff will demonstrate commitment and dedication in the delivery of integrated social services. Focus will be on assisting those in need with the establishment and maintenance of eligibility for all programs and services for which they may qualify.

The Division of Social Services will strive to seek out new ways to improve and enhance operations and to expand activities to better meet the needs of the community while maintaining a positive, compassionate, and cost-efficient environment.



# Monmouth County Administration

## Board of Chosen Freeholders 2012

John P. Curley, *Director*

Thomas A. Arnone, *Deputy Director*

Lillian G. Burry

Gary J. Rich, Sr.

Serena DiMaso

Human Services

Public Works & Engineering

Public Service & Regulations

Finance & Administration

Commerce & Education

## County Administrator's Office

Teri O'Connor, *County Administrator*

Kevin J. Burke, Jr. *Deputy County Administrator*

## Department of Human Services

Charles D. Brown III, *Director*

## Division of Social Services

Kathleen M. Weir, *Director*

Patrick Boyle, *Esq., Counsel*

Assistant Counsel

Assistant Counsel

Administrative Support

Child Support, Paternity & Fraud

Fiscal

Food Stamps & General Assistance

TANF, Intake, FS & GA

Human Resources

Income Maintenance

Information Technology

Medical Assistance

Public Housing Agency

Social Services

Training

Margaret Freeman, *Esq.*

Kia King, *Esq.*

Luis Navarro, *Assistant Chief Administrative Services*

Olivia Klein, *Assistant Administrative Supervisor*

Geralyn Schneider, *Fiscal Officer*

Evelyn Labaton, *Assistant Administrative Supervisor*

Elizabeth Loray, *Assistant Administrative Supervisor*

Granville LeMeune, *Human Resources Administrator*

Mario Guarino, *Assistant Human Resources Administrator*

Jean Wolf, *Administrative Supervisor*

Glenn Martin, *Manager Information Services*

Barbara Johnson, *Assistant Administrative Supervisor*

Rich Reznak, *Assistant Administrative Supervisor*

Carolyn Grapel, *Assistant Administrative Supervisor*

Marie Nelson, *Training Supervisor*



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## Introduction and History

The Monmouth County Division of Social Services (MCDSS) was established by the State in 1932 under the authority of New Jersey Statutes Annotated (NJSA) 44 as the Monmouth County Welfare Board. Its origin was in 1928 as the Bureau of Old Age Relief with a staff of six volunteers. Since inception, MCDSS has greatly expanded from the 1932 charity organization, to the present county government agency responsible for the administration of public assistance and social services. The annual budget has grown from \$2,900 in 1932 to \$46.7 million in 2011 with a staff of 396.

Services are available in three broad categories: Financial Assistance, Medical Assistance, and Social Services. In New Jersey, public assistance programs are Federal, State and County funded, state supervised and county administered. MCDSS is accountable to all three levels of government. This is an inherently demanding task given the varying focuses and mandates of the different government departments.

In the year 2011, MCDSS provided financial or medical services to approximately 37,745 families or single adults. In addition social services were provided to approximately 32,697 families or single adults. Monmouth County's contribution of \$17.59 million allowed county residents to access \$363.1 million in state and federal funds. The net result is that every dollar the county allocates results in \$20.65 in federal or state dollars being returned to provide direct services to its citizens.

During 2011 over 281,066 telephone calls were received through DSS operators. It is estimated that to include calls placed directly to staff would minimally double that number. Over 54,852 families or single adults visited one of the MCDSS offices to seek assistance in any of 30 various programs.

As the lead social service agency, MCDSS long-standing tradition of collaborating with community partners to enhance services to county residents is critical to its operations. MCDSS supports a wide range of services through contracts with community organizations. In addition staff actively participates in community planning and service delivery activities.

MCDSS is a diverse agency delivering numerous services that assist many residents of Monmouth County. MCDSS is committed to remaining in the forefront of service delivery in identifying and responding to the evolving needs of the community.



## Message from the Director

I am pleased to present the 2011 Annual Report of the Monmouth County Division of Social Services (MCDSS). The annual report describes the division's programs and details the year's activity levels and significant accomplishments. It is intended as a tool to better help the public understand the services offered by MCDSS and its role in the Monmouth County community.



In 2011 the demand for services that had reached record-breaking proportions in 2010 continued to climb. The number of SNAP (Supplemental Nutrition Assistance Program; formerly Food Stamps) cases registered in 2011 surpassed anything that could have been projected. The resultant stress on a system not designed for this volume began to show as the number of cases waiting to be processed also continued to grow. The Monmouth County Board of Chosen Freeholders granted approval for the hiring of additional workers and overtime was approved throughout much of 2011. New ways of doing business were explored and changes made to the organizational structure to facilitate the response to client need.

### Year in Review

- The blizzard in late December 2010 caused a flood in the Ocean Township office and evacuation of all employees. Staff and all operations were relocated to Freehold pending repairs. Thanks to a partnership with VNACJ, Social Workers were able to continue to see the most vulnerable clients at the VNA site in Asbury Park.
- In order to provide better service and relieve clients of additional visits to the offices, DSS began mailing Electronic Benefit Transfer (EBT) cards to new SNAP recipients.
- Kershaw Commons, an apartment building for people with disabilities opened on schedule. The Monmouth County Public Housing Agency provides 30 housing subsidies that make the units affordable for people with low income. Kershaw Commons is a partnership between MCDSS, the new Jersey Multiple Sclerosis Society, CentraState Medical Center, Freehold Township and Regan Development.
- Because of the widespread loss of electricity due to Hurricane Irene, the Federal Nutrition Service and the NJ Division of Family Development mandated the implementation of D-SNAP (Disaster Supplemental Nutrition Service). MCDSS partnered with the City of Asbury Park and Middletown Township for additional sites where applications could be taken. MCDSS Also worked closely with the Monmouth County Office of Emergency Management and the other divisions within the Monmouth County Department of Human Services to insure the safety of county residents and continued service delivery.

Sincere thanks to the staff at the Division of Social Services for their determined perseverance in difficult times; To Charles Brown, Director of Monmouth County Department of Human Services for his invaluable support and to the Monmouth County Board of Chosen Freeholders for its steadfast commitment to the provision of social services to Monmouth County citizens in need.

Kathleen M. Weir

## Dedicated Staff



**Nancy Miller**, a Social Worker Supervisor of Project Transition & IM Field Support units in the Ocean office. *“My years at MCDSS have been spent working with diverse populations including the mentally ill, homeless and DYFS families in crisis. This work experience has offered me a unique perspective and I have gained a profound sense of gratitude and humility. I have had the privilege of working with amazingly dedicated, resourceful and compassionate individuals through the years, and I will always be grateful for the life lessons that I have learned at this agency.”*

**Margaret Bindas**, a Keyboarding Clerk 3 in Human Resources unit. *“Since starting employment in 1989 I have worked in various areas of the agency; the longest stretch of time being in Human Resources. It has been quite a learning experience and I can truly say I have grown as a person as a result of my years at MCDSS. To have the opportunity to accomplish as a whole has been very rewarding.”*



**Bill Anastasia**, a Human Services Specialist 4 in the Intake unit. *“While many changes have occurred in my 30 year span at the agency, the one constant is our ability to provide consistent and compassionate assistance to the people of Monmouth County. As an Intake Supervisor, I am impressed by the thoughtfulness, caring and understanding that is provided on a daily basis by the staff I work with.”*

**Niarra Harvey**, a Keyboarding Clerk 3 in the Emergency Support unit. *“My experience at MCDSS has been and still is evolving in learning and growing. It’s a pleasure to work among caring men and women who serve the residents of Monmouth County every day. The support we give to each other through stressful times and good times keeps me appreciative for all that I’ve learned at this agency.”*



**Maria McAleavy**, a Human Services Specialist 4 in the Income Maintenance unit. *“Working at MCDSS during this difficult economic climate, I have been given an opportunity to help provide services to individuals and families in dire need. I am fortunate to work with colleagues who are meeting the challenges of increased workloads, staff shortages, rapidly changing policy and technology changes with calm and equanimity. Their example inspires me to continue to improve in all areas.”*

**Eulanda LeGrande**, a Senior Telephone Operator in the Communications unit. *“My experience at Monmouth County has been challenging, yet rewarding. At the switchboard we receive over a thousand phone calls a day. We talk with people from all walks of life including Government officials. I believe it has made me a better person. I have learned to have patience and to be understanding. I truly believe our callers teach us something new every day which allows us to gain more knowledge and provide quality service. My dedication goes to my fellow co-workers that allow me to be who I am and appreciate my hard work.”*



*invaluable and many have become family.”*

**Marcie DiFedele**, a Social Worker Supervisor in the Rental Assistance unit. *“This agency has been like my second home for over 26 years. During those years I’ve seen many changes in policies and procedures. I have the opportunity to participate in developing and implementing social service programs, and felt the frustration of losing programs due to insufficient funding. I’ve seen many seasoned dedicated staff members retire and move on to other things. I’ve had the chance to interview and work with new and enthusiastic people who were brought on board with lots of fresh ideas. I have shared excitement of marriages and births with co-workers also sadness of deaths and divorces. Through it all, what I’ve learned has been*

**MaryAnn Tetto**, a Keyboard Clerk 3 in the Food Stamp unit. *“I have been working at the MCDSS for 23 years and it has been a truly rewarding experience. I have seen the dedication and commitment of my fellow co-workers as they help serve the people of Monmouth County. Along this journey, I have made some wonderful friends and treasured memories.”*



**Cathy Davis**, a Human Services Specialist 4 in the Food Stamp Unit. *“The ties that I have with MCDSS have been long and strong. It has allowed me to have a career, build strong friendships and has given me a sense of pride. This agency has gone through good and bad times, but it remains a source for answers, solutions and a stepping stone for many. I have been blessed to be associated with this agency and the fact that I am a part of something that is positive.”*

**Andrew Harper**, a Clerk 3 in the Stockroom Unit. *“I have been working for the agency for 24 years. This position is versatile, securing our responsibility with HIPAA shredding, fleet coordinating, purchasing department, assisting our mailroom department, and on occasions back up driver. I also assist the Human Services Department. My motto is “nothing is particularly hard if you divide it into small jobs.” Each day has its challenges, but having respect for the staff here at the agency is a lifelong lesson, it is a pleasure working here.”*





**Direct Services**



***Social Services***

***Rental Assistance***

***Income Maintenance***

***Temporary Assistance to Needy Families***

***Food Stamps***

***General Assistance***

***Medicaid***

***Fraud Investigations***

***Intake Application***

***Child Support***

***Legal***



## Social Services

Social Services offered by the Monmouth County Division of Social Services (MCDSS) are available to recipients of Temporary Assistance to Needy Families (TANF), General Assistance (GA), Supplemental Security Income (SSI) and to other Monmouth County residents who qualify as low/moderate income households. Social Services are funded by the Social Services Block Grant (SSBG), Title XX of the Social Security Act, the U.S. Department of Housing and Urban Development (HUD), the Temporary Assistance for Needy Families (TANF) Block Grant, Medicaid, Monmouth County and a variety of grants.



Carolyn Grapel

Professional social work staff provides information and referral, assessment, short-term individual and group counseling, case management, housing-related services, health-related services, and (limited) protective services to both families with children and single adults/couples. Social workers are deployed at the two MCDSS offices. Clients may phone or come to any office without an appointment, or have a social worker visit their residences. Staff works closely with government and community agencies to coordinate and integrate services within the county. Social workers are also assigned as liaisons to certain agencies to facilitate easy access of resources for clients.

## Youth Services Expansion

Students of three area schools receive *Youth Services*: Neptune High School, Neptune Middle School and school based Youth Services at Asbury Park High School. Social Workers facilitate group discussions that promote good decision-making, self-reliance, and self-esteem. Topics include: effective communication, conflict resolution, anger management, dating violence, peer pressure, etc. Depending on the school, individual counseling may be provided by our staff or provided through referral. The girls circle model was utilized assisting adolescent girls with building strength, courage, and confidence, honesty and communication skills.

## Discharge Planning Initiative

The agency, in cooperation with the NJ State Parole Board and the Monmouth County Correctional Institution (MCCI), continues its system for coordinated discharges for prisoners re-entering the community. A staff person is assigned to take public assistance and emergency assistance applications prior to the scheduled discharge. Upon discharge, clients with no source of income and no available housing resources are placed in emergency housing and a service plan is developed to provide necessary services. A similar system is already in place at area hospitals to ensure, whenever possible that homeless people who have no resources are not discharged to the street. This year there were 98 applications for inmates being discharged and 1,040 applications for homebound or hospital patients.

## MCDSS/DYFS & Substance Abuse Initiative (SAI)

State representatives have brought together local DYFS staff, MCDSS staff, and the two agencies under state contract to provide substance abuse services. At monthly meetings, a system was developed to identify DYFS cases receiving public assistance and to facilitate substance abuse assessment and treatment for those families. A second phase of this cooperative effort is now in place: case conferencing. Individual cases are reviewed with representatives of all agencies in attendance in an effort to provide seamless case management and treatment planning. Housing, health, mental health, relationships with relatives/friends, sources of income, education/training plans, treatment compliance, etc. are all factors that impact outcomes.

## Earned Income Tax Credit (EITC) Campaign

For many years Social Service has actively promoted this little known, but highly effective Internal Revenue Service (IRS) program. By filing a tax return with a schedule EITC, low income workers can receive as much as \$6,900 from the Federal Government and \$1,150 from the state of New Jersey for this tax year. The division formed a partnership in 2006 with the County Vocational School District whose students distributed the video

to many branches of the County Library. In our contracts with Work First NJ vendors we require that all clients be instructed in how to access EITC.

## **Service Provider Totals**

During 2011 social services were provided to approximately 34,287 families or individuals. The following social service programs were provided:

### **Disabilities Services**

Provide intensive services to physically disabled adults and children, to enhance quality of life and independence to 72 clients.

### **Global Options**

Provide case management arranging medical and social services to persons who might otherwise require nursing home placement; funded by Medicaid to 46 clients.

### **Medical Review Team (MRT)**

Prepare social assessment and medical records for medical review panel to determine medical eligibility. The MRT completed 123 initial evaluations and 40 renewals.

### **Reception Room Services**

Monmouth County Division of Social Services reception rooms provided blankets and books to visiting children.

### **Emergency Assistance**

Available to recipients of TANF, SSI and GA in financial crisis to address arrears and homelessness, 1,408 applications for placement processed. The service is provided when there has been a loss of housing, food, clothing, furnishings or utility services due to natural disasters or circumstances beyond recipient control. The housing service may be placement in hotels, motels, rooming houses, or boarding homes. Vouchers for payment are provided for other named services. Additionally, special programs sponsored by the State or County are administered under Emergency Assistance. These programs include Transitional Housing, and Temporary Rental Assistance.

### **Family Referral and Case Management Services**

Provides information and referral services for resources such as food, child care, medical services, housing, etc. This service provides short-term case management, with 2,779 services per month.

### **Adult Referral and Case Management Services**

Adult Referral provides information and referral services and short-term case management, 36,396 services were provided in 2011.

### **NJ Shares**

NJS provides limited resource for delinquent utility bills to low income households that do not receive public assistance, 80 households were eligible.

### **Domestic Violence Initiative (DVI)**

DVI provides intensive emergency response for domestic violence victims in accessing housing and supportive services of the domestic violence shelter and MCDSS. There were 460 clients served in 2011.

## **HIV/AIDS Outreach & Shelter Plus Care**

Provides housing subsidy for persons with AIDS who are homeless and whose health is seriously compromised. The program includes information and referral, intensive case management and counseling services to 267 clients.

## **NJ EASE**

Provides services to persons age 60+. Linkages are made for Housing options, Medical and Medicaid waiver programs, in-home care, etc. for 579 clients.

## **Boarding Home Services**

Performs facility visits to monitor compliance with housing, supervision and personal care. Services performed include investigation of complaints, assistance with relocation to and from facilities, assessment of need for level of care and facilitation of problem resolution between resident and operator. Twenty five requests for intervention were received and problems resolved without DCA involvement. There were 124 inspections completed in the year.

## **Application Assistance- IM Field Support**

Complete applications for homebound persons for Medicaid, TANF, General Assistance or Food Stamps for 696 homebound clients.

## **Teen Pregnancy/School Related Programs**

Provide individual and group counseling at area high schools. During the year 137 youths were served.

## **Early Periodic Screening Diagnosis and Treatment (EPSDT)**

Provide medical screening of children for all new applicants of TANF, Medicaid, Jersey Care, Family Care and Kid Care. Introduce families to MCDSS and community service resources for 3,436 households.

## **Project Transition/PATH**

Provide short-term intensive services to homeless mentally ill. Also provides case management and community support for mentally ill chemically addicted persons. 391 clients received outreach services in Service Outreach and Screening (SOS); 44 Transitional Aftercare Services Program (TASP) clients received transport and support services at AA, NA and Double Trouble Meetings.

## **Emergency Family Shelter Program**

Services for homeless working poor, with motel placement and/or security deposits; this program budget is limited. Ninety-seven families received emergency shelter and 47 security deposits were given.

## **Targeted Population Child Care**

Provides child care assistance for 39 children in a targeted high-risk group for which no other subsidy programs are available.

## **Screening**

6,962 "walk-in" clients were seen by Social Work staff. Generic service units reported 21,665 information and referral cases not requiring ongoing services. Home visits totaled 5,660.

## Case Example

A client came to MCDSS Freehold in April 2011 having exhausted his unemployment benefits after being out of work for over a year. He has an MBA from Rutgers and extensive experience in customer services. He had rent and utility arrears and no savings left. He was counseled to apply for General Assistance, Food Stamps and Low Income Home Energy Assistance. Following this, he received an eviction notice. He was unable to do a One Shot application for rent and utilities because he lacked a promise of employment letter. In order to avoid an eviction/homeless situation, this worker canvased a number of churches (not on the Adult/Family Services List) and raised three months back rent.

Additional Faith Community Resources were solicited to raise rent going forward for two months. During this period, client was hired part-time at Lowes allowing for a one shot application to catch up his utilities. Lowes did not work out. They began cutting his hours almost immediately. The client delivered pizza evenings to stay afloat. Lowes, after one month cut his hours to a point that it forced client to reply for General Assistance. This worker continued to work with client in pursuit of employment. On September 29<sup>th</sup> he was interviewed by GE Health Services in Princeton, NJ who hired him in November.

With a new employment letter, he came to get another month's back rent paid.

An EA-One Shot was approved allowing him to retain his apartment. He is now a full-time Customer Services Representative at GE Health Services, making enough to be independent of the need for government benefits.

## Rental Assistance

The Monmouth County Public Housing Agency (MCPHA) is funded by the US Department of Housing and Urban Development. Twelve social workers and five clericals are assigned to this large operation. Staff positions are funded by HUD administrative monies generated by the number of leases maintained by the agency. There are currently 1,789 leases supported with federal funds. There are several different subsidy programs operated by the MCPHA. These include the Housing Choice Voucher, Family Unification, Shelter Plus Care, Mainstream Disability, HOPWA, and Welfare to Work, HOME Tenant Based Rental Assistance, Family Self-Sufficiency, and the Housing Choice Voucher Homeownership programs.



Richard Reznak

## Housing Choice Vouchers

This is the official name for the HUD “Section 8” Program. The program provides 1,634 rent subsidies based on the actual rent of the unit in conjunction with the program participant’s income. MCPHA had a budget authority for 2011 of \$18,612,294. There are several targeted programs that comprise Housing Choice Vouchers:

**Family Unification Program (FUP)** referrals are made by DYFS to the MCPHA when the only remaining barrier to re-unification is housing. The 125 slots funded by this HUD grant, actually support 127 families. The five year allocation for the two Family Unification Program grants expired in 2004 and 2005. While there remain approximately 62 FUP active cases, no new referrals have been accepted from DYFS since early 2007. When a FUP case is terminated, the available slot is switched to the Housing Choice Voucher Program.

**Mainstream Disability Program** targeted participants from the MCPHA waiting list who are disabled. While these two five year grants have expired, still track those Mainstream Housing Choice Voucher participants funded under the Mainstream program. When a case is terminated, the Mainstream slot is switched to a Housing Choice Voucher slot. Currently there are approximately 90 Mainstream funded participants in our caseload.

**Welfare to Work Housing Vouchers (WTW)** was originally funded by HUD for 500 slots. We currently maintain 53 leases. Many WTW clients have now enrolled in our Family Self-Sufficiency Program. The WTW program has not been renewed by HUD, although the funding has remained. Thus replacements to the WTW program are assigned to the Housing Choice Voucher program.

**Family Self-Sufficiency Program (FSS)** has one designated Social Worker who maintains the housing and case management responsibilities. MCPHA received a HUD grant of \$69,000 to support this position. The program complies with the U.S. Department of Housing and Urban Development’s (HUD) requirement that FSS clients be afforded social services, training opportunities for career development and the ability to develop an escrow account (HUD dollars) with the prospect of using savings for major purchases. As participant’s income increases, their share of the rent increases. The difference between their original rent share and their increased rent share is deposited monthly in an escrow account. The funds are released as a lump sum at the end of the five-year FSS contract for purchase of a car, tuition, or purchase of a home. In 2011 one home was purchased and that family is now financially self-sufficient (no longer receiving subsidies). FSS participants have gained a total escrow account balance of \$550,434 and there have been 30 graduates who are now homeowners, 29 of whom are completely independent of any kind of financial assistance. There are currently 50 FSS participants.

**Kershaw Commons** This is the first Housing project undertaken by the MCPHA. Kershaw Commons is 30 units of affordable, handicapped accessible housing designed for people with disabilities. Services at the project are provided through the MS society, CentraState Medical Center, the Visiting Nurse Association of Central NJ and other agencies. MCPHA provides 30 Housing Choice Vouchers to make the units affordable to disabled clients with low income.

## **Housing Opportunities for People with AIDS (HOPWA) Program**

The subcontract for HOPWA funding is administered by Edison Township NJ. Funding for 2011 totaled \$506,634. The current HOPWA caseload stands at 44 cases. The HOPWA waiting list is administered by the Visiting Nurses Association of Central NJ.

## **Home Tenant Based Rental Assistance Program (HOME 1)**

HOME funds are channeled to the MCPHA through the Monmouth County Community Development office. The MCPHA has patterned the HOME tenant-based program on HCV (Housing Choice Voucher-“Section 8”) rules, with one major difference. HOME funds can be used without a Waiting List system. Due to program changes necessitated by funding restrictions, the HOME caseload has been reduced to 27 cases. The purpose of the HOME program is to be a “bridge” subsidy for two years between completing the transitional housing program and self-sufficiency. The caseload is currently about 18 cases. For 2011 the HOME Tenant Based Rental Assistance (TBRA) program has an approximate budget of \$400,000.

As in past years, one Rental Assistance unit social worker will continue to provide housing and case management services to HOME participants, and work closely with the graduate coordinators of both transitional housing programs.

## **Home Tenant Based Rental Assistance Program (HOME 2)**

In 2011 the Monmouth County Community Development office awarded \$200,000 to provide tenant based subsidies to client with disabilities. Since beginning enrollment in September 4, clients have received help. The two year program can last as long as funding is provided. Total capacity is expected to be around 15-20 clients.

## **Shelter Plus Care (S+C)**

For the past nine years, Housing Choice Voucher units have remained constant. Recognizing the need for an alternative source of funds, the MCPHA has turned to HUD’s Continuum of Care (CoC) Programs. S+C is one of the three program options available under the CoC. In order to qualify for S+C funding, a project must provide housing and case management services to a homeless, disabled population. Since the first S+C funded project in 1998, the MCPHA has successfully applied for six additional programs, all of which involve a coordinated effort with various community-based social and health service agencies. It is these agencies that fulfill the “care” part of the project, with the MCPHA fulfilling the “shelter” obligation. Shelter Plus Care subsidies are administered similar to the Housing Choice Vouchers. However, like the Welfare to Work program, each S+C participant must develop a service contract with the appropriate case managing agency. Compliance with this service contract is a S+C requirement, and regular S+C steering committee meetings, comprised of the different participating core agencies are held to discuss case issues and review service contracts. All S+C applications are made in the name of the Monmouth County Public Housing Agency and submitted to the Monmouth County Continuum of Care review committee. The MCPHA’s S+C programs include:

## **Housing with Dignity**

In 2011, this S+C program began its 14<sup>th</sup> year of operation, and is funded at \$244,860. The Project targets participants who are homeless and have AIDS. Participating community agencies include Jersey Shore University Medical Center’s, “A Team”, Visiting Nurses Association Central Jersey, the Center in Asbury Park, Canright House and the Adult Service Section of MCDSS. The Housing with Dignity project has been recognized by HUD as a model implementation of the Shelter Plus Care Program.

## **Homeward Bound I**

This project provides rent subsidies for homeless, mentally ill/substance abusers. Member community agencies include Adult Service Section of MCDSS, Monmouth County Mental Health Board, CPC Behavioral Health, Gateway Day Program, The Center Day Program, Project Transition, Visiting Nurses Association Central

Jersey, Jersey Shore Addiction Services, and New Jersey Veteran's Affairs. Additional funding is expected in the amount of \$383,904 for 2011.

## **Homeward Bound II**

In 2006, the MCPHA collaborated with various private and public mental health agencies in applying for an expansion of the existing Homeward Bound Program. The application was for approximately \$765,000 over a 5 year period. Called Homeward Bound II, this application received the highest ranking from the Monmouth County Continuum of Care review committee. Currently 14 clients are receiving subsidies and case management under this project.

## **Lynch's Lodging**

This S+C project targets graduates from the Transitional Housing program at Manna House, who also have a history of substance abuse. Case management services are provided by the Manna House graduate service coordinator. The Lynch's Lodging project began operation in November 2005. For the 5-year grant period funds total \$399,720.

During 2011 MCPHA requested and was granted a change in this project's focus. Not enough clients' were meeting the established criteria. This project is now administered by the Housing with Dignity committee. The disability criterion was expanded to include HIV + AIDS clients. Currently 6 clients are enrolled.

## **Ray of Light**

The Ray of Light project was approved in 2005 for a grant totaling \$227,724 for a 5-year grant period. This project began in January, 2007. The targeted population is homeless, medically fragile youth (ages 18-25). Similar to the Housing with Dignity project, several community based social and health agencies have met and established procedures for the Ray of Light project. There are currently 3 participants.

Ray of Light 1 would serve 3 clients at a cost of \$178,980 over five years. Ray of Light 2 would serve 4 clients at a cost of \$216,240 over five years. Both expansion projects would use the same criteria as the original Ray of Light with the age group being expanded to age 29. HUD funding is pending.

## **Center House**

Center House is a residential building under the auspices of the Center in Asbury Park. Located in Asbury Park, Center House has 25 residential efficiency units targeted to single men with AIDS. Unlike the other S+C projects which are tenant-based, Center House subsidies are project-based. If a resident wishes to leave Center House the S+C subsidy remains with the unit not the resident. Center House is approved for a one year extension grant totaling \$270,300 and will provide 25 subsidies. The project began accepting residents in December, 2006 and currently has 23 residents.

## **Safe and Sound**

MCPHA applied for this S+C project in 2007. A five year grant of \$433,020 was awarded. The project is for single adults/couples without children who qualify for public assistance (SSI or General Assistance). Clients must also be currently in a motel/hotel paid with Emergency Assistance (EA) funds. Up to eight rental slots are available. A project social worker provides case management services. During 2011, five clients were enrolled.

## **Stonehurst 1 and 2**

MCPHA received two S+C (Shelter Plus Care) grants, for Stonehurst 1 (\$177,780) and Stonehurst 2 (\$248,160). Both grants are for a five year period. Three condos at the Stonehurst Condominium Complex in Freehold Township will be the residence for seven chronically disabled homeless individuals who may be substance abusers, severely mentally ill, or a situation that resulted in the loss of permanent housing. One hundred percent of the clients for this project will be chronically homeless and will be coming out of emergency shelters. It is anticipated that many of the adults will lack the skills and support needed for successful community living, two clients are enrolled.

## **Waiting List and SEMAP**

During 2011 the waiting list for Housing Choice Vouchers that was established in 1999 was finally exhausted. During 2011, 51 Housing Choice Vouchers (HCV) were issued from the May, 2007 list. Since 2002 the MCPHA has been evaluated annually by HUD's Section 8 Management Assessment Profile (SEMAP). The profile looks at 14 management indicators including independent audit, lease-up rate, waiting list management, Family Self-Sufficiency, error rate, etc. For 2011 the Monmouth County Section 8 program received a "Standard Performer" rating.

## **Homeless Emergencies**

There were 1,414 applications filed for emergency housing. This number represents single adults and adults with dependent children. Further, a reduction from 2009 placements can be attributed to the number of applicants not being welfare eligible, to having used their maximum lifetime benefit or not qualifying for any long term support programs. With the worsening economy, the division expected applications for Emergency Assistance to increase in 2011. This has not happened; one reason may have been that the newly homeless clients are not financially eligible for our services.

## **Emergency Home Repair & Barrier Free Services**

The Emergency Home Repair & Barrier Free program staff (one supervisor of housing Rehabilitation and a part-time secretary) is funded in part by HUD Community Development Block Grant (CDBG) monies. Social Service Block Grant (SSBG) funds supplement the supervisor's salary. The direct service dollars come from CDBG and from Office on Aging, Safe Housing and Transportation Program (SHTP) contracts. From January thru December, 2011 the Emergency Home Repair/Barrier Free Program received \$73,091 from the Office on Aging and \$276,985 from the Monmouth County Community Development office. 104 households received services including 14 boilers/furnaces, 22 roofs/gutters, 10 barrier free bath modifications, 11 stair glide installations, 15 ramps, (including 13 modular) and 3 water heaters. Other services provided were plumbing, electrical upgrades, carpentry repairs, water proofing, chimney liners and well/septic installations.

There are two major program goals:

- 1) To ensure health and safety.
- 2) To maintain the county's housing stock.

The target population is very low-income homeowners; although, disabled persons in rentals can receive our Barrier Free services with permission from the property owner. The total spent per household, is limited, with concentration on remediation of serious code violations.

## Income Maintenance

The mission of the Income Maintenance (IM) Section is to provide economic, nutritional and medical assistance to individuals and families based upon financial need. Service is provided in an atmosphere that encourages individual responsibility, instills dignity and promotes pride through work.



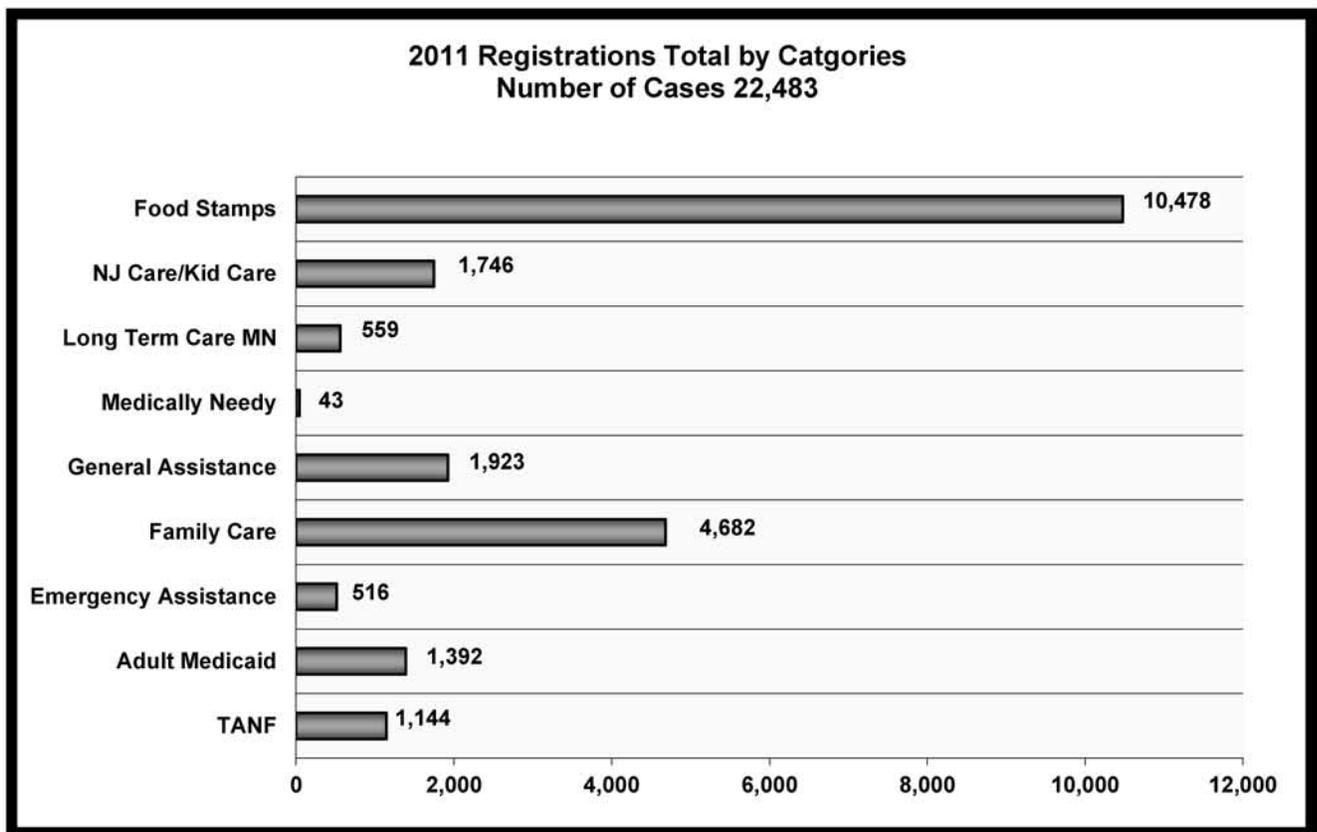
Jean Wolf

The programs administered by the Income Maintenance section are the Work First New Jersey (WFNJ), Temporary Assistance to Needy Families Program (TANF) and the General Assistance Program (GA); the Supplemental Nutritional Assistance Program (SNAP) formerly known as Food Stamps; Home Energy Assistance Automatic Payments (HEA-Automatics); the Refugee Resettlement Program (RRP); Medicaid, including AFDC Related, Nursing Home, Global Options and Family Care. Other responsibilities of this section are Fraud Investigations and Intake applications.

During 2011 the IM Section provided \$12.9 million in cash assistance to 5,938 families or single adults. IM also provided 38.7 million in SNAP benefits to approximately 17,000 families or single adults. In addition, \$269,013,539.79 in Medicaid benefits was provided to 57,889 county residents.

Our Intake Units interviewed 8,745 households seeking assistance and took 5,647 applications for various programs. Applications for most of our programs can also be filed on line through [www.NJhelps.org](http://www.NJhelps.org).

At the end of 2011, Income Maintenance was responsible for 2,064 active TANF and GA cases with cash payments, 16,603 active cases receiving SNAP, and 20,335 active cases receiving Medicaid benefits.



MCDSS has become responsible for increased services to the TANF & GA populations. Programs as described below illustrate this.

**Supplemental Work Support Program (SWS)** provides a \$200 monthly work support grant to help underemployed cash recipients who voluntarily close their assistance cases. The program is designed to help

clients supplement their earned income. The months (up to 24) of SWS do not count toward the 60-month lifetime limit of TANF cash assistance. This program began in 2001 and at the end of 2011 had 57 eligible participating.

**Smart Steps Program** provides alternative financial assistance to individuals, who are otherwise eligible for TANF, to assist them in obtaining additional education on a full time basis. Monthly benefits issued under this program do not count toward the limit of 60 cumulative months of WFNJ cash assistance benefits.

**TIP Program (TANF Initiative for Parents)** is a performance-based child abuse and neglect prevention initiative that offers comprehensive in-home visitation, parenting, nutritional and support services to TANF recipients with infants from birth to 12 months of age. There were 13 parents participating at the end of the year.

## Temporary Assistance to Needy Families (TANF) and Intake Applications



Elizabeth Loray

TANF provides time limited cash assistance to families with dependent children, subject to income and resource guidelines and other non-financial eligibility requirements. Benefits for families are no longer an entitlement, but are limited to a lifetime maximum of 60 cumulative months (5 years). Extensions beyond 60 months may be available through the Supplemental Assistance for Individuals and Families (SAIF) Program on a limited basis.

The Work First New Jersey (WFNJ) component of TANF requires that all adult TANF and GA recipients, unless deferred or exempt, are required to work, actively look for work, or participate in an approved work activity that can lead to employment and self-sufficiency. To encourage participation, recipients may receive financial help with their child care, work expenses and transportation costs.

This program was designed specifically to emphasize personal responsibility, promote self-sufficiency and pride through work. Staff provides case management for TANF and post-TANF clients. Case management includes counseling; arranging work activities with service providers; arranging payments for work expenses, transportation and child care costs.

### **Public assistance recipients may also be eligible for additional programs as listed below.**

**AFDC Related Medicaid Program** provides health insurance coverage to families who meet the eligibility requirements of the former AFDC (Aid to Families with Dependent Children) program.

**Medicaid Expansion** provides health insurance coverage to families with earned income up to 133% of the Federal Poverty Level (FPL).

**Medicaid Special Program** provides health insurance coverage to dependent or independent children under age 21.

**Refugee Resettlement Program (RRP)** provides cash and medical assistance to eligible refugees.

## Intake Applications

Intake Application Unit responsibilities include interviewing and assessing all potential applicants who visit MCDSS offices and directing them to any and all programs or services that may be beneficial to the applicant's circumstances. Intake also completes initial applications for many of the programs administered through the Division of Social Services (MCDSS).

The application units took 1031 TANF applications, 2 TANF/Medicaid applications, 2,649 Medicaid, 2,230 NPA/Food Stamp Applications and interviewed another 2,933 people who were not eligible for our programs.

## Case Example

Charlie H. age 45 and his wife Tina age 43 were on TANF with their six children, ages 14, 12, 11, 10, 7 and 1. Charlie was born in Vietnam. He lived in a few other countries before coming to the United States in 1984 as a refugee. Charlie had worked as a machinist and doing stock work.

Charlie and Tina have no formal education and can't read or write in English or Vietnamese. They had problems with housing and recently had to live in a hotel for approximately 10 months.

In December of 2011, Charlie got a much better paying job as a machinist. This was the break he was waiting for. He and his family now have become self-sufficient. They are no longer dependent upon public assistance and have recently moved into an apartment that they can afford. Due to income, their TANF cash assistance and NJSNAP (Food Stamp) cases were closed, but they continue to get POST TANF benefits.

## Food Stamp Program

Funded by the U. S. Department of Agriculture, the Food Stamp Program (FSP) is designed to safeguard the health and wellbeing of the population by raising the levels of nutrition among low-income households. Benefit amounts are determined by household income and family size. Households access their benefits electronically at the supermarket through the use of a Families First Card, much like the use of a plastic bank card.



Evelyn Labaton

Generally, food stamps are provided automatically for families on TANF or individuals on General Assistance, which are the public assistance programs. Non-public assistance households with low income may apply and be determined eligible for FSP participation.

Participants in the FSP may be eligible for additional programs. Unemployed and underemployed applicants are referred to the Food Stamp Employment and Training Program (FSE&T) for assistance with job search and placement. Also a recipient household may be eligible for **Home Energy Assistance (HEA)** which provides financial assistance to eligible persons to defray heating and medically necessary cooling costs.

During 2011 the Food Stamp Program expanded to over 17,000 eligible households in Monmouth County. Applicant households are able to apply in person or on line. On line applicants must still complete a telephone interview and sign application addendums through the mail, if found eligible the benefits are retroactive to the date of application. Ongoing eligible households are now able to complete yearly reviews for eligibility over the phone also.

## General Assistance (GA)

The GA Program provides cash assistance for eligible adults without dependents who do not qualify for participation in any other cash assistance program in New Jersey. This assistance is limited to a lifetime total of 60 cumulative months. However, extensions beyond the 60 months may be available through the Supplemental Assistance for Individuals and Families (SAIF) Program on a limited basis.

Traditionally, the program was administered locally by the Municipal Welfare Director of each town. Pursuant to Public Law 1997, c. 13, c. 14, c. 37 and c. 38, the program became known as The Work First New Jersey General Assistance Program (WFNJ/GA) and administration was extended to the county welfare agencies. Over the past eight years, 44 municipalities have transferred their WFNJ/GA caseloads to MCDSS operations.

Program participants may be eligible for additional benefits. Employable applicants are referred to Work First New Jersey Employment and Training for additional training, skills development, assistance with job search and job placement. In addition to cash and employment assistance, recipients may receive GA medical coverage, Food Stamps, and Emergency Assistance (housing) if needed.

## Case Example

A woman in her mid-40's found herself unemployed and in need of assistance. She was found eligible for General Assistance and Food Stamps through MCDSS. As a requirement of the GA program she was assigned to one of our vendors for a training program and community work experience. The employer she was placed with found her to be a valuable worker and they offered her a full time position which she still holds. She is no longer receiving assistance from the agency.

## Medicaid

Medicaid is a State and Federally funded medical assistance program that provides medical coverage for eligible low income persons whereby medical bills are paid directly to providers of medical and other health care services. Many Medicaid recipients are enrolled in managed care; others are in fee-for-service arrangements. Services covered under Medicaid vary depending on the program, with those available under one program often excluded from another.



Barbara Johnson

There are a variety of Medicaid Programs serving special populations, including pregnant women, children, and the aged, blind or disabled. Each of these programs has different rules and regulations. Programs under the Monmouth County Division of Social Services (MCDSS) administration include: Medicaid Only (community and institutional), NJ FamilyCare, NJ Care for the Aged, Blind or Disabled, Global Options, Community Resources for People with Disabilities, Aids Community Care Alternatives Program, Traumatic Brain Injury Program, Hospice, Medical Emergency Payment for Aliens, and NJ Workability which allows employed disabled people to take advantage of career opportunities while receiving Medicaid coverage.

Uninsured women under 65 who have been diagnosed and screened by the New Jersey Cancer Education and Early Detection Program may be eligible for the Breast and Cervical Cancer Program.

**Burial Assistance** is available for eligible decedents.

During 2011, \$261,528,442.76 in Medicaid benefits were issued for 53,545 recipients of Medicaid Programs administered through MCDSS.

As illustrated below, in 2011 the Medical Assistance Section processed over 16,000 Medicaid transactions.

2011 MEDICAID ACTIVITY						
	Medically Needy	Adult Family Care	Family Care	Adult, Blind, Disabled Jersey Care	Adult Medicaid	Totals
Initial Grants	724	0	3140	666	884	5414
Denied, Dismissed Withdrawn	50	0	2833	233	500	3616
Discontinued	644	9	3733	759	795	5940
Renewals	0	19	8436	2029	2298	12782
Active Cases 12/31/11	252	50	10847	2438	2665	16252

## Case Example

For many clients, applying for Medicaid can be a difficult and stressful situation. A client was going through a personal tragedy; his father passed away and he had to go to Israel to bury him. The caseworker sent a letter to the client explaining in detail the verifications needed to process the application and the date they were due. When verifications were not received, the caseworker followed up with a phone call to the client. The client was very grateful and explained that he was waiting for a letter to him as confirmation of same. The client was very happy and sent a letter to the Agency expressing his gratitude for the kind and professional manner in which the caseworker had dealt with him during a difficult situation.

## **Fraud Investigations**

Fraud Investigations is responsible for investigating allegations of fraud in any of the programs administered by the Monmouth County Division of Social Services (MCDSS). This responsibility involves making referrals to the Monmouth County Prosecutor, the Office of Administrative Law and the Agency Attorney to pursue a judgment in civil court. It is also responsible for collection activities on all overpayments of assistance. The Fraud Section is divided into three units:



**Olivia Klein**

### **Income Verification Eligibility System (IVES) Unit**

This unit receives over 28,700 referrals each year from computer matches between public assistance records and Department of Labor records and/or Internal Revenue records. All of these matches are reviewed with agency records to detect and prevent occurrences of fraud.

### **Fraud Investigation Unit**

This unit conducts the investigations on allegations of fraud and makes the determination with agency Counsel to pursue criminal prosecution or Intentional Program Violation through the Office of Administrative Law. The unit also monitors the collections on criminal cases and provides reports and recommendations to the Prosecutor and Probation.

### **Claims and Collection Unit**

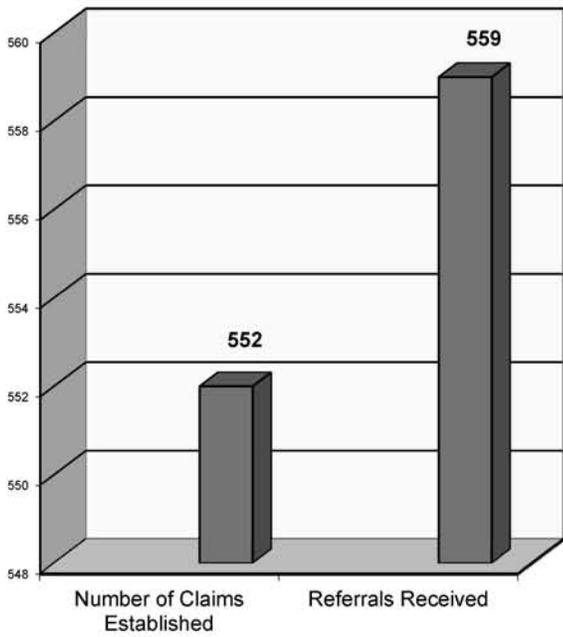
This unit serves a dual function. It calculates overpayments of assistance based upon verifications received from other units of the agency. The unit also pursues collections on all program overpayments for the agency. Collection is pursued by a variety of means such as recouping assistance payments, issuing collection letters requesting cash repayments, and submitting delinquent debts for Federal and State Tax Offsets.

Fraud Investigations utilizes a comprehensive system to ensure integrity in all the programs administered by the agency. The mission is specific:

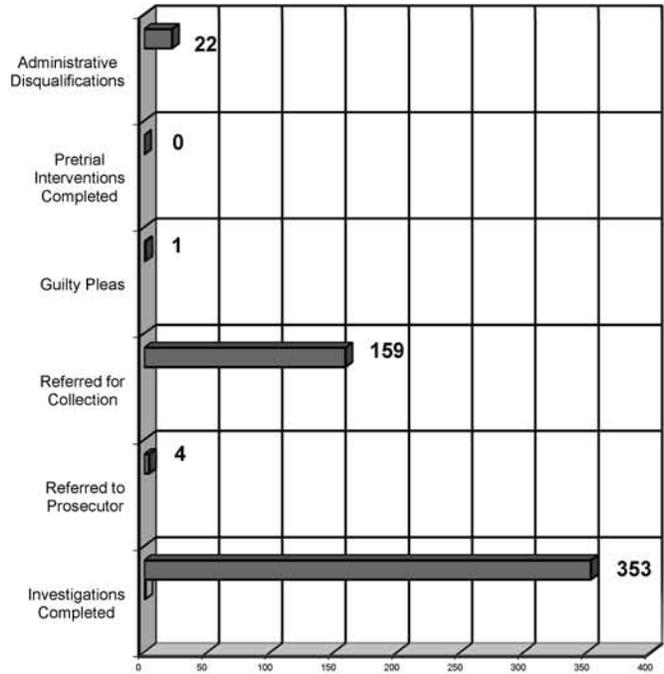
- Prevent overpayments whenever possible.
- Reduce amounts of overpayments that do occur.
- Maximize recovery of overpayments.
- Effectively refer for prosecution those suspected of defrauding the system.

During 2011 the Fraud unit processed 353 investigations. Additionally, 4 cases with \$32,149.36 in overpayments were referred to the Prosecutor's Office and 159 cases with \$336,557.72 in overpayments to the Collection unit. The IEVS unit processed 11,064 matches. The Collection unit collected \$330,159.94 in cash, \$330,851.96 in tax offsets and \$273,724.94 in recoupments for a total of \$934,729.84.

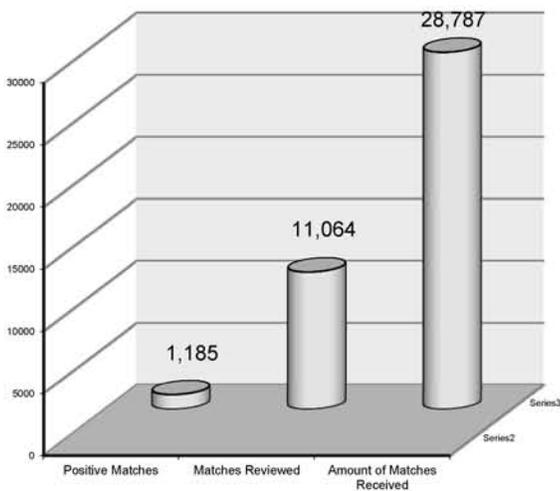
**Claims & Collections Activity**



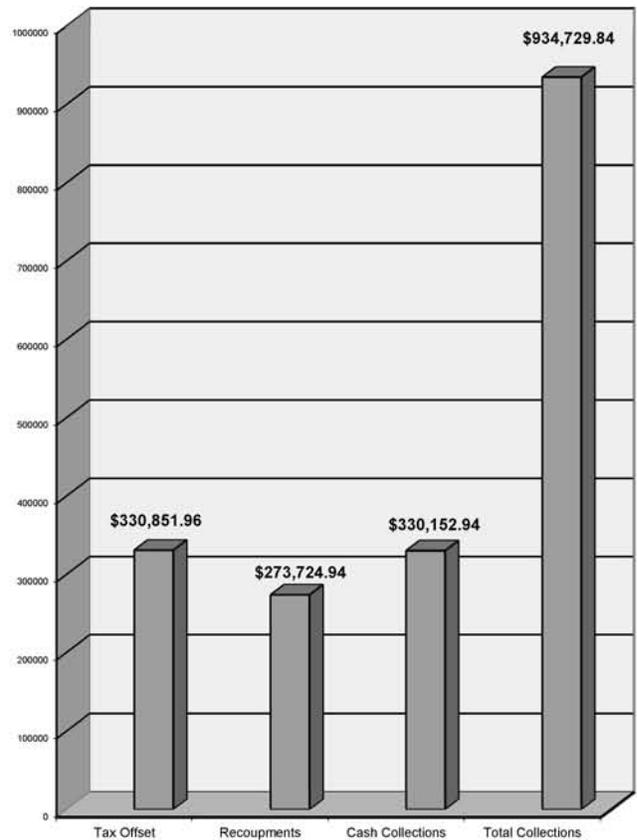
**Fraud Detection and Prosecution**



**Income and Eligibility Verifications**



**Total Collections**



## **Child Support**

The **Child Support and Paternity (CSP) Program** began in 1975 with enactment of Title IV-D of the Social Security Act for the purpose of establishing and enforcing support obligations owed by non-custodial parents to their children. The CSP Program is an undertaking involving federal, state and local cooperative efforts.

In 1984 and 1988, Congress passed significant amendments to the CSP Program, providing states with additional remedies to collect child support and establish paternity. In 1996, the Personal Responsibility and Work Reconciliation Act (PRWORA) was enacted, placing limits on the amount of time that families can remain on public assistance. PRWORA places emphasis on the services the CSP Program provides to families so they may become self-sufficient. Under Work First New Jersey (WFNJ) regulations, cooperation with the CSP Program is a requirement for receipt of public assistance.

In New Jersey, the CSP Program is supervised by the New Jersey Department of Human Services, Division of Family Development, and Office of Child Support Services and is administered by individual counties. In Monmouth County, the Division of Social Services, the Family Division (Family Court) and the Probation Department jointly conduct the CSP Program. The Administrative Office of the Courts (AOC) supervises the Family Division and the Probation Department.

**Monmouth County Division of Social Services (MCDSS)** locates non-custodial parents, establishes paternity, obtains support orders and reviews orders for support modification for children receiving public assistance and for children placed in foster care through the Division of Youth and Family Services (DYFS). MCDSS also provides limited CSP services to families not receiving public assistance.

**The Family Division** schedules, conducts, records and tracks court hearings in a child support case, including issues of custody and visitation.

**Probation Department** monitors money due and paid for child support through implementation of wage garnishments, tax offsets and other enforcement methods.

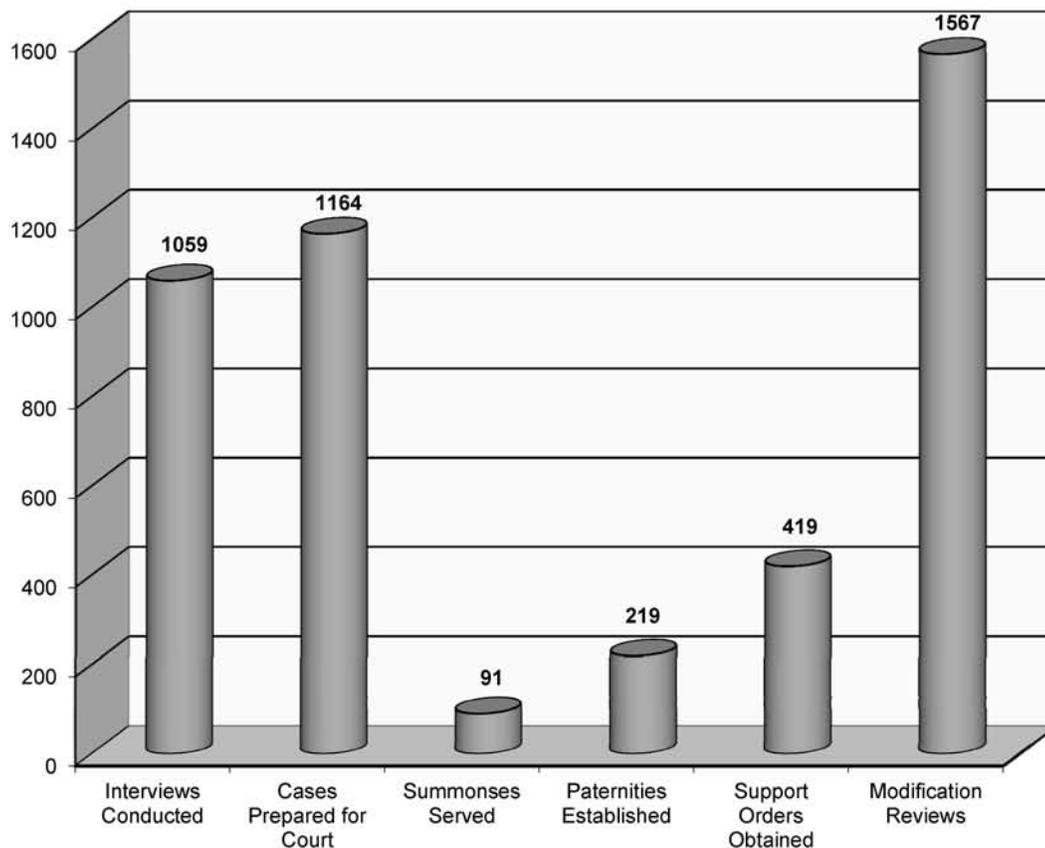
**Child Support and Paternity Section** of MCDSS consist of 19 professional and 7 clerical staff. The CSP staff works closely with the 3 attorneys and their 2 clerical staff in the Legal Section. The attorneys attend court hearings and litigate child support cases for the MCDSS and DYFS. Additionally, MCDSS attorneys provide legal representation for the State of New Jersey in all interstate child support cases received by the Family Division in Monmouth County. CSP and Legal Section staff are committed to the CSP Program, serving on several state committees and participating in periodic meetings with Family Division Probation Department and DYFS staff in order to coordinate and improve the services provided.

CSP Section prepared 1,164 cases for court action in 2011. This resulted in the entry of 419 new or modified support orders. Paternity was legally established for 219 children, including 38 children receiving foster care assistance through DYFS. Court action was also initiated in 45 cases involving non-custodial parents residing in other states, resulting in the establishment of paternity for 32 children and the entry of 45 interstate support orders. Requests received from other states involving non-custodial parents residing in Monmouth County resulted in paternity establishment for 57 children and the entry of 84 support orders.

Triennial review and adjustment of existing support orders for TANF cases resulted in 887% increase of the current support obligation amounts. CSP Section of the DSS has achieved 100% compliance with Federal Child Support Program requirements in all areas (Establishment, Case Closure, Interstate and Review & Adjustment) for the past seven annual audit periods.

In March 2010, Monmouth County began utilizing the new statewide, automated child support system, NJKiDS (New Jersey Kids Deserve Support). Staff participated in several training courses through the New Jersey Child Support Institute to learn NJKiDS and apply it to their specific jobs. Ongoing meetings with the Family Division and Probation Department ensured functions were coordinated between departments.

## 2011 CSP SECTION OVERVIEW



### Case Example

*Federal law requires child support obligations be reviewed every three years for possible modification. The County Welfare Agencies (CWA) is responsible for conducting these reviews.*

Susan receives TANF benefits for herself and one child. The client was interviewed by the CSP Worker in April. The non-cooperating parent was located and a case was prepared for court in May. A court order was established in August retroactive to the May court date. The court order established paternity, a provision to provide medical coverage, and child support in the amount of \$112 weekly plus \$30 weekly towards arrears by income withholding.

## Legal

The Legal Section is staffed by three attorneys, and two legal secretaries. This section's main function is to provide legal services for the Child Support Section.



Patrick Boyle

Functions of the section include:

- Assist the MCDSS staff with Fair Hearings.
- Assisting MCDSS administration with legal research on pertinent topics and handling complex legal issues.
- Represent individuals at civil commitment hearings.
- File complaints and motions for CSP and other various civil matters relating to social service matters.
- Responsible for CSP judgments, liens and overpayment on judgments.
- Responsible for providing legal advice to MCDSS Fraud Section investigations and oversees referrals to Prosecutor for overpayments.
- Attend court appearances for Child Support cases.

**This Section also brings in monies from several collection areas, other than from child support.**

### Legal Department Non-Child Support Collections

2011	
Agreements to Repay	\$19,391.60
Medicaid	245.00
Fraud/Judgments Overpayment Cases	19,365.11
Other (Section 8 overpayments)	1,846.00
Total Collections	\$40,847.71



# Administrative Operations

## *Administrative Support*



*Fiscal*



*Human Resources*



*Information Technology*



*Training*



## Administrative Support

Administrative Support ensures that Monmouth County Division of Social Services (MCDSS) employees are equipped with all the materials and tools necessary to serve the residents of the county effectively and efficiently in a professional environment. All is accomplished within budgetary guidelines. The Administrative Support Section is organized into four units.



Luis Navarro

### Administrative Support Unit

Staff is responsible for oversight of all activities performed by the section. In addition, Administrative Support performs liaison functions with other county offices such as Buildings and Grounds, vendors, on-site services such as cleaning and security, as well as municipal police, fire and other services.

This unit also works very closely with Purchasing to procure supplies and equipment and is responsible for repairs and maintenance of all equipment. All equipment and supplies are entered into inventory and a report is given to Finance annually. The MCDSS fleet of vehicles and photocopiers are monitored and scheduled for service on an on-going basis.

Equipment, supply and service invoices are processed for payment, including outreach office leases. This unit also produces telephone directories, rosters such as fire wardens, alternates and other important documents. Administrative Support also works with DHS Personnel to issue replacement photo identification cards. In addition, it is responsible for printing orders for forms.

Administrative Support continues to work closely with Information Technology Services regarding internet protocol (IP) phone issues, such as installations, and correcting all other related problems.

In addition, the Administrative Support staff monitors phone invoices to ensure accurate billing.

- Proactive detail to health and safety concerns, including repairs, alterations and cosmetic changes, in close partnership with Buildings and Grounds resulting in positive changes in the working environments of MCDSS.
- Continue improving safety and security measures by maintaining keypad locks at Ocean outreach office and expanded security cameras to the network at MCDHS building to cover exterior entrances, exits and loading dock areas. We have also installed security cameras in the reception area in Freehold and Ocean offices to help improve security and safety. Concern for safety, security and a healthy working environment are a constant objective.
- Continue close relationship with the New Jersey State Commission for the Blind to ensure the successful operation of the MCDHS building self serve cafeteria. This facility continues to enjoy high volume staff patronage and general public as well.
- Replaced aging equipment such as: copiers, computers, desk equipment etc., with a constant perspective on maintaining and maximizing production, safety and other aspects of what must be done.
- Continue to monitor HIPAA compliance (disposal of client's records) and correct any violations as they occur.

### Communications Unit

In 2010, DSS added TTY phone service. The communication unit is now responsible for the MCDSS switchboard which includes Freehold, Ocean and the DHS phone system as well as the Monmouth County switchboard. This involves receiving and assigning calls from the general public at large, as well as other government agencies. The unit also serves a receptionist function, guiding visitors and the public to meetings and offices, as well as issuing passes and other related duties. A total of 245,054 calls were processed in an

expedited manner to provide the public with customer service at the highest level of quality. This unit also schedules all repairs for telephone and fax line services.

### **Stock Room Unit**

Staff is responsible for ordering, monitoring, receipt and delivery of equipment and supplies. A constant monitoring of supply inventory is maintained so as to coordinate orders and deliveries to levels of consumption.

The Stock Room provides messenger service for transporting communication supplies and equipment. This is constant activity and has built-in flexibility to allow for unexpected pick-up or delivery of documents and other items.

### **Mail Room Unit**

Located in the main office, staff receives and distributes all incoming mail and communication for all MCDSS offices and provides the same service for the Monmouth County Department of Human Services. During 2011, 248,264 pieces of out-going mail were processed. As an active office the Mail Room has computerized record keeping streamlining activities and maintaining daily delivery service to MCDSS and other county offices.

The staff of Administrative Support is cross-trained and visible in different roles, all of which led to completing the mission of logistical and communication support to the various programs and support sections.

### **Accomplishments during 2011:**

- Coordinated with the County Engineering office a structural safety audit of the Human Services Building to ensure employees safety.
- Coordinated with Buildings and Grounds added secured locks to the Fiscal and Child Support sections of the agency for added security of their records.
- Initiative construction of the MCDSS scanning/storage room on the 3<sup>rd</sup> floor of the DHS building to continue our record scanning project.
- Completed the construction of a record/storage room in the MCDSS Medicaid section of the agency.
- Completed the redesigns of the new Ocean MCDSS Administrators' office.
- With management staff coordinated the agency response to Hurricane Irene victims by providing necessary administrative support (mail, supplies, and security) to frontline staff of the agency as they assisted Hurricane Irene victims.
- Coordinated with Building and Grounds the parking relocations of staff and general public vehicles during the construction of the solar panel project of the DHS building.
- Coordinated with PMK Associates (county consultants) a safety audit for the DHS building in Freehold and Ocean, no significant findings were found.
- Coordinated agency annual fire drills in Freehold and Ocean in cooperation with Buildings and Grounds.
- Continue to cut down on fax lines and circulate all internal mail distributions via email, eliminating excess paper distribution.
- Continue to aggressively destroy old records by in house shredding as well as disposing surplus paper to *Safeguard* paper shredding corporation.
- Coordinated with MC Planning Board and implemented new recycling procedures resulting in a more efficient disposal of garbage, paper, plastic and aluminum at each location.

## **Fiscal**

During 2011 the Fiscal Section was responsible for oversight of over \$46 million, ensuring accuracy, accountability, program integrity and internal control.

Fiscal performs the accounting, budgeting, and financial reporting functions for the Monmouth County Division of Social Services (MCDSS). Fiscal is divided into five major areas: administration, client benefits, child support, collections and rental assistance.



**Geralyn Schneider**

## **Accounting**

The New Jersey Department of Human Services (NJ DHS), Division of Family Development mandates the guidelines and procedures which MCDSS follows in the accounting manual known as Ruling 12, currently under revision. All receipts and disbursements are accounted for through seven major accounts.

### **Administration Account**

Administration Account records activities for administrative expenses, such as salaries, employee fringe benefits and other office expenses. This account also provides funding for various grants awarded by the Board of Chosen Freeholders to community non-profit agencies.

### **Assistance Account**

Assistance Accounting records payments of public assistance benefits known as Temporary Assistance for Needy Families (TANF) and Supplemental Security Income (SSI) for individuals.

### **Child Support Account**

Child Support Accounting records funds received from Monmouth and other county probation offices, which are then disbursed to clients or returned to the state to reimburse public assistance benefits granted.

### **Clearing Account**

Clearing Accounting records funds received that represent restitution of overpayments and recoveries of benefits paid on behalf of clients subsequently reimbursed to the state.

### **Reach Account**

Reach Accounting records payments for the WorkPass Transportation Program and payments for clients working on participating in employment related activities.

### **General Assistance Account**

General Assistance Accounting records payments of public assistance benefits known as General Assistance to and on behalf of single adults.

### **Rental Assistance Account**

Rental Assistance Accounting records receipts and disbursements for various contracts awarded by the U.S. Department of Housing and Urban Development Section 8 Program. This program currently provides rental assistance to an average of 1,800 eligible individuals and families in Monmouth County.

In addition, Fiscal is responsible for:

- a) The issuance of 9,987 new and replacement Electronic Benefit Transfer (EBT) Families First Cards
- b) Processing over 10,325 hold, release, and cancellations of EBT transactions, and
- c) Processing 21,546 checks for all bank accounts

## **Budgeting**

The annual budget process is a collaborative effort including all sections of MCDSS. Fiscal prepares the final budget which is reviewed and approved by the Board of Chosen Freeholders. The approved budget is then forwarded to the State Department of Human Services (NJ DHS), Divisions of Family Development and

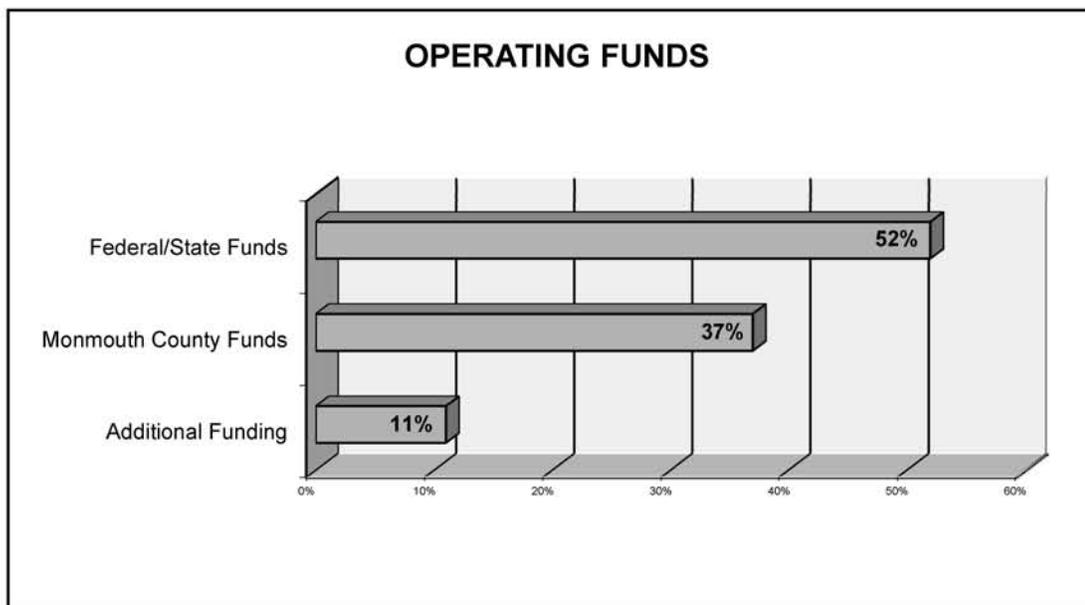
Medical Assistance and Health Services, and the State Department of Children and Families, Division of Prevention and Community Partnership for approval. Budget expenditures are monitored on a monthly basis.

## Financial Reporting

Fiscal prepares monthly, quarterly and annual financial reports for internal as well as external users. Reports are submitted for six major accounts to NJDHS, Division of Family Development and an annual audit is provided for the Rental Assistance Account to the U.S. Department of Housing and Urban Development.

Accomplishments during 2011:

- Maintained cross-training of staff as a priority.
- Restructured department functions to maximize efficiencies.
- Instituted the mailing of new EBT cards for all documented clients.
- Successfully processed the Disaster SNAP EBT cards within targeted deadlines.



### Revenues

Earned Grant Funds	\$19,183,618
Medically Needy Funds	\$289,140
Child Support Incentive	\$995,405
Food Stamp Fraud Incentive	\$122,909
IEVS Incentive	\$57,865
Medicaid Eligibility Determinations	\$612,015
HUD RAP Administration	\$1,769,711
Food Stamp Administration Allocation	\$551,133
Medical Center Reimbursement	\$159,500
Interest Income	\$9,125
Unanticipated Revenue	\$425,599
County Funds	\$13,410,000

### Expenditures

Personal Services Expense	\$19,957,511
Employee Benefit Plans	\$11,435,481
Travel Expense	\$41,951
Office Expense	\$347,118
Major Equipment Purchases	\$37,680
Office Space Expense	\$529,113
Staff Training and Development	\$18,605
Purchased Services for Clients	\$496
Miscellaneous Matchable Expenses	\$3,893
Child Support and Paternity	\$46,652
Electronic Data Processing	\$198,769
Miscellaneous Non-Matchable Expenses	\$1,975,173

## Total Value of Federal & State Funds Per County Dollar

Food Stamps	\$ 38,742,087
Medicaid	\$269,013,540
PHA	\$ 19,526,515
HOPWA	404,929
HOME	240,933
Shelter Plus Care – Housing with Dignity	162,175
Shelter Plus Care – Homeward Bound I & II	350,693
Shelter Plus Care – Lynch’s Lodging	46,850
Shelter Plus Care – Center House	209,403
Shelter Plus Care – Ray of Light	49,881
Shelter Plus Care – Safe & Sound	31,951
Shelter Plus Care – Stonehurst Support Housing II	21,590
Subtotal Federal Housing	\$ 21,044,920
Project Transition	\$ 455,572
CD Block Grant (Emergency Repair/Barrier Free)	\$ 207,989
Safe Housing (Home Repair)	\$ 74,010
HPRP Program (ARRA)	\$ 10,938
General Assistance	\$ 4,528,480
State/Federal Funds in Budget	\$ 25,077,328
CSP Incentives	672,417
Food Stamps Incentives	80,000
Medical Center Reimbursement	185,202
Medicaid Eligibility Determination	537,007
CCPED	30,000
USF/LIHEAP	0
HUD Counseling	551,129
HUD Administration	1,600,000
IEVS	45,000
Allotment Transfers	290,475
Subtotal Budget and Revenues	\$ 29,068,558
TOTAL	\$ 363,146,094
2011 County Funds	\$ 17,561,603
+ Project Transition	27,290
Total County Funds	\$ 17,588,893
	\$ 363,146,094
	/ 17,588,893
Federal/State dollars returned per County dollars	\$ 20.65

## Human Resources

Human Resources (HR) is charged with the management of Human Resources for the Monmouth County Division of Social Services (MCDSS) including the following:



**Granville LeMeune**

- Recruits and hires; creates and retains employee records; drafts and maintains the employee handbook.
- Addresses labor relations including disciplinary actions, grievances and labor contract negotiations.
- Ensures compliance and enforcement of laws and regulations pertaining to the protection of employees including New Jersey Civil Service rules and regulations; labor law; worker's compensation; occupational safety and health; workplace diversity (Equal Employment Opportunity (EEO), Affirmative Action (AA), Americans with Disabilities Act (ADA) activities; and handling work-family issues (Disability, Family and Medical Leave Act).
- Coordinates a variety of benefit and program activities including medical benefits, pension system and the deferred compensation program.
- Participates in the divisional budget process and ensures proper allocation of funding for personnel administration.

MCDSS staffing level for 2011 was 401 employees. During the year HR continued with numerous initiatives intended to improve its operation and that of MCDSS at large. Significant activity focused in the area of staff assignments to address the operational needs of the MCDSS.

Other significant activities during the year involving HR include:

- Continued to chair and conduct bi-monthly meetings of Human Resources Sub-Committee of County Welfare Director Association and worked actively assisting the County Welfare Directors Association in personnel matters confronted by county welfare agencies throughout New Jersey.
- Participated in implementing the upgrade of the payroll time and attendance system via PHIT (Payroll Human Resources Implementation Team).
- Continued ongoing active use of Employee Performance Evaluations and Conflict of Interest forms as outlined in MCDSS Policy & Procedure.
- Successful outcome of Administrative Law hearings involving appeals by employees or former employees.
- Migrated to the TAS Time and Attendance System.
- Provided supervisory training.
- Continued coordinating DSS HR activities with the County Human Resources office.
- Continued to computerize more HR activities.
- Standardized the submission process for State allocation worksheets using Excel and provided training to appropriate staff.

## Information Technology

The Information Technology Section (ITS) is responsible for Information Technology for the Monmouth County Division of Social Services (MCDSS). It coordinates activities with the state computer systems (FAMIS, ACSES, OMEGA, GAAS and Medicaid) that generate benefits to clients. ITS is also responsible for the implementation of system modification and enhancements with the state and agency staff. ITS produces instructional materials and system training, when appropriate to advise staff of the modifications.



Glenn Martin

ITS is responsible for the administration of the MCDSS network and works closely with both Monmouth County Information Technology Services and the State Office of Information Technology to provide access to the necessary systems for the staff.

In November we tested and configured 351 new Dell Optiplex 790 PC's. We installed these PC's and 50 new HP 3015 Duplex printers over an eight day period. The PC's and printers were supplied by the State Department of Human Services at no cost to the county.

ITS continues to maintain all security profiles for staff access to the various systems and the computer equipment inventory.

### Monmouth Integrated Social Service Application (MISSA)

Staff continues to move forward in the development of a Document Imaging System in order to assist the agency in reducing the large volume of paper that is stored in our Record Room. We are working in conjunction with the Office of Records Management, to evaluate a new software product that may better serve our needs at a more reasonable cost. We are also preparing to implement a new imaging system developed by IBM in conjunction with the State Department of Human Services (DIMS). It is anticipated to be implemented in the first quarter of 2013.

### Help Desk

The ITS Helpdesk responded to a total of 1,655 calls, of various types, including 815 password resets and 75 staff relocations in 2011.

## Training

The Training Section is responsible for staff development and training for the Monmouth County Division of Social Services (MCDSS) and works closely with other divisions within the Department of Human Services. One of the primary functions of the Training Section is to plan, design and deliver program, policy and systems training to newly hired staff. As new programs or changes are introduced by the state, training offers current session updates to all staff.



Marie Nelson

The Training Section also provides state mandated specialized training to designated staff. This section conducts needs assessments to determine the staff training needs and plans accordingly. Training is also responsible for monitoring and approving all conference attendance by any agency personnel. Training maintains professional subscriptions for MCDSS. Additional duties include the Home Energy Assistance/Standard Utility Allowance benefits for clients. Training is also responsible for Quality Control, Fair Hearings and makes arrangements for agency presentations to community groups.

### Accomplishments during 2011:

- Conducted one TANF OJT program.
- Provided training for Social Service assistants, general assistance
- Distributed information on the County Discount Prescription plan
- Arranged for Community Resource sessions for the following:
  - \* Substance Abuse Initiative (SAI)
  - \* LOVE, Inc.
  - \* Lunch Break
  - \* Fatherhood Empowerment Project of Mercy Center
  - \* Acelero Learning
  - \* SOAR (SSI/SSA) Outreach, Access and Recovery Project
  - \* The Center at Advanced Behavioral Care
  - \* Jewish Family and Children Services
  - \* Project Paul
  - \* New Hope Foundation
  - \* Linkages
  - \* Spring and Mann Houses
  - \* Division of Vocational Rehabilitation – mandatory for TANF & GA staff case managers
  - \* Department of Labor - OJT Program
  - \* Family and Children’s Medicare Project
  - \* Child Care Services
  - \* Arranged mandatory Customer Service training for all direct service staff
  - \* Arranged a Bullying in the Workplace Seminar
  - \* Arranged several Lunch and Learn sessions on “Learning to Recognize and Release Stress”

- Coordinated the following:
  - \* Mandatory training for TANF staff and GA managers by all Work First vendors and by Henkels & McCoy
  - \* DOVE training (Departments Online Verification for Eligibility Workers system) mandatory for all staff
  - \* HIPAA training mandatory for all staff
  - \* Preventing, Harassment and Preventing Employment Discrimination training mandatory for all staff
  
- Gave presentation in the Community on Agency Services to the following groups:
  - \* 180 Turning Lives Around
  - \* Long Branch Concordance
  - \* Rotary Club
  - \* St. Vincent DePaul Society of St. Thomas More Church
  - \* Community Resource Day in Neptune

## Office Locations

The Monmouth County Division of Social Services has a main office in Freehold Township and outreach office in Ocean Township. Day and evening hours are available.

Social Services staff at these locations provides information and referral, case management, counseling, crisis intervention, advocacy and supportive services to youth, families and/or single adults. Additionally, each office offers application and re-determination activities for the Work First New Jersey (WFNJ), Food Stamp, Medicaid and Child Support Programs.

<b>Freehold: (Main Office)</b>	P. O. Box 3000, Kozloski Road, Freehold, NJ 07728 732-431-6000 TDD: 732-294-5462 (for hearing impaired) Fax: 732-431-6266
<b>Evenings:</b>	Thursday 4:30 pm to 8:00 pm
<b>Ocean Township</b>	2405 Route 66, Ocean, NJ 07712 732-431-6000 Fax: 732-502-5842
<b>Evenings:</b>	Tuesday & Wednesday 4:30 pm to 8:00 pm
<b>Hours of Operation:</b>	8:30 am to 4:30 pm, Monday through Friday
<b>After Hours Emergency:</b>	After-hours emergency services are available through the main office number: 732-431-6000

## MCDSS Offices

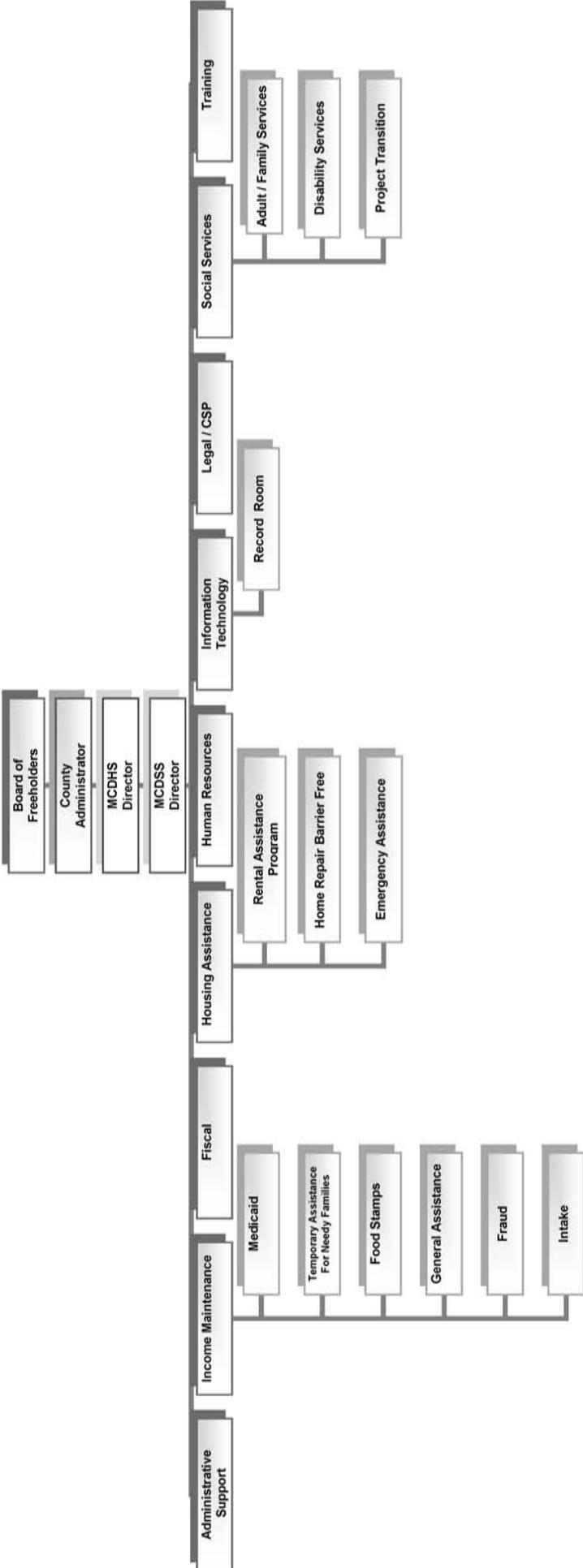
### Freehold Office



### Ocean Township



# Table of Organization



## Contact Information

<b>Main Number for All Offices</b>	<b>732-431-6000</b>
ACCAP/AIDS Info	732-431-6000 x 6227
Adult Services – Freehold	732-431-6000 x 6118
Adult Services – Ocean	732-431-6000 x 5872
Burials: Adult (Nursing Home/SSI) TANF/GA/Indigent	732-431-6000 x 6227
Child Support	732-431-6000 x 7973
Collections	732-431-6000 x 6297/6224
Community Care Program for the Elderly or Disabled (CCPED)	732-431-6000 x 6315/6320
Disability Unit	732-431-6000 x 2081
Emergency Assistance (Intake)	732-431-6000 x 4613
EA Field Services	732-431-6000 x 4613
Fair Hearings	732-431-6000 x 6154
Family Self-Sufficiency	732-431-6000 x 6079
Family Services – Freehold	732-431-6000 x 6118
Family Services – Ocean	732-431-6000 x 5155
Food Stamps – Freehold	732-431-6000 x 6249/3234
Food Stamps – Ocean	732-431-6000 x 5818/5128
Fraud	732-431-6000 x 6263
Home Repair	732-431-6000 x 7999
Housing Section 8	732-431-6000 x 6028
Human Resources	732-431-6000 x 6220
Intake Applications – Freehold	732-431-6000 x 6311
Intake Applications – Ocean	732-431-6000 x 5183
Monmouth County Division of Social Services Toll Free (Client Use Only)	1-800-662-3114
Medicaid Nursing Home	732-431-6000 x 6227
Medicaid Family Care	732-431-6000 x 6227
Ocean Outreach Office	732-431-6000

## Acronyms

<b>AA</b> -Alcoholics Anonymous	<b>HR</b> -Human Resources
<b>ABACUS</b> -Automated Budgeting and Claims Updating System	<b>HUD</b> -U.S. Department of Housing & Urban Development
<b>ACCAP</b> -AIDS Community Care Alternative Program-Acquired Immune Deficiency Syndrome	<b>IEVS</b> -Income Eligibility Verification System
<b>ACES</b> -Automated Child Support Enforcement System	<b>IM</b> -Income Maintenance
<b>ADA</b> -Americans with Disabilities Act	<b>IP</b> -Internet Protocol
<b>AFDC</b> -Aid to Families with Dependent Children	<b>ITS</b> -Informational Technology Section
<b>AIDS</b> -Acquired Immune Deficiency	<b>LIHEAP</b> -Low Income Home Energy Assistance Program
<b>AOC</b> -Administrative Office of the Courts	<b>MCDHS</b> -Monmouth County Department of Human Services
<b>AOSOS</b> -America's One-Stop Operating System	<b>MCDSS</b> -Monmouth County Division of Social Services
<b>ARC</b> -Association for Retarded Citizens	<b>MCIS</b> -Monmouth County Information Services
<b>CAMPS</b> -County and Municipal Personnel System	<b>MCPHA</b> -Monmouth County Public Housing Authority
<b>CAV</b> -Career Advancement Voucher	<b>MCS</b> -Management Computer Agency
<b>CCPED</b> -Community Care Program for the Elderly & Disabled	<b>MICA</b> -Mentally Ill Chemical Abusers
<b>CDBG</b> -Community Development Block Grant	<b>MRT</b> -Medical Review Team
<b>CDL</b> -Commercial Drivers License	<b>NA</b> -Narcotics Anonymous
<b>CoC</b> -Continuum of Care	<b>NCIC</b> -National Crime Information Center
<b>CSP</b> -Child Support and Paternity	<b>NJDHS</b> -New Jersey Department of Human Services
<b>CWA</b> -County Welfare Agency	<b>NJSA</b> -New Jersey Statutes Annotated
<b>CY</b> -Calendar Year	<b>NPA</b> -Non-Public Assistance
<b>DCA</b> -(NJ) Department of Community Affairs	<b>OOA</b> -Office on Aging
<b>DET</b> -(Monmouth County) Department of Employment and Training	<b>OJT</b> -On-the-Job-Training
<b>DFD</b> -Division of Family Development	<b>OMEGA</b> -On-line Management of Economic Goal Achievement
<b>DYFS</b> -Division of Youth & Family Services	<b>PATH</b> -Project for Assistance in Transition from Homelessness
<b>EA</b> -Emergency Assistance	<b>PC</b> -Personal Computer
<b>EASE</b> (NJ)-Easy Access Single Entry	<b>PHA</b> -Public Housing Agency
<b>EBT</b> -Electronic Benefits Transfer	<b>PIN</b> -Personal Identification Number
<b>EEO</b> -Equal Employment Opportunity	<b>PRWORA</b> -Personal Responsibility and Work Opportunity Reconciliation Act.
<b>EFSP</b> -Emergency Family Shelter Program	<b>RRP</b> -Refugee Resettlement Program
<b>EITC</b> -Earned Income Tax Credit	<b>S+C</b> -Shelter Plus Care
<b>EPIC</b> -Electronic Payment Processing Information Control	<b>SAIF</b> -Supportive Assistance for Individuals & Families Program
<b>EPSDT</b> -Early Periodic Screening, Diagnosis & Treatment	<b>SAI</b> -Substance Abuse Initiative
<b>FAMIS</b> -Family Assistance Management Information System	<b>SEMAP</b> -Section 8 Management Assessment Profile
<b>FFY</b> -Federal Fiscal Year	<b>SHAP</b> -Supported Housing Assistance Program
<b>FS</b> -Food Stamps	<b>SHTP</b> -Safe Housing & Transportation Program
<b>FSS</b> -Family Self Sufficiency Program	<b>SISAW</b> -State Initiative for Substance Abusing Woman
<b>FUP</b> -Family Unification Program	<b>SLS</b> -Supplemental Living Support Program
<b>FVO</b> -Family Violence Option	<b>SOS</b> -Service Outreach Screening
<b>GA</b> -General Assistance	<b>SSA</b> -Social Security Administration
<b>GAAS</b> -General Assistance Automated System	<b>SSBG</b> -Social Services Block Grant
<b>GED</b> -General Equivalency Diploma	<b>SSI</b> - Supplemental Security Income
<b>HEA</b> -Home Energy Assistance	<b>SUA</b> -Standard Utility Allowance
<b>HCV</b> -Housing Choice Voucher	<b>SWS</b> -Supplemental Work Support Program
<b>HIPAA</b> -Health Insurance Portability & Accountability Act	<b>TANF</b> -Temporary Assistance to Needy Families
<b>HIV</b> -Human Immunodeficiency Virus	<b>TASP</b> -Transitional After Care Services Program
<b>HOME</b> (No acronym actual name of program)	<b>TBRA</b> -Tenant Base Rental Assistant
<b>HOPWA</b> -Housing Opportunities for People with AIDS	<b>TOPS</b> -Treasury Offset Program System
	<b>UIFSA</b> -Uniform Interstate Family Support Act
	<b>VNA</b> -Visiting Nurse Association
	<b>WFNJ</b> -Work First New Jersey
	<b>WTW</b> -Welfare to Work

## The 2012 Federal Poverty Guidelines

The poverty thresholds are the original version of the federal poverty measure. They are updated each year by the Census Bureau (although they were originally developed by the Social Security Administration). The thresholds are used mainly for statistical purposes – for instance, preparing estimates of the number of Americans in poverty each year. (In other words, all official poverty population figures are calculated using the poverty thresholds, not the guidelines). Poverty thresholds since 1973 (and for selected earlier years) and weighted average poverty thresholds since 1959 are available on the Census Bureau’s Web site.

The poverty guidelines are the other version of the federal poverty measure. They are issued each year in the Federal Register by the Department of Health and Human Services (HHS). The guidelines are a simplification of the poverty thresholds for use for administrative purposes – for instance, determining financial eligibility for certain federal programs.

A more extensive discussion of poverty thresholds and poverty guidelines is available on the Institute for Research on Poverty’s Web site.

<b>2012 Federal Poverty Guidelines</b>			
Size of Family Unit	48 Contiguous States and D.C.	Alaska	Hawaii
1	\$11,170	\$13,970	\$12,860
2	15,130	18,920	17,410
3	19,090	23,870	21,960
4	23,050	28,820	26,500
5	27,010	33,770	31,060
6	30,970	38,720	35,610
7	34,930	43,670	40,160
8	38,890	48,620	44,710
For each additional person add	3,960	4,950	4,550

Source: Federal Register, Vol.77, No.17, January 26, 2012, pp. 4034-4035.

Programs using the guidelines (or percentage multiples of the guidelines for instance, 125 percent or 185 percent of the guidelines) in determining eligibility include Head Start, the Food Stamp Program, the National School Lunch Program, the Low-Income Home Energy Assistance Program, and the Children’s Health Insurance Program.

Note that in general, cash public assistance programs (Temporary Assistance for Needy Families and Supplemental Security Income) do NOT use the poverty guidelines in determining eligibility. The Earned Income Tax Credit program also does NOT use the poverty guidelines to determine eligibility.

The poverty guidelines (unlike the poverty thresholds) are designated by the year in which they are issued. For instance, the guidelines issued in January 2012 are designated in the 2012 poverty guidelines. The HHS poverty guidelines only reflect price changes through calendar year 2011. (Source: <http://aspe.hhs.gov/poverty>)

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Editor's Note: All names used in **Case Examples** are fictitious.

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