

CHAPTER 80
ORGANIZATION OF THE DIVISION OF
FAMILY DEVELOPMENT

Authority

N.J.S.A. 52:14B-3 and 52:14B-4(b).

Source and Effective Date

R.2008 d.85, effective March 7, 2008.
See: 40 N.J.R. 1867(a).

Chapter Expiration Date

In accordance with N.J.S.A. 52:14B-5.1b, Chapter 80, Organization of the Division of Family Development, expires on March 7, 2015. See: 43 N.J.R. 1203(a).

Chapter Historical Note

Chapter 80, Organization of the Division of Public Welfare, was adopted as R.1984 d.409, effective August 23, 1984. See: 16 N.J.R. 2434(a).

Chapter 80, Organization of the Division of Public Welfare, was repealed and Chapter 80 was adopted as new rules by R.1989 d.316, effective May 19, 1989. See: 21 N.J.R. 1700(a).

The Division of Welfare was redesignated the Division of Economic Assistance, effective December 4, 1989, pursuant to the provisions of P.L. 1989, c.88, and subsequently was redesignated the Division of Family Development.

Pursuant to Executive Order No. 66(1978), Chapter 80, Organization of the Division of Family Development, was readopted as R.1993 d.518, effective September 27, 1993. See: 25 N.J.R. 4931(a).

Pursuant to Executive Order No. 66(1978), Chapter 80, Organization of the Division of Family Development, was readopted as R.1998 d.452, effective August 13, 1998. See: 30 N.J.R. 3286(a).

Chapter 80, Organization of the Division of Family Development, was readopted as R.2003 d.194, effective April 15, 2003. See: 35 N.J.R. 2178(b).

Chapter 80, Organization of the Division of Family Development, was readopted as R.2008 d.85, effective March 7, 2008. See: Source and Effective Date. See, also, section annotations.

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SUBCHAPTER 1. ORGANIZATION

10:80-1.1 Division of Family Development responsibilities

(a) The Division of Family Development (DFD) is charged by statute (N.J.S.A. 30:4B-1 et seq.) with the responsibility for the administration or supervision of specific program functions required or authorized under all public as-

sistance programs in the State of New Jersey. To accomplish this, DFD must establish, maintain and supervise an orderly, uniform and efficient public assistance system for those New Jersey residents in need of income maintenance services. DFD must ensure the provision of temporary financial assistance and related services, based on existing standards of need and funding allocated by the Legislature, to all eligible individuals and families and assist such individuals and families in their efforts to regain financial self-sufficiency. DFD must also ensure that the public is kept informed of public assistance program needs, priorities and developments.

(b) Currently, DFD is responsible for administering, directing and overseeing the following public assistance programs, which are implemented through the county welfare agencies (CWAs):

1. Temporary Assistance for Needy Families (TANF) (Public Law 104-193, the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA)). In New Jersey, the TANF program is the Work First New Jersey (WFNJ) Program (N.J.A.C. 10:90), which provides assistance to families with dependent children;
2. Refugee Resettlement Program (RRP) (Immigration and Nationality Act, Section 412(a)(9); 45 CFR Part 400);
3. Federal Food Stamp Program (FSP) (Food Stamp Act of 1977 as amended; 7 CFR Part 200; N.J.S.A. 30:4B-2 et seq.);
4. Child Support and Paternity Program (CSP) (Title IV-D, Social Security Act; 45 CFR Part 300); and
5. Child Care and Development Fund (CCDF) (45 CFR Parts 98 and 99).

(c) DFD directs and oversees the WFNJ/General Assistance (GA) Program component for single adults and couples without dependent children (N.J.S.A. 44:8-107 et seq.) which is either administered through municipal welfare departments (MWDs) or pursuant to P.L. 1997, c.37, consolidated with CWAs.

Amended by R.1998 d.452, effective August 13, 1998. See: 30 N.J.R. 3286(a).

In (a), inserted "and funding allocated by the Legislature," following "need" in the third sentence; in (b), rewrote 1 and 3; and rewrote (c).

Amended by R.2003 d.194, effective April 15, 2003. See: 35 N.J.R. 2178(b).

Added (b)6.

Amended by R.2008 d.85, effective March 7, 2008. See: 40 N.J.R. 1867(a).

In the introductory paragraph of (b), inserted a comma following "programs"; in (b)3, substituted a period at the end for "and New Jersey Supplemental Food Stamp Program (NJSFSP). NJSFSP provides nutritional assistance to certain categories of noncitizens who were rendered ineligible for the Federal Food Stamp Program by Section 402 of PRWORA;"; deleted former (b)4; and recodified (b)5 and (b)6 as (b)4 and (b)5.

10:80-1.2 Division of Family Development organizational unit functions

(a) The Office of the Director is responsible for the entire operation of DFD. The Director sets priorities, coordinates efforts, resolves disputes, ensures implementation of Federal and State laws, Federal regulations and applicable court decisions, adheres to departmental policies and ensures that DFD operates in a professional and prudent manner through a network of components.

(b) The responsibilities described in N.J.A.C. 10:80-1.1 are accomplished through functions assigned to the various constituent units of DFD.

1. Office of Information Systems (OIS): The OIS leads and coordinates the design, development and implementation of effective and reliable automated systems in support of DFD programs that promote personal responsibility and self-sufficiency. In order to achieve and maintain overall information systems support, the OIS is organized by major areas of responsibility, as follows:

i. Systems Design and Development is responsible for ensuring that the systems that support DFD programs are effectively maintained. OIS analysts work closely with DFD functional staff, Office of Information Technology (OIT) programming staff and contracted vendor staff in coordinating the process of defining business requirements, documenting those requirements and ensuring that the core support systems accurately reflect those requirements.

ii. Network Operations and Technical Support is responsible for maintaining end user access to DFD supported mainframe and PC based applications for Division staff, CWAs, county probation departments and child care resource and referral agencies (CCR&R). This area is also responsible for supporting DFD's electronic mail system, software distribution and virus protection for over 7,000 PCs Statewide.

iii. Federal Financing and Procurement is responsible for ensuring that all Information Technology (IT) related Advanced Planning Documents (APDs), Requests for Proposals (RFPs) and procurements are effectively documented, submitted timely, and conform to DFD's IT Spending Plan. This area is also responsible for project management of major IT initiatives.

iv. Operational Support and Maintenance is responsible for maintaining Help Desk support for all State and local users of DFD Applications/Systems and for maintaining a distribution operation for the daily delivery of printed systems output (reports, checks, client notices, and so forth) through DFD's contracted courier service. This area is also responsible for developing, implementing and maintaining support systems for internal DFD functions such as contract administration.

2. Office of Budget and Financial Management: The Office of Budget and Financial Management is responsible for preparing, monitoring and revising DFD's spending and budget plans, and providing financial evaluations for new program proposals. Additionally, it participates with administrators within DFD in the development of managerial policies in the area of administrative budgets and spending plans, administrative accounting and purchasing/inventory control. The Office of Budget and Financial Management is organized under the following units with the major areas of responsibility as follows:

i. The Budget Operations Unit performs the following functions:

(1) Preparation of the annual budget for DFD. Additionally, this unit prepares the quarterly spending plan and continuously monitors spending against the annual budget;

(2) Analysis of legislation affecting DFD. This analysis covers expenditures, revenues and cost savings related to legislation affecting DFD. Analysis also includes impact on DFD programs of legislation affecting related programs in other State agencies; and

(3) Preparation of CWA annual budget instructions, CWA Budget allocations and the review of 21 CWA operational budgets.

ii. The Contract and Management Services Unit performs the following functions:

(1) Establishes funding for Division contracts on the Department of Treasury's MACS-E system, processes payments to providers, compiles Federal reporting and management reports and executes contract close outs; and

(2) Provides administrative support services to Division staff, including, coordination of building maintenance services, management of State vehicles, management of building security and provision of mail and delivery services.

iii. The Federal Reporting Unit performs the following functions:

(1) Preparation of reports of expenditures to various Federal agencies on the TANF, Child Care, Child Support and Food Stamp (FS) programs. These reports include both administrative and client benefit expenditures; and

(2) Preparation of reports of expenditures for the GA Program, including client benefit expenditures made by CWAs and municipalities.

iv. The Cost Accounting Unit performs the following functions:

(1) Prepares the Division and CWA cost allocation plans, identifying all administrative costs asso-

ciated with the Division and the 21 CWAs with the programs administered by these agencies; and

(2) Authorizes the issuance of Federal and State administrative fund reimbursements.

v. The Accounting, Auditing and Purchasing unit performs the following functions:

(1) Procurement of all required goods and services, including obtaining competitive bids and quotes and selecting the appropriate vendor, insuring that all purchases conform to State purchase regulations;

(2) Coordination of the review of audit reports submitted for the various Federal, State and municipal entities and responding to and remedying of all audit findings; and

(3) Reviewing of all vendor invoices and processing them for payment and performing the accounting function for all DFD administration.

vi. Contract Administration Unit: Responsibilities of the Unit include:

(1) Preparing and issuing contract award packages and providing technical assistance to public and private third-party agencies regarding preparation of contracts;

(2) Processing contracts and contract modifications for DFD approval in conformance with DHS Contract Reimbursement Manual Policies; and

(3) Maintaining the Contract Administration Tracking System as the Division's third-party contract database.

3. Office of Program Support: The Office of Program Support lends support to the various programs for which the Division is responsible by performing the following functions:

i. Reception and registration of requests for fair hearings from recipients of or applicants for various programs; transmission of hearing requests to the Office of Administrative Law; review of final hearing decisions for action by the Director of DFD; and monitoring implementation of decisions; and

ii. Administration of the Kinship Navigator Program. The following are the components of the program:

(1) Kinship Navigator Service: Helps kinship caregivers "navigate" their way through the various government systems to find local supports and services through a toll-free number.

(2) Kinship Child Care Subsidy Program: Assists kinship caregivers with the cost of child care. Financial eligibility depends on the kinship caregiver's age and the size and income of the family unit.

(3) Kinship Wraparound Program: Assists kinship caregivers with essential services or items not available through existing programs. Such services include furniture, moving costs, housing, legal fees and respite care. Financial eligibility depends on the kinship caregiver's age and the size and income of the family unit.

(4) Kinship Care Subsidy Program: Provides a monthly subsidy of up to \$250.00 per month per child for children living with low income caregivers who acquire Kinship Legal Guardianship.

4. Office of Child Support Services (OCSS): Pursuant to Title IV-D of the Social Security Act (the Act), and certain other amendments, the OCSS was established to administer the Child Support Program throughout the State. The OCSS is responsible for the location of non-custodial parents and alleged fathers, establishment of paternity, establishment and enforcement of child support and health care coverage obligations and the review of obligations for possible modifications in both public assistance and non-public assistance Title IV-D cases.

i. Under the direction of the OCSS, every county is required to establish a local child support and paternity unit within the public assistance agency. Under the provisions of the Act, OCSS may enter into cooperative agreements with State and local agencies for child support services and enforcement. These agencies include the Administrative Office of the Courts, county sheriffs, county law departments, the Departments of Labor and Workforce Development and Corrections and the Division of Lottery. The OCSS oversees all agencies involved in Title IV-D child support activities to ensure that Federal policy, regulations and requirements are met and provides reports on compliance. The OCSS is also responsible for the Statewide automated child support enforcement system, the State Parent Locator Service (SPLS), the Paternity Opportunity Program, the State Directory of New Hires, the New Jersey Family Support Payment Center, the New Jersey Child Support Institute, the Financial Institution Data Match, the National Medical Support Notice unit, the call center, the Federal and State tax offset unit, the passport denial unit and other units necessary to maintain services required under Title IV-D.

ii. The OCSS also operates the New Jersey Automated Hotline and website, which are available 24 hours a day, seven days a week, in both English and Spanish, to respond to both general and case-specific inquiries.

iii. The OCSS also develops and recommends policy for the child support program, provides policy interpretations of the rules and regulations pertaining to the program, analyzes Federal and State legislation impacting the program, prepares comments on pending legislation affecting the program and provides assistance in drafting legislation, when required.

5. Office of County Operations: The Office of County Operations is responsible for supervising and monitoring the operations of county welfare agencies, providing a channel of communication between those agencies and DFD, and providing policy interpretations of Federal and State regulations to CWA administrative staff, public and private agencies, and the general public.

i. Office of Transitional Services and Special Initiatives: The responsibilities of this Unit include:

(1) Monitoring program operations, providing technical assistance to grantees and local governments, and increasing the utilization of services that assist former welfare recipients upon entering the workforce;

(2) Ensuring that outreach and referral services are provided to former welfare recipients in order to increase awareness and utilization of available supports and services; and

(3) Ensuring the correct interpretation and implementation of programs and policy as realized by county, municipality, agency, or organizations assigned, both public and private.

6. Office of Planning and Operations Review: The Office of Planning and Operations Review (OPOR) includes the Bureau of Quality Control, the Bureau of Research and Statistics, and the Ad Hoc Programming Group. OPOR responsibilities include:

i. Collection, processing and analyzing of basic data descriptive of Division programs and service populations, including the development of caseload projections and program modeling;

ii. Direction of all processes related to the ongoing evaluation of New Jersey's public assistance programs, including Work First New Jersey (TANF and GA components), Food Stamps, Emergency Assistance, including: coordination of the collection of information; review and analysis of collected information; and development of data processing requirements for management information needs;

iii. Ensuring that all Federal and State reporting requirements are met;

iv. Coordination of research and analysis functions and quality control review activities in a comprehensive Statewide corrective action process for the TANF, Food Stamp and WFNJ/GA programs; and

v. Representation of the Division in negotiations and continuing relationships with research and evaluation contractors and with the Federal research community.

7. Office of Human Resources: This unit is responsible for the following:

i. Carrying out all personnel-related human resource functions, including announcement of promotional examinations;

ii. Certification of lists; disposition and appointments from promotional and open competitive lists; processing all necessary forms for appointments, terminations, and salary increases, and maintenance of employee records;

iii. Control of position classification, job postings, payroll, health benefits, timekeeping; contract administration; and processing of grievances and disciplinary actions; and

iv. Maintaining records of the Somerset County Board of Social Services.

8. Office of Policy and Standards Development (OPSD): This unit is responsible for the following:

i. Developing and recommending policy for all the public assistance programs, including the Federal Food Stamp Program, the Work First New Jersey (TANF and GA components), and providing policy interpretations of the rules and regulations pertaining to these programs to county and municipal agencies, public and private agencies, and the general public.

ii. Timely preparation (in accordance with State and Federal law, Federal regulations and applicable legal decisions) of accurate, concise and easily understandable policy and regulatory material;

iii. Translation, into Spanish of all appropriate forms, pamphlets and notices developed by DFD;

iv. Analysis of Federal and State legislation impacting on programs administered by DFD;

v. Preparation of comments on pending legislation affecting the responsibilities of DFD and provision of assistance in drafting legislation, when required; and

vi. Coordination of the preparation, publication, and distribution of Requests for Proposal (RFP) for the Division's special initiatives which includes:

(1) Ensuring that the Department's regulations and policies concerning RFPs are enforced, and supervising the provision of technical assistance to applicants for grants;

(2) Receiving proposals and developing procedures for the review of same;

(3) Preparing funding recommendations to the Director, the Commissioner and the Governor's office as required; and

(4) Developing award letters and maintaining all appropriate logs and records of proposals received.

9. **Child Care Operations (CCO):** The CCO unit is responsible for the administration and supervision of child care services provided under the Federal Child Care Development Fund (CCDF). The objective of the unit is to develop and maintain an effective, efficient, quality State-wide child care administrative operation and assure for the uniform provision of quality child care services to all income eligible families in New Jersey. The unit is responsible for the following functions:

- i. Providing training to agency staff on program and policy issues;
- ii. Providing technical assistance support to agencies for the management and operations of their child care programs;
- iii. Monitoring child care contract compliance in accordance with State and Federal regulations; and
- iv. Facilitating collaborative working relationship with State departments, county governments and other community agencies in the design and implementation of local and Statewide child care initiatives.

10. **General Assistance and Food Stamp Program Unit:** Responsibilities of the Unit include:

- i. Supervision and monitoring the CWAs' administration of GA and FS Programs;
- ii. Supervision and monitoring of the autonomous municipal welfare agencies' administration of the GA program;
- iii. Interpreting and analyzing GA and FS Program policy, procedures, regulations and objectives for DFD, county and municipal welfare agency staff, legal services, other public and private agencies and the general public to ensure uniform, equitable implementation/administration of the Programs Statewide;
- iv. Resolving recipient complaints and inquiries; and
- v. Conducting monthly Operations Meetings in each county with the principle agencies providing services to GA, FS and GA/FS recipients to facilitate communication and the referral process, share statistical information, discuss client flow and any other operational issues which impact a client's progress to self-sufficiency.

11. **Office of Administrative Support:** The Office of Administrative Support lends support to various programs for which the Division is responsible. In collaboration with administrators within the Division, the office provides communication and outreach services, coordinates staff training and development, oversees implementation of anti-poverty strategies and monitors TANF work activities as follows:

i. **Communications and Outreach Unit:** The Communications and Outreach Unit performs the following functions:

(1) Coordinates and implements a comprehensive strategy to guide and direct the Division's communications and outreach efforts; assists in Statewide community outreach initiatives that address the needs of the Division's target population, which includes: coordinating the Public/Private Earned Income Tax Credit Partnership annual campaign; and monitoring of the county agencies compliance with the National Voter Registration Act;

(2) Coordinates conferences, workshops, public hearings and technical assistance forums concerning the administration of the Division's programs to provide interested parties opportunity for information and/or input on program issues, policies and funding opportunities;

(3) Coordinates the design, development, printing and distribution of educational and informational materials, such as brochures, flyers, poster and program guides for the benefit of clients, staff and provider agencies;

(4) Produces periodic reports of the Division's programs and prepares and provides assistance in the completion of State or Federally mandated reports; and

(5) Maintains the Division's intranet and internet websites; and

ii. **Human Resource Development Unit:** The Human Resource Development Unit is responsible for coordinating training and staff development activities for the Division, the county welfare agencies and municipal welfare agencies; responsible for oversight of hunger related initiatives and performs the following functions:

(1) Oversees public welfare related training initiatives for the Division, county welfare agencies, and municipal welfare agencies; prepares the annual Training Plan; develops training programs and curricula to meet the identified training needs;

(2) Provides oversight for county welfare agencies' Americans with Disabilities Act Policy/Compliance and Training Plans;

(3) Administers the Division's Tuition Reimbursement Program and tracks, monitors, and analyzes training expenditures;

(4) Serves as liaison to the Governor's Hunger Prevention Advisory Committee (HPAC); prepares the annual Hunger Prevention Advisory Committee's report to the Legislature; and promotes the www.endhungernj.org Statewide website.

Amended by R.1998 d.452, effective August 13, 1998.
See: 30 N.J.R. 3286(a).

Rewrote (b).

Amended by R.2003 d.194, effective April 15, 2003.

See: 35 N.J.R. 2178(b).

Rewrote the section.

Amended by R.2008 d.85, effective March 7, 2008.

See: 40 N.J.R. 1867(a).

In (b)1ii, substituted "county probation departments and child care resource and referral agencies (CCR&R)" for "County Probation Departments and Child Care Agencies"; in the introductory paragraph of (b)2, substituted "purchasing/inventory" for "purchasing/ inventory"; rewrote (b)2ii(1); in (b)2ii(2), substituted a period for "; and" at the end; deleted (b)2ii(3); added (b)2vi; in (b)3i, inserted "and" at the end; deleted (b)3ii; recodified (b)3iii as (b)3ii; in the introductory paragraph of (b)4, inserted "(the Act)"; rewrote (b)4i and (b)4ii; added (b)4iii; in (b)6ii, deleted "Home Energy Assistance," following "Emergency Assistance,"; de-

leted (b)9; recodified former (b)10 and (b)11 as (b)9 and (b)10; added new (b)11; and deleted (b)12.

10:80-1.3 Public information requests

The public may obtain information or copies of the various officially promulgated manuals, upon payment of the requisite fee, by addressing inquiries to: Director's Office, Division of Family Development, PO Box 716, Trenton, NJ 08625-0716.

Amended by R.1998 d.452, effective August 13, 1998.

See: 30 N.J.R. 3286(a).