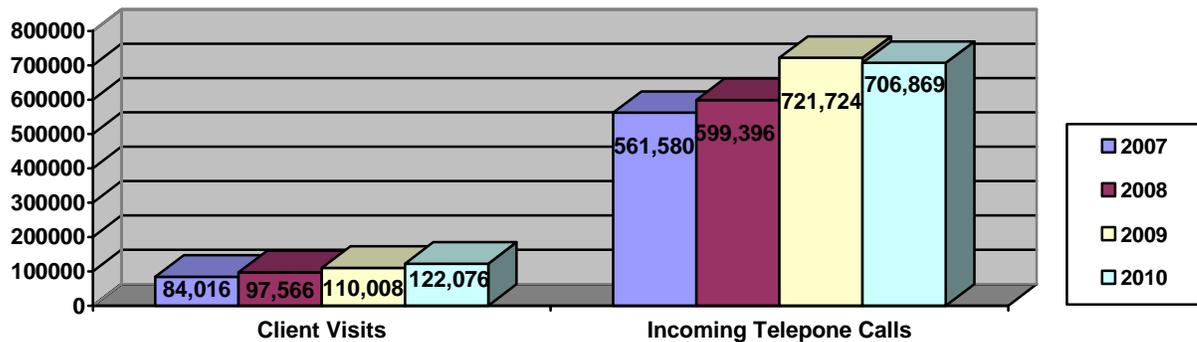


Burlington County Board of Social Services 2010 In Review

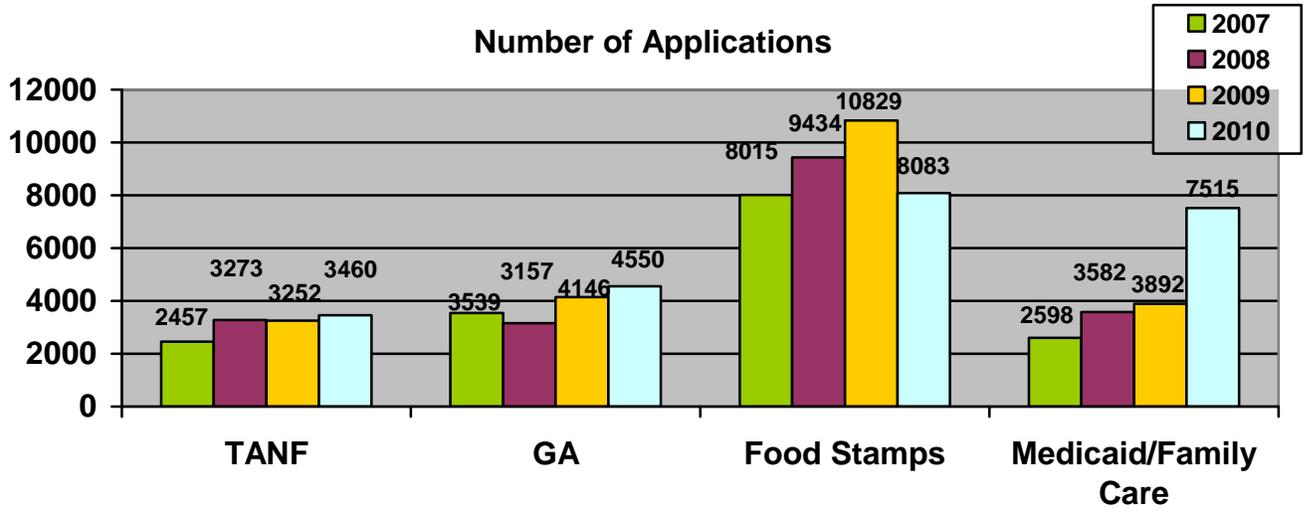
The Burlington County Board of Social Services continued to face the daunting challenge of serving the overwhelming number of residents adversely affected first by the recession which began over three years ago, and now is continuing through the economy's anemic recovery. Despite all efforts by the federal government to assist the unemployed by extending unemployment compensation benefits well beyond the normal allotted eligibility periods, the Burlington County Board of Social Services, the last resort for many of the residents of the county facing economic or social hardship, continued to see double digit increases in our programs. Since the beginning of the economic down turn, there has been an overwhelming need for help by many of Burlington County's residents adversely affected by the economy. Given the high level of demand for service and declining streams of revenue the agency's staff experienced severe strain in meeting our obligation to the customers to issue needed benefits in a timely manner given the limitation of the State's computer systems and the limitations of funding for expanding the number of staff or for overtime. During the calendar year of 2010 more than 122,076 individuals came through the doors of the Burlington County Board of Social Services seeking help for their economic and/or social problem(s). This figure does not represent the number of different individuals seeking help, rather the cumulative number of contacts each day with individuals throughout the year. In addition to the daily influx of people coming through our doors, the agency processed more than 706,869 incoming telephone calls and 54,667 pieces of mail throughout 2010. All of these numbers represent a significant increase of activity since the recession began.



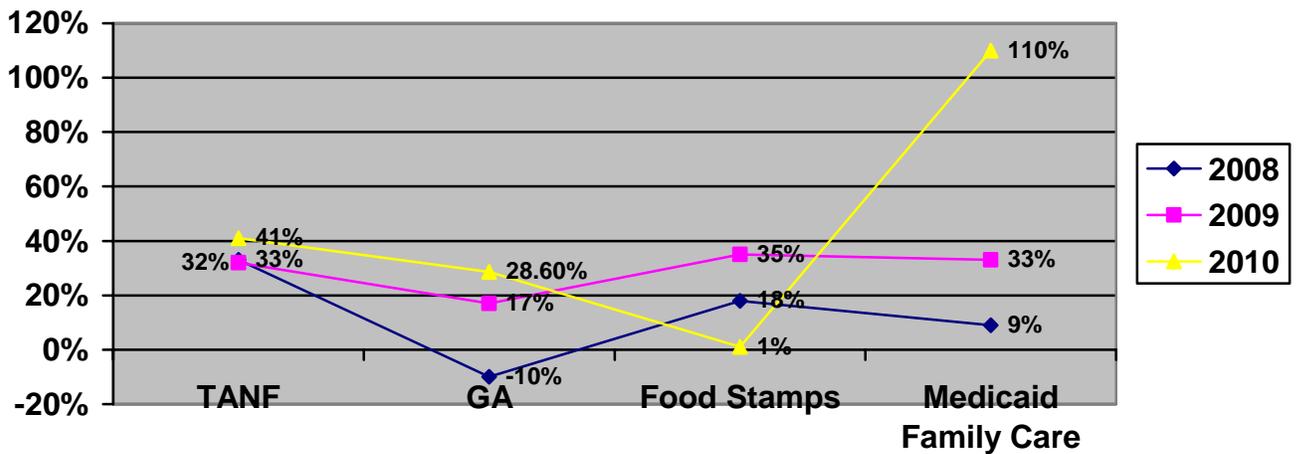
A careful examination of the number of residents receiving welfare benefits under both the General Assistance (GA) and Temporary Assistance to Needy Families (TANF) show a continuation of last year's alarming trend. An increasing number of residents are being forced to rely on our two welfare programs due to the exhaustion of their unemployment benefits. This is especially alarming as the number of cases we have been able to close has slowed to a trickle which is reflected in our TANF caseload increase of 28.5% and GA caseload increase of 54% since 2007.

A clearer picture of the economic plight of County residents is illustrated by the increased demand and reliance upon the agency's programs. This is clearly supported by an examination of the number of applications taken for each of the programs administered by the agency over the last four years:

<u>Program</u>	<u>Number of Applications</u>				<u>% Change from 2007</u> <u>2010</u>
	<u>2007</u>	<u>2008</u>	<u>2009</u>	<u>2010</u>	
TANF	2,457	3,273	3,252	3,460	+41%
GA	3,539	3,157	4,146	4,550	+28.6%
Food Stamps (NPA)	8,015	9,434	10,829	8,083	+1%
Medicaid/Family Care	3,582	3,892	4,750	7,515	+110%
Total	17,593	19,756	22,977	23,608	+34%



% Change since 2007



The following is a brief summary of some of the agency's programs activity for 2010.

Income Maintenance Department

Customer Service

The Customer Service Unit assisted and screened a total of 20,166 individuals during 2010 an average of 1,681 customers per month, a continued level of increase of 32% over 2007 when 15,261 customers were seen. In addition 5,577 applications were received electronically via New Jersey's NJ ONE APP application process a 25% increase over 2009.

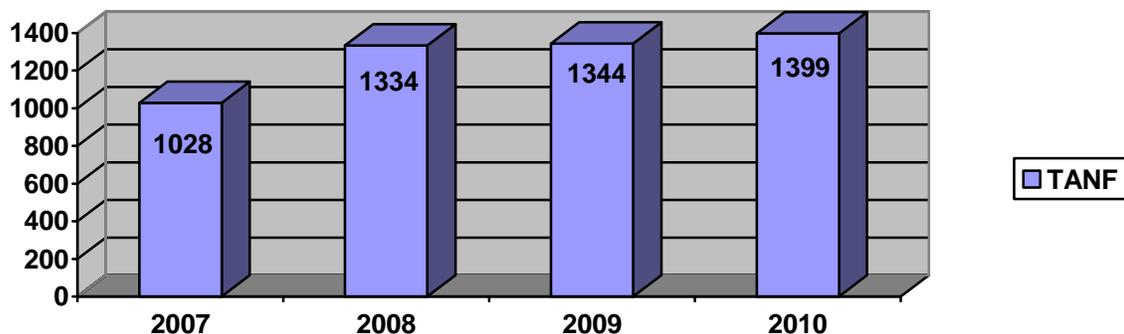
Due to the increasing number of residents applying for help electronically, the agency instituted a change removing responsibility for the electronic applications from Customer Service. Instead the retrieval of the applications, scheduling of appointments, registration of the applications, and distribution of the application to the appropriate units for processing is now handled through the IM Department. This change has resulted in a quicker turn-around of the agency initiating contact with the applicant.

TANF

2010 saw the continuation of 2009's escalating demand for help through the TANF Program. In fact during the majority of time during 2010 Burlington County experienced the highest percentage increase in our TANF caseload of any county in the State each month. During 2010 the TANF caseload increased to 1,399 cases, a 4% increase over 2009 and an increase over 2007 of 28.6%.

The level of increase is especially alarming due to the fact that an increase of TANF cases impact not only the TANF Unit but Child Support and Paternity, Work First and the Emergency Assistance Program in Social Services as well as almost all other department in the agency.

TANF Growth for the period 2007 through 2010



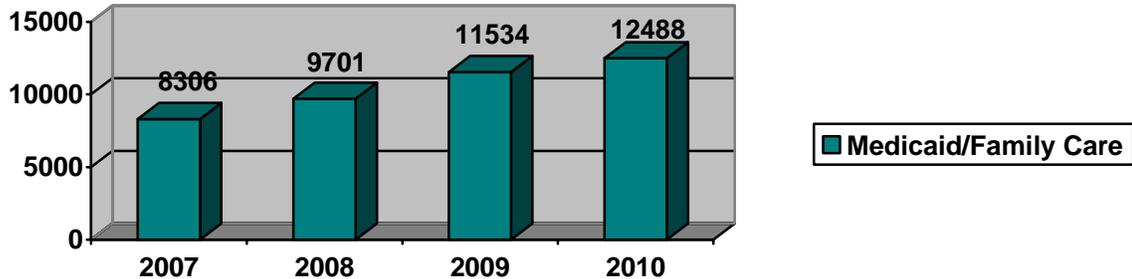
Medicaid/FamilyCare

2010 saw a continued increase in Medicaid/Family Care cases throughout the year, growing from a caseload of 8,306 on December 2007 to 9,701 cases on December 2008 to an average caseload during 2009 of 11,534 cases to a caseload of 12,488 in 2010. The Medicaid Program consists of Medicaid Extension, Medicaid Only, Medicaid Special, and Family Care. Each of the Medicaid Programs have a maze of different rules and regulations that the staff are required to be familiar with as well as different level of funding from the Federal and State. This 50% increase of the Medicaid caseload since 2007 has especially strained the agency's abilities to respond timely in granting an application within the thirty day time frame even with all the initiatives that have been undertaken by staff.

New Jersey's universal health care coverage for children initiative as well as the ability to submit a Family

Care application electronically has greatly facilitated in the expansion of the Family Care Medicaid Program. This in conjunction with the economic recession has seen an increase in families being forced to apply for Family Care when they lose their employer sponsored health care coverage. The ability to submit applications electronically has resulted in an increased number of applications being submitted directly without going through the agency's Customer Service Unit and thereby reducing the number of individuals and families who are required to come into the agency.

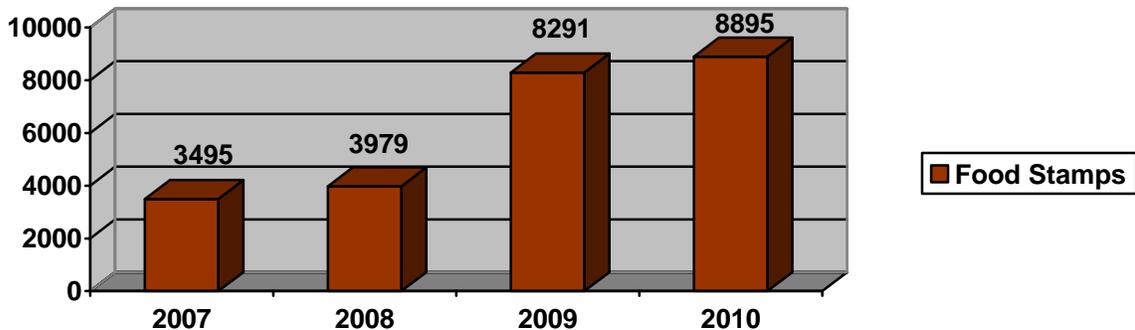
Medicaid/Family Care Growth for the period 2007 through 2010



Food Stamps

The NPA and PA Food Stamps caseload continued its dramatic increase during 2010 to 8,895 cases. (PA Food Stamps are cases that also receive TANF while NPA Food Stamps do not receive TANF) This represents an increase of 7% increase over 2009's monthly caseload and a 92% increase over 2007's monthly caseload. Food Stamps and Family Care represent the first level of assistance that many families require when they lose employment and are collecting or waiting to collect unemployment benefits. Burlington County's percentage increase in Food Stamp cases continues to be in top third of counties during 2010.

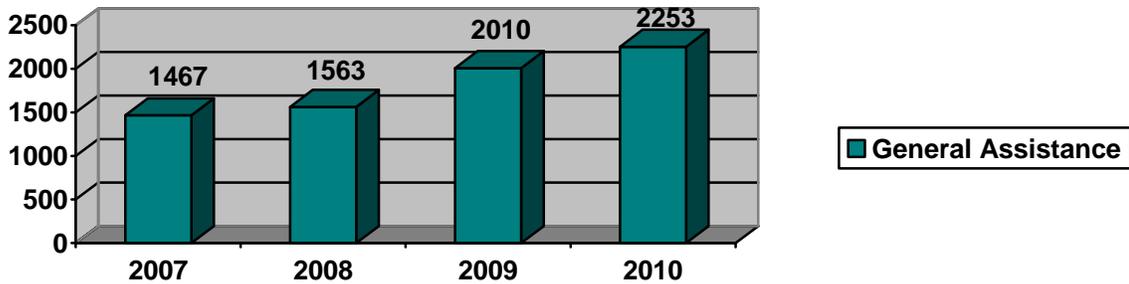
Food Stamp Growth for the period 2007 through 2010



General Assistance

The General Assistance (GA) Program in Burlington County has been total consolidated under the agency's administrative responsibility. GA with its high customer rate of turnover and homeless customers saw a continued increase in the program's caseload high during 2010. 2010's monthly caseload of 2,253 was a 12% increase over 2009's monthly average caseload of 2,010 and a 53.6% increase over 2007's monthly average caseload of 1,467.

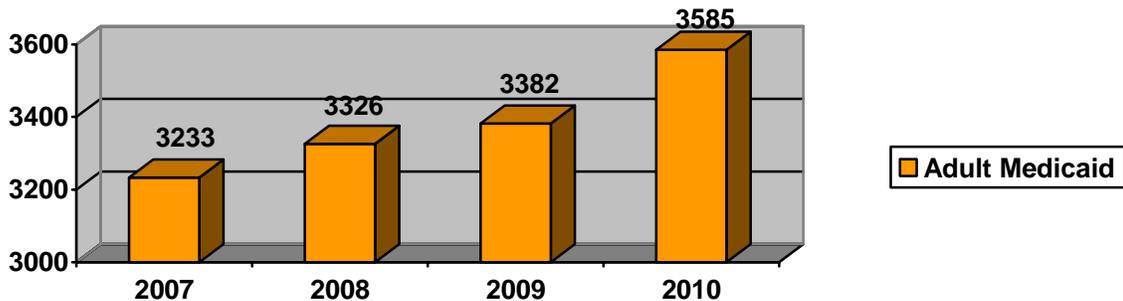
General Assistance Growth for the period 2007 through 2010



Adult Medicaid

Adult Medicaid is responsible for administering nine different Medicaid programs geared toward the senior and disabled population. During 2010 the agency continued to see the Adult Medicaid caseload increase from a 2007 monthly average caseload of 3,233 to a 2008 monthly average caseload of 3,326 to a 2009 monthly caseload of 3,382, to a 2010 monthly average caseload of 3,585. This represents an increase of 6% over 2009 and an increase of 11% over 2007's caseload. In addition to administering the Adult Medicaid caseload the unit processed 272 requests for burials as well as processing and recouping \$173,199 due to unreported income or assets.

Adult Medicaid Growth for the period 2007 through 2010



Home Energy Assistance

This past heating season saw the continued processing of automatic payment through the Food Stamp Program for those eligible for the HEA Program. The HEA Program is operated on behalf of the County through the combined effort of Burlington County Community Action Program and the Board of Social Services under the New Jersey Department of Community Affairs' direction.

Child Support and Paternity Department

Services provided under the Child Support and Paternity Department (CSP) are available to all residents of Burlington County and are not limited to those receiving TANF and/or Medicaid. 2010 proved to be a year of

transition in CSP as staff continued to develop an understanding and working knowledge with the State's new Child Support and Paternity computer program NJ KIDS which was introduced during 2009. This was undertaken while meeting the challenge of an expanding caseload due to increasing caseload in the TANF and Medicaid Programs as a result of the economy. The increased level of client activity is clearly illustrated by the fact that during 2010 1860 clients were interviewed for CSP related services an increase of 6% over 2009. During 2010 the staff of the CSP Department completed:

Service	Number completed			% Change
	2008	2009	2010	
Processed genetic testing	560	581	681	17%
CSP Interviews Conducted	2,163	2,158	1,860	-16%
DYFS Referrals (CSP cases that we handle for DYFS)	56	32	49	53%
Cases Referred for Court	987	807	1,076	33%
Paternity Established	119	119	125	5%
Non-custodial Parents Located	1,095	933	944	1%
Active cases	1,236	1,722	2,155	25%

We continued to exceed the State's averages in:

Category	State Average	Burlington Co. Average
Cases with orders	81%	84%.
Paternities Established	86%	89%

In addition we continue to meet monthly with various partners that include Presiding Family Judge, Hearing Officers, and staff from Family Court and Probation. Our main focus at these meetings is NJ Kids and how we can work together to resolve problems when they arise. Agency staff have worked in partnership with the State and other Child Support partnering agencies in the continued development and resolving of problems with the new Child Support and Paternity computer program, New Jersey KIDS as well as the New Jersey Child Support Training Institute. Our Supervisor, Barbara Goodher was recognized for her outstanding technical knowledge and ability by being selected by the New Jersey Child Support Institute (NJCSI) to be a panel member for a workshop that was offered at this year's Child Support Training Conference.

We continue to outreach to inmates in order to afford them the opportunity to consent to paternity of a child or request genetic testing. During 2010 we sent 57 orders to inmates and received 14 consenting to paternity and 11 consenting to genetic testing through our outreach efforts.

Section 8 Rental Assistance

2010 was a year of transition for the Section 8 Rental Assistance administered by the Burlington County Board of Social Services. During 2010 several cost saving changes were implemented as a means to reduce the clients' rental cost to the agency. These changes were introduced during the summer of 2010 after at the request of the agency HUD came in and audited our administration of the program. Based on the information gathered during the audit we adjusted how we used and reported our program information to HUD. We also eliminated the incentive issued to clients to relocate out of poverty pocket areas in the County and required a minimum client rental share of the total rent of \$25.

During 2010 the staff was able to continue to exceed the HUD minimum level of lease up of 95% by leasing up 654 units which represents a lease up rate of 104%.

The Rental Assistance Program services a cross section of residents within the County of Burlington. During

the calendar year of 2010 we served:

Elderly and disabled serviced during 2010 – 296
Single parent families serviced during 2010 - 260
Hard to house (3 or more dependents under 18 years of age) serviced during 2010 – 60
Children under six – 178
Minors children under 18 – 774

Portability is an option that had been a tool for participants who may have an offer of a job in another location, need to be near family, or other legitimate reason to relocate somewhere else. Currently due to financial reasons we are prevented from absorbing participants from other Public Housing Agencies who wish to relocate into Burlington County.

During 2010 we were able to successfully purge the programs waiting list. Letters were mailed to active applicants on the waiting list asking them that if they were still interested in the program and that they were still interested that they must return forms and provide updated contact information to remain on the waiting list to be considered for the program in the future.

The Family Self-Sufficiency Program (FSS) an innovative voluntary program that helps Rental Assistance Section 8 Participants achieve economic independence had a successful year during 2010. One of the participants successfully graduated during 2010 with another four clients' contract set to expire during 2011, with two of them expected to have successfully completed the program by that time.

Social Services

Emergency Assistance (EA)

The EA Unit is responsible for working with customers in addressing their housing and social service needs who receive TANF, GA and SSI. The most prevalent need of our customers relates to housing and involve issues of help with back rent/mortgage, back utilities, or help in moving into new housing and seeking help with security deposit and/or first months rent. Unfortunately, the majority of our customers' housing needs involve actual homelessness which requires an emergency placement. A shelter or supervised placement is always considered first. In the event that a shelter placement is unavailable, a motel placement may become necessary.

Emergency placements are arranged with consideration for the customer's need to remain close to medical care providers, jobs, work activities, and children's schools. Customers are required to participate in the development and formation of a social service plan that outlines their responsibilities, goals and objectives for becoming self sufficient and for finding and maintaining their own permanent housing.

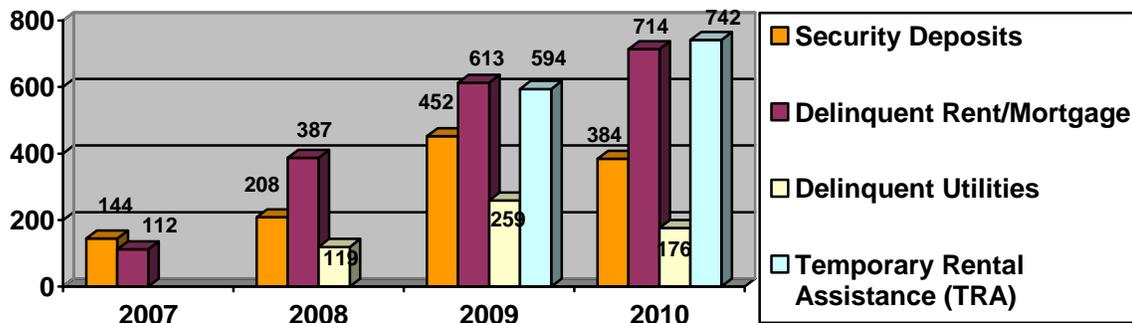
Sadly, a number of EA recipients jeopardize their housing through destruction of property, substance abuse, and other inappropriate behavior. Termination of benefits, subsequent re-housing pending legal action, and/or hospitalization and incarceration involve reconsideration of placements and re-participation in another service plan. Referrals are made to appropriate partnering agencies to assist clients in maintaining their benefits, and follow up is sought to reinforce a team approach in assisting customers overcome their barriers to maintaining housing which can include substance abuse and mental health issues.

A total of 4,217 customers were interviewed for the EA Program during 2010 and increase of 5% from 2009. During the year we made 1,318 payments of behalf of TANF families, 839 on behalf of GA clients and 216 payments on behalf of clients receiving SSI benefits. The most prevalent service is homeless households being placed in shelters and motels. Scattered site housing options provided by People First, Belmont Homes, Family Service, and Impact Ministries afford us the best opportunity to offer temporary emergency placement in a supervised setting. On average 580 families and individuals are processed monthly which requires verifying compliance with service plans and reauthorizing placement for each family or individual being housed in scattered site housing, shelters and motels.

In addition to homeless placements we processed:

<u>Service</u>	<u>Number of Cases</u>				<u>Difference from 2007</u>
	2010	2009	2008	2007	
Security Deposits	384	452	208	144	167%
Delinquent rent/mortgage	714	613	387	112	538%
Delinquent utilities	176	259	119	unk	
Temporary Rental Asst.	742	594	unk	unk	

Services Growth 2007 - 2010



Much of the Emergency Assistance Program’s success this year is due to the close work that was done in partnership with other community agencies and organizations, which include Providence House, DYFS, Drenk, Family Services, Delaware House, BCCAP, Emergency Services, Interfaith Hospitality Network, Christian Caring Center, St. Vincent de Paul Society, Legal Services, Screening Crisis Intervention Program, Contact, United Way, and Crossroads. Through ongoing partnerships with community entities, we have been able to maintain an effective partnering approach for resolving customer issues.

Family Violence Option (FVO) Program

The agency’s Family Violence Option (FVO) Program allows the agency’s designated FVO social worker to work closely with families and individuals who have identified issues of family violence in their lives. It is the responsibility of the “FVO” worker to work closely and to coordinate referrals and services with the client and Providence House, the County’s domestic violence agency to ensure the necessary services, such as counseling victim and children, formation of a safety plan, advocacy for legal assistance and housing are provided. Additionally, the FVO social worker acts as an advocate on the customer’s behalf to ensure that any waivers or deferrals are completed in their dealings with WFNJ and program time limits. The FVO Program is administered through the agency’s EA Unit.

Adult Protective Services

The Adult Protective Services Unit continued to provide a safety net for the most vulnerable residents of Burlington County. The program requires that we investigate complaint of abuse, neglect, and exploitation of vulnerable seniors and disabled adults over the age of eighteen. In 2010 we continued to see the need and demand for the program as the unit received 260 complaints. During the year we investigated 193 new cases an increase of 7% over the 181 cases we investigated during 2009 and actively advocated for 70 individuals who did not meet APS criteria through referrals to mental health agencies, Providence House, home care organizations, legal services, Meals on Wheels, NJ Ease, Division of Vocational Rehabilitation, Division of Developmental Disabilities, Commission for the Blind and Visually Impaired and SCIP (Screening Crisis Intervention Program.) We conducted 634 field visits, and completed over 4,379 telephone calls and contacts.

In conjunction with our agency's legal staff, two (2) cases were processed for guardianship. APS also has the authority to process and petition for protective court orders, which are usually done within hours of the vulnerable adult experiencing their emergency.

Self neglect continues to comprise the largest segment of APS cases. In one particular case, APS received several referrals from first responders expressing concerns about an eighty (80) year old widow, living alone, and calling 911 for assistance several times a week. She would routinely call and report that she had fallen and she could not get up, or insist that there were strange people in her home cooking and eating her food and taking her money. She also had approximately twenty-five (25) cats, which were not being properly cared for and were biting her. The specially trained APS social worker was able to coordinate the completion of evaluations by two doctors conducting in her home, which lead to the determination that she lacked the capacity to make informed decisions regarding her care. APS was required to initiate court proceedings resulting in a guardian being appointed and the client being placed in an assisted living facility. The social worker also partnered with the SPCA and the township to successfully remove the cats from the property. While the case proved to be labor intensive and time consuming, it ultimately allowed for the issues that placed the woman at risk being addressed and resolved.

We continued our work in building strong relationships in the community and maintaining our representation on the Long Term Care Committee, the DDD Coordination Committee, as well as bi-monthly state coordination meeting. APS continued its outreach and public awareness campaign by conducting in-service training to community organizations and agencies which included the Office on Aging, Screening Crisis Intervention Program, Providence House and hospice organizations.

Located within the APS Unit is the Rooming and Boarding Home Program. Under the Rooming and Boarding Home Program we are required to maintain ongoing monitoring and outreach to NJ licensed board and care homes and their residents located within the county. In 2010, 79 outreaches were conducted to the rooming and boarding homes and their residents within the county. This required facility visits, case management services and complaint investigations on behalf of the residents. Working with our county residential health care facilities, boarding homes and rooming homes affords tangible, low cost housing alternatives for not only our customers in need of housing but to all of the county's low income, mentally ill, physically disabled and/or elderly residents.

Adult Services

2010 saw a continued demand for case-management in the Medicaid Waiver Programs, Global Options, and New Jersey Ease, and JACC, programs under our partnership with the Office on Aging. Through diligent and responsive social case management of these cases, these programs continued to afford seniors and disabled recipients the opportunity to remain in their homes and in the community. During the year we provided case management for 270 cases per month. Services afforded to the customers ranged from home delivered meals, home health aide services, and medical day care, to the arranging of medical supplies. The success of these programs can be measured in the recognition that less than 2% of these cases resulted in the recipient being required to enter into nursing home facility.

Global Options (GO), introduced in 2006 as a universal program to replace other Medicaid waiver programs, steadily replaced CCPED, CAP and Assisted Living. GO was designed to be the first step in rebalancing spending for long term care services by providing a more equitable distribution of public funding between cost effective home and community based services and institutional based care. GO provides a broad array of supportive services to enable nursing facility residents who are clinically and financially approved for long term care through Medicaid to return and remain in the community. Working with representatives of the nursing home, the State's Community Choice Counselor from the Office of Community Care Options, and family members a care plan is developed which allows for the customers return to the community. Our social work staff then works with the customer and their family to ensure that the necessary supports programs and services are in place to ensure a successful transition from the nursing home back to the community. In addition to weekly or monthly contacts and quarterly home visits, our social workers arrange for medical equipment, supplies, Respite Care, environmental accessibility adaptations such as ramps, stair glides, bathroom modifications and remodeling, coordination with pharmacies for medication, and arrangement for higher level of care placements if indicated. Along for arranging for these services, the social worker is responsible for monitoring the cost of all services that are in place.

Homelessness Prevention and Rapid Re-housing Program (HPRP)

Burlington County's HPRP was established to assist financially eligible county families and individuals with rental and housing related needs to prevent homelessness. The program is funded through HUD under the American Recovery and Reinvestment Act of 2009. Services provided to the participant are divided into two categories of primary and support services and are determined on an individual basis.

Participation in the program is limited to those participants who document that they met the income guidelines of being between 25% and 50% of the Area Median Income, as established by HUD. They must also demonstrate they had consistent employment for the previous twelve months and are currently employed, or recently layoff and are or are waiting to collect unemployment benefits or temporary disability. They must be able to provide third party documentation of their housing crisis, which was the result of a circumstance beyond their control, and document an ability to maintain housing once HPRP assistance ends.

The HPRP Program began taking applications for the program during October 2009. Since that time a total of \$387,145 has been awarded through December 31, 2010 and assisting 148 county households to either achieve permanent housing or to retain their permanent housing. A total of 111 back rents, 42 delinquent utility payments, 20 security deposits and first month's rents, and utility deposits, and 59 temporary rental assistance awards were granted. In the event a household did not meet the programs eligibility requirements, the social worker explored and discussed other possible strategies and services available either through this agency or partnering agencies while referring the household to other sources of help.

Work First New Jersey (WFNJ)

2010 with its slow economic recovery posed many challenges to the WFNJ staff of the agency due to the number of residents facing economic hardship of being out of work and being forced to rely upon the programs administered by the agency. Record levels of unemployment and limited hiring by local employers made the prospects for re-employment an unlikely prospect for all but most especially for the unskilled, less educated who represent a high percentage of the WFNJ clientele. Despite these economic realities the federal TANF participation standard remand set at 50% posing a huge pinnacle to climb given the economic conditions facing our clientele. The State's average annual participation rate was 20.53%, a .97% decline from 2009. Burlington County maintained an annual average participation rate of 22.16% a 1.4% decline from 2009. Even with this decline Burlington County continue to be ranked in the top ten counties in New Jersey in participation rates.

Case Management of the "To work" activities are administered by the Work First New Jersey Case Management Unit of the Burlington County Board of Social Services as opposed to the staff of the New Jersey

Department of Labor and Workforce Development's Employment Services staff as is the case in the majority of the other twenty counties in New Jersey. This allows the same case manager to coordinate both the social and to work case management while allowing them to work closely with our various partnering One Stop agencies to address and meet the individual employment, training/educational and support needs. Our One Stop partners include the New Jersey Division of Workforce Development, Mid Atlantic States Career and Education Center, the NJ Division of Vocational Rehabilitation, LTC Career Training, Burlington County College, Burlington County Community Action Program, the Workforce Investment Board, and Catholic Charities/S.A.I.F.

The W.F.N.J. case management staff evaluated 2,188 TANF, GA, and Food Stamp customers during 2010. More than 13,823 individuals were seen throughout the year for case related issues and services. Seventy-three (73) customers received paid educational training which included Pharmacy Technician, Medical Office Administration, Allied Health Medical Billing w/administrative, Certified Nurses Assistant/Home Health Aide, Medical Billing Specialist/CSS, Medical Office w/Billing & Coding, Green Jobs/Solar Installation, Office Administrative Specialist, CDL-class A and B. Other customers were supported in basic education and GED preparedness classes, while numerous other customers self enrolled in institutions of higher education and were assisted with supports for transportation and child care while attending classroom activities and training.

The Early Employment Initiative (EEI) Program for TANF applicants with recent work history received 35 referrals during the first half of 2010. The EEI Program was suspended in July of 2010 due to funding constraints and the economic conditions. Mid Atlantic states Career Training was our partnering agency for 2009 and 2010. Of the thirty (30) clients referred they reported only one client was successful in gaining employment.

The TANF Initiative for Parents (TIP) Program, which is administered in partnership with the Burlington County Community Action Program, served sixty-one (61) TANF families and GA pregnant adults during 2010. The program provides mentoring, parenting and health family services to our pregnant GA customer base, and parents with infants under the age of one year. The TIP Program continues to engage Emergency Assistance (EA) families as a requirement as part of their Individual Service Plan. An additional nineteen (19) families were served in TIP activities through the EA Program during 2010.

The Substance Abuse Initiative a drug and alcohol rehabilitative services for TANF and GA customers, continues to provide a much needed services to many of our customers. During 2010 the program received forty-three (43) TANF customers referred and ninety-one (91) GA customers referred for services. Ninety-nine of those clients received a treatment assessment with nineteen (19) TANF and thirty-eight (38) GA customers being placed and receiving treatment through the program. The unavailability of approved treatment facilities within Burlington County continues to pose barriers to the accessibility for rehabilitative treatment for this vitally needed service by our clients within the county region.

Pay Check Plus continued during 2010 enabling employed customers a transitional period of up to seven (7) months after gaining full or part time employment by disregarding 75% of their gross monthly earnings. Customers who continue to receive partial TANF assistance of less than \$200 per month continue to have the option of closing their TANF assistance case in order to take advantage of the **Supplemental Work Support Program**. This program encourages employment with a \$200 monthly work support supplement for up to twenty-four (24) months post TANF. Fourteen (14) individuals opted to terminate their partial cash assistance in order to take advantage of this program during 2010. Eleven (11) individuals recertified their eligibility and continued to receive the benefit for a second year. Six (6) individuals received the full second year of benefits and were closed during 2010.

The Supportive Assistance to Individuals and Families Program (S.A.I.F.) expansion during 2010 continued requiring client engagement prior to reaching the sixty (60) month cumulative lifetime limit begin at forty-eight

(48) months for both TANF and GA clients. The transition to forty-eight (48) months was completed for the GA population in July 2010 by engaging clients in their forty-ninth (49) month in hopes of attaining self sufficiency or moving them onto Supplemental Security Income (SSI) before they reached sixty (60) months, the lifetime limit for cash assistance benefits. Intensive Case Management services continue to be administered in partnership with Catholic Charities of the Diocese of Camden. The transition month goal for TANF was successfully accomplished by January 2010. During 2010, nine-teen (19) TANF and fifty-two (52) GA clients were referred for intensive case management services under S.A.I.F.

Sixty GA clients have surpassed forty-eight (48) months and have been exempted from the lifetime limit and an additional ninety-four (94) GA clients have surpassed the sixty (60) month lifetime limit and remain eligible for cash benefits due to long term disabilities, sole caretaker, age over sixty (60) years and chronically unemployable/low literacy categories and are currently receiving the additional \$150 monthly Supplemental Living Support Fund.

Thirty-three (33) TANF clients have surpassed the forty-eight (48) months lifetime limit and have been granted exemption status based on long term disability, sole caretaker and domestic violence issues. Twenty-four (24) of those clients have surpassed the sixty (60) month lifetime limit and are now receiving the additional \$150 Supplemental Living Support funds.

Supplemental Living Support Funds are available for clients who have surpassed the 60 month lifetime limit and have been granted exemption status based upon either/or: long term disability, sole caretaker of a disabled individual, age over 60, chronically unemployable/low literacy of \$150 per month.

Post TANF Services remain an important aspect in customers achieving and maintaining self sufficiency. **Child care** services remain the most popular and needed post TANF service. During 2010, 203 families were assisted with child care services on average each month. The WFNJ case management staff works closely with Burlington County Community Action to provide these services to our post TANF employed population.

The Career Advancement Program which is available to post TANF employed individuals in pursuit of additional education assisted five (5) customers in 2010. The **Special Initiative Fund** assisted two (2) post TANF families who experienced emergency issues related to transportation during 2010. Services and funding provided to these families helped them maintain their economic self sufficiency and helped them from returning to the TANF program rolls. Due to budgetary constraints funding for this program was eliminated July 2010.

Youth Opportunity Program

The mission of the Youth Opportunity Program (YOP) is to provide youth between the ages of 14-21 with the necessary skills to become prepared for both academic and employment success. Since the program's inception in 2000, the program has had 1,500 youth referred to the program of which 1,100 youths have been enrolled in the program. YOP participants are referred from all walks of life; Family Services, DYFS, county high schools, the general public.

The program consists of in school youth in grades 8-12 and out of school youth. Out of school youth consist of both high school graduates and high school dropouts. Currently we have 83 youth actively participating in the program and another 146 youth receiving follow up services.

2010 afforded us the opportunity to expand and offer an expanded Summer Employment Program in partnership with the County WIB. The youth were not only employed through county and municipal government offices as well as nonprofit organizations but for the first time with private employers. The youth worked 30 to 35 hours per week for ten (10) weeks at \$10 an hour.

Programs and workshops provided to the participants based on the individual needs of the youth in the program to keep them in school or employed in 2010 through the Leadership Academy included:

Workshops:

- Housing and Community Living
- Leadership and Citizenship Training
- Hygiene and Health
- Laundry and Cleaning Skills Training
- Banking and Budgeting
- Cooking and Kitchen Safety
- Employment and Study Skills training

Community service Projects

- Volunteer work at Nursing Home
- Volunteer Soup Kitchens
- Assisting in Community Centers

Other Services Provided

- Mentoring
- Tutoring
- One on One Job Coaching
- Resume Assistance
- GED Prep
- Completing FAFSA
- Job Shadow Day
- Year follow up upon case closure

The Youth Program works closely with the youth participants to determine their individual needs and provide the necessary services to keep them in school or employed and on the path to success. Support services may consist but are not limited to the purchase of books and equipment for school, tuition assistance for training, transportation assistance (NJ Transit pass or Burlink pass), clothing allowance, and child care.

Medical Transportation

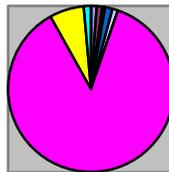
Medical Transportation is a mandatory program that must be provided under the Federal Medicaid Program. 2010 saw the transfer of administrative responsibility of the Medical Transportation Program from the counties to the State. The State of New Jersey anticipates significant financial savings through the consolidation of the program under the State's authority and through the services being contracted with a single transportation broker.

Overview

The overall success of the agency in helping our customers to achieve not only short term immediate help but long-term lasting financial and social success as well can not be measured by how much we issue in benefits or by looking at our agency's positive effect on the County's economy:

GA Grants	\$ 4,439,863
GA EA Vendor Payments	\$ 5,945,652
GA WFNJ to Work Benefits	\$ 12,980
SSI Burials	\$ 428,816
SSI EA Vendor Payments	\$ 2,026,732
CSP Disregard	\$ 241,946
TANF Benefits	\$ 5,300,131
TANF EA Benefits to Vendors	\$ 5,552,901
TANF WFNJ to Work Benefits	\$ 498,234
Medicaid Payments to Vendors (estimate)	\$ 391,313,868
Food Stamp Benefits	\$ 30,335,241
Section 8 Rent Payments	\$ 6,016,583
HPRP	<u>\$ 403,929</u>
Total	\$ 452,516,876

Rather we must look at our customers who do succeed. Be it the young 20 year old GA client who came to us homeless and without any parents who had been raised by her grandmother who was now deceased who faithfully attended all her work activity and certified nursing training and thus was not only able to gain but to retain employment to the teen who upon graduation was sitting at home unemployed not going to school whose involvement in the Youth Opportunity Program and Summer Employment helped them successfully enroll in college thereby allowing them to start on the road to a successful career and life or the family facing the possibility of homelessness who is afforded the opportunity to retain their permanent housing and start on the path of financial stability through the intervention of our agency's programs and while the number of our families and individuals who successfully achieved economic self sufficiency decreased this past year we were able to help stabilize many of the county's resident's economic and social crisis and begin them on the path of self sufficiency.



■ GA Grants	■ GA/EA Vendor
■ GA/WFNJ Work Ben.	■ SSI Burials
■ SSI/EA Vendor	■ CSP Dis.
■ TANF Ben.	■ TANF/EA Vendor
■ TANF/WFNJ Work Ben.	■ Med. Pymts to Vendors (estimate)
■ FS Benefit	■ Section 8 Rent Pymts
■ HPRP	

(Note: The total annual Medicaid expenditures figure is an estimated figure based on Medicaid January's expenditures to vendors for the Medicaid Programs administered by the agency)