

NJAC COUNTY BIZ

An Educational and Informative Newsletter for Counties and Businesses

New Jersey Association of Counties

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Jet Mode is Taking Off: Step Aboard a First Class Government Software Experience

by Alannah Dragonetti, Head of Marketing for GovPilot

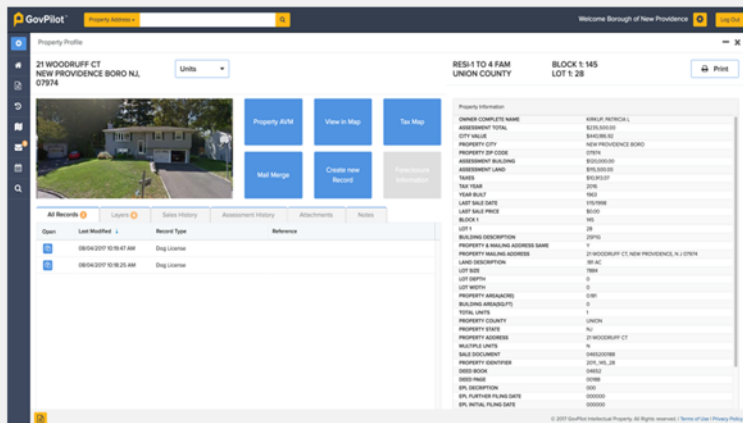
Each new year brings an opportunity for improvement. In 2018, GovPilot is taking that opportunity and flying with it! Jet Mode - an interface that makes it easier than ever to find, process and share your most critical data.

Updates Old Favorites

Jet Mode improves upon key GovPilot features including:

PropertyProfile

The cornerstone of our platform, GovPilot's PropertyProfile feature ensures that all constituent data links to the appropriate parcel for orderly tracking and more informed decisions. Jet Mode takes this integral feature to a higher plane of convenience.



Data displayed in the new PropertyProfile's right hand column can be customized to fit your needs. See all images/data associated with a property, attach and take notes within the profile and create new records for apartments/suites. Tour any property, without leaving the office.

Scheduler

Automated assignment capabilities have always helped GovPilot clients communicate with colleagues and stay on task. We've outdone ourselves with Scheduler in Jet Mode!

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Get to know your County Official.....

How many years have you served as Morris County Freeholder?

In 2018, I will begin my 21st year as a member of the Morris County Board of Chosen Freeholders. I also have served as NJAC President in 2006.

What was the first public position you held?

I was elected to the Boonton Township Committee, serving for 12 years. During that time, I was the Mayor and Deputy Mayor.

Why did you choose to run for Morris County Freeholder?

I was born and raised in Morris County, served on the local level as mayor, and wanted to get involved in its future, especially as it became a crossroads of North Jersey and a center of development in the late 1980's and 1990's. I wanted to be involved in government at a higher level where I could make a difference in the county's future.

What has been the most difficult decision you have had to make while serving as Freeholder?

There has not been one but many difficult decisions. They involve maintaining the balance between the high quality of services that Morris County residents expect from county government versus keeping a tight rein on taxes. In one of the highest-tax states, maintaining affordability is a crucial factor in the quality of life that makes Morris County desirable. It is a never ending battle.

What would our readers be most surprised to learn about you?

I am a Morris County history buff. We have so much great history in Morris County. General George Washington headquartered here during the Revolutionary War; Alfred Vail and Samuel Morse pioneered the first telegraph (Speedwell Village); it's where Gustave Stickley's workshop for the Craftsman movement was located (Craftsman's Farm), and where General Jimmy Doolittle tested the equipment for the first instrument-only flight (Rockaway Valley Aerodrome), to name just a few.

Who is your role model?

My parents. Growing up in an Irish Catholic household, they instilled the importance of family, integrity, and hard work.

What do you love about Morris County?

I love Morris County's natural diversity. Heading westward, it is where New Jersey turns from suburban to rural - from the growing Morristown downtown to the fields of Long Valley. There is so much to enjoy, from historical sites and quaint towns to picturesque farms and great green spaces and vistas.

I also love the county's cultural and culinary diversity, from one of the state's largest St. Patrick's Day parades in Morristown, and a countywide Columbus Day Parade in East Hanover, to our annual Greek, Ukrainian and Columbian festivals that enhances Morris County's quality of life.



Douglas R. Cabana
Freeholder
Morris County



Jet Mode is Taking Off_(continued)

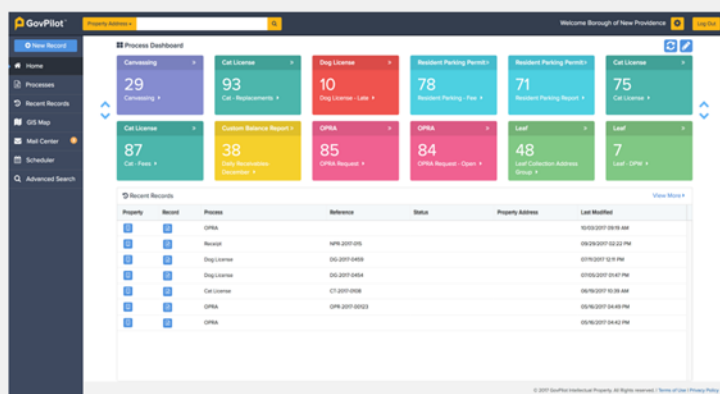
In Jet Mode, your schedule is always flexible. Our new interface allows you to open records directly from your calendar. Group users by department, project, etc. and isolate their agendas to make big plans with ease and efficiency.

Offers New Features

What would a new interface be without new GovPilot features? In addition to enhancing the user favorites listed above, Jet Mode brings:

Dashboard

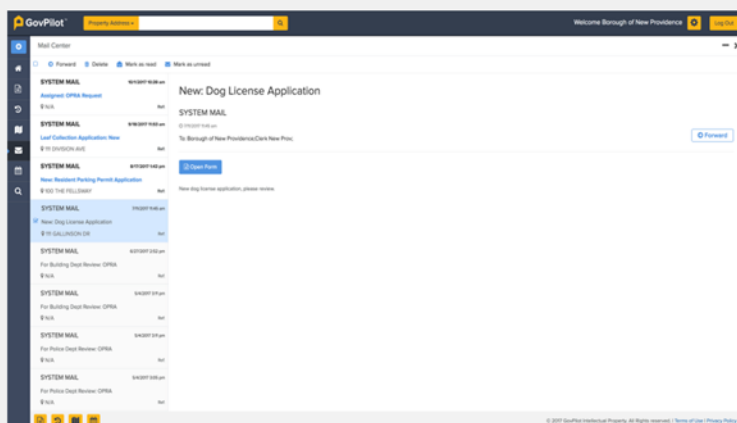
Jet Mode places you in the pilot's seat. Your Dashboard is a custom arrangement of color-coded tiles that allows you to access project status and employee productivity.



When clicked, each tile opens a different view. Arrange and add an unlimited number of tiles with unparalleled ease. Never worry that your changes are unsaved. The Dashboard automatically updates each minute. If that isn't fast enough for you, simply click "home" to prompt an update.

Mail Center

Visualize your workflow notifications and easily collaborate with staff using familiar email conventions in Mail Center.



This feature delivers. See tasks for every record assigned, forward updates (complete with notes attached) to colleagues and minimize messages to explore other parts of the system. Like any dutiful delivery service. Mail Center works via your desktop at the office in sun or through your laptop at home during snow, rain, heat, or gloom of night.

Multi-Task

As the name implies, Jet Mode's Multi-Task capabilities empower you to do everything at once, without

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Jet Mode is Taking Off *(continued)*

feeling overwhelmed.

Open tasks/projects simultaneously for more efficient workload management.

Jet Mode may remove the turbulence from your daily operations, but you should still fasten your seatbelt because productivity is about to take off!

About GovPilot

GovPilot is a cloud-based Government Management Platform. GovPilot allows governments to replace antiquated paper processes with digital automation. By incorporating a digital environment, local governments can operate at increased efficiency levels. GovPilot unifies fragmented departments and data to facilitate better communication between elected officials, employees and the public to promote more informed decision-making. The platform offers local governments approximately 100 plus digital, automated processes to choose from. Governments can select digital FOIA, Building & Construction Permitting, Code Enforcement and other processes. GovPilot offers its customers unlimited user licenses, allowing data to be managed and shared by stakeholders 24/7, from the office, the field, or the comfort of their home.

For more information about this topic, please contact Alannah Dragonetti by telephone at (201) 222-1155 or via email at alannah@govpilot.com.



Emergency Communication in the Age of Social Media

by Gary Sparger, State Development Representative for Lexipol

In recent years, first responders have observed an increasing use of social media platforms like Facebook and Twitter during emergencies. Whether the emergency is man-made (e.g., active shooter) or natural (e.g., hurricane or wildfire), the public uses social media to communicate with emergency responders during times of great distress.

When under duress, humans tend to fall back on what comes naturally. First responders train for active shooters or other disasters so that when an incident unfolds, they will revert to their training instead of their natural impulse, which might be to panic. The average citizen is not trained to manage a crisis, but a large percentage are active on social media. When something bad happens, it's not surprising that they turn to social media to notify their friends—and increasingly, to ask for assistance.

In 2017 the Pew Research Center [reported](#) that nearly 70 percent of American adults used social media, an increase from 5 percent in 2005. And because most *people* are using social media, *agencies* responsible for emergency response need to use it, too.

The agency that fails to engage on social media runs the risk of being caught flat-footed when a disaster occurs. Traditional forms of emergency communication, like 9-1-1, can easily become overwhelmed in a widespread disaster, resulting in busy signals for callers. Additionally, 9-1-1 lines can lose service during inclement weather, so social media can be a reasonable backup in these situations.

A recent incident is illustrative. When Hurricane Harvey made landfall in Texas on August 27, 2017, Houston's 9-1-1 system was rapidly overwhelmed. *Los Angeles Times* reporter Laura Nelson [wrote](#) that people

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Emergency Communication in the Age of Social Media *(continued)*

waited on hold for two hours after calling 9-1-1, and many calls were dropped because the lines were so busy. Houston mayor Sylvester Turner said 9-1-1 operators received 56,000 calls in less 24 hours—6,000 of those calls were for rescue.

Selecting a Platform

Each time a disaster strikes, the use of social media for emergency communication becomes more prevalent. It's clear that first responders need to adapt to this new form of communication, but where should a department start? The first step is determining which platforms your department will use.

Social media platforms are plentiful, and public safety agencies have had success using them to foster community engagement. Many social media platforms are better suited for releasing information as opposed to fostering interaction. For instance, [Nixle](#) is a good platform for releasing traffic updates within your jurisdiction. Similarly, [Nextdoor](#) makes it easy to distribute crime information targeted to specific neighborhoods within your jurisdiction. Nextdoor also allows for interaction among citizens within their neighborhoods; many Houston residents used it to coordinate citizen rescues during Hurricane Harvey.

But when it comes to social media during emergencies, the two obvious platforms are Facebook and Twitter. The general public is familiar with them, they reach millions of readers and they facilitate sharing of information far beyond your initial circle of contacts.

Many departments use Facebook already, typically for relaying community event information. In terms of disasters, though, Facebook may be underutilized by first responders. Facebook monitors the posts on its site, and if people in a concentrated geographical area begin talking about a disaster, Facebook will open a page related to the disaster and prompt nearby users to report that they are safe. Departments can also monitor these pages and mine them for intel about conditions on the ground.

If Facebook is where your department may go to find information during a disaster, Twitter is the ideal platform for sharing real-time emergency updates and notifications. Even if you don't have a lot of followers, your audience can expand rapidly when those followers retweet your posts to their followers, and so on. In this way, a message can be spread very quickly. When using Twitter, it's important to [use appropriate hashtags](#). A quick Twitter search will usually reveal the most popular hashtag for a disaster or other major incident. Clicking on that hashtag will reveal other posts about the event. Therefore, if you use the hashtag, your posts will be visible to anyone searching for information about the event.

One caveat: There are many more Facebook users than Twitter. While savvy social media users will look for your department on Twitter during an incident, others may expect you to post information on Facebook. If you don't want to post in both platforms during an emergency, start educating your Facebook followers now so they know where you'll be sending out disaster information.

Controlling the Conversation

A key consideration for public safety agencies using social media is whether to allow citizens to post on department social media accounts. In other words, will you allow interaction, or will the department use social media strictly to release information? A reasonable practice should use a mixture of one- and two-way communication. Citizens want to talk to first responders, ask questions and send incident information.

While interaction and engagement is generally a good thing, there are some risks to consider:

- **Volume.** Many comments deserve a response, but most agencies don't have full-time social media personnel. In a disaster, the volume of comments will increase rapidly and significantly. To keep the

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Emergency Communication in the Age of Social Media *(continued)*

volume of communication manageable, determine ahead of time what your response policy will be and as sign a group of members to monitor your page just as phones are monitored in the dispatch center.

- *Negative comments.* Especially in emergencies, when emotions run high, it's easy for citizens to criticize the public safety response. Your department must be prepared for the criticism it may receive—and that those comments could get picked up by reporters.
- *First Amendment issues.* Finally, a word of caution about government use and maintenance of social media sites. You can always delete offensive or critical posts, but courts have found that citizen posts may be protected by the First Amendment in certain instances. Members should consult with legal counsel to establish procedure for handling offensive posts before inviting public input.

One limitation of social media: It's difficult to know who is getting your message. To build some degree of confidence that the public is getting department emergency notifications on social media, departments must engage with citizens and build a following before the emergency. Familiarize assigned members with the platforms that work best in the community and learn what intel can be mined from social media. Otherwise, these platforms will be of little use on the day an emergency occurs.

6 Tips

Following are just a few items to consider when using social media for disaster communications:

1. Make sure your social media pages clearly indicate users should call 9-1-1 if they're experiencing an emergency.
2. Staff appropriately. If your agency is going to use social media to communicate during emergencies, it requires a realistic commitment of resources. Consistency is key—commit to a level of communication you can maintain across multiple shifts and different types of incidents.
3. Prepare messages ahead of time. Although every incident is different, templates for different types of incidents (weather event, active shooter, evacuation, searching for suspect, etc.) enhance communication consistency and help you post information faster. Just tailor the template to the specific incident.
4. Remember to turn off scheduled messages during a disaster. Many agencies use tools that allow them to schedule posts. If those messages go out during an emergency, it can be confusing and even embarrassing for your department.
5. Be careful when sharing information others have posted. There's always a lot of disinformation during an emergency, and social media allows for inaccurate information to be amplified.
6. Close the loop. If you rescue someone as a result of a social media post, put out a message; if an evacuation order is lifted, announce it; if you capture the shooter, announce that. Don't leave your followers hanging.

Managing Risk

There's no one-size-fits-all social media strategy in public safety. Rather, each agency must conceptualize and plan a social media communication plan for disaster response based on the unique needs of the communities they serve and the resources available.

Engaging on social media during an emergency does carry some risk, but *not* doing so is increasingly

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Emergency Communication in the Age of Social Media *(continued)*

becoming a risk as well. An American Red Cross survey found that [74 percent of adults would expect help to arrive within an hour](#) after they posted a request for help on a public safety agency's social media page.

Could you meet that expectation?

[Lexipol's Law Enforcement Policies and Daily Training Bulletin Service provides essential policies that support decision-making in all facets of law enforcement operations. Contact us today for more information or to request a free demo.](#)



Gary Sparger is retired from the West Lafayette Police Department in Indiana. He served for 28 years and retired as Patrol Captain. Gary is a graduate of Purdue University, the Northwestern University School of Police Staff and Command and the FBI National Academy. He serves as a State Development Representative for Lexipol.

Lexipol
PREDICTABLE IS PREVENTABLE®

Hate Has No Home In Gloucester County

by Jim Jefferson, Freeholder for Gloucester County

Earlier this week I heard about another horrifying incident in our county that made headlines. Sadly, a swastika was painted on a home in Williamstown. Last fall we read about several race based incidents in several of our local schools. It seems that when I turn on the news I hear about some divisive incident that sets our nation back in time, back to an era where races and cultures were pitted against each other.

How do you tackle intolerance in this day and age? Is it possible to expose our young people to the ideals of acceptance within our schools so that they can carry those values through their lives? The only thing I know for certain is that we have to try.

It is our job as elected officials, parents and human beings to speak up and speak out and defy racism. It is our job to make sure that our neighbors know they live in a safe and accepting community regardless of the color of their skin, ethnicity, the God to whom they pray or who they love.

As a Freeholder, a member of Hope Christian Fellowship Church in Woodbury, and as a father I believe that we can create an atmosphere of peace and to show that we can help promote tolerance. That is why in the coming months Gloucester County we will be bringing The Tolerance Project to many of our schools and community events in an effort to promote cultural awareness, diversity and strengthen communication and conflict resolution.

The Tolerance program uses a variety of learning modalities including interactive technology, video presentations, special speakers and small group discussions. The program is inclusive and presents an educational experience that engages participants on many levels.

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Hate Has No Home In Gloucester County *(continued)*



Jim Jefferson
Freeholder
Gloucester County

Some issues the program focuses on are discrimination, prejudice, racism, diversity and stereotyping. The goals of the program are to strengthen ethical and bias-free decision making, enhance competency inter-cultural communication and conflict resolution, and develop progressive leadership practices. A committee of community leaders has been comprised to steer this effort, and I know that they will put their full attention and energy into creating an atmosphere within our schools and our communities that is of respect and acceptance.

It has always been my personal goal to bring people together in the spirit of unity. This past November I was part of a Unity Prayer Service that more than 300 faith leaders were invited to and attended. I will continue to do all I can to promote unity because it is time to come together to show that hate has no room in Gloucester County. It is my sincere hope that The Tolerance program will serve as another step in the effort to lead us there.

Our children are watching us closely and the next step is up to us. Silence is equal to complicity and that is not acceptable. We must stand together in unity to speak out against racism and show that respect, equality, love,

compassion, tolerance and kindness are the path that we lead our children down.

Freeholder Jim Jefferson is the Liaison to the Department of Health and Human Services. He was sworn into his second full term on the Board of Chosen Freeholders on January 5, 2018. He is an Associate Board Member of the Juvenile Panel for the New Jersey State Parole Board. He is also a member of the Saints Prison Ministry and visits prisons in many states to help combine faith, athletics and personal responsibility for the rehabilitation of incarcerated individuals. Jim lives in Woodbury with his wife and three children.



***Do you have educational or informational
articles you would like published in the***

NJAC COUNTY BIZ?

**Contact Loren Wizman
Director of Business Development
at (609) 394-3467 or loren@njac.org**

Pension Education Opportunities for Your Employees

The New Jersey Division of Pensions & Benefits has posted on their website new 2018 dates for Employee Informational Webinars and Retirement Seminars. Sessions are offered through live online webinars hosted by GoToMeeting. Retirement and Defined Contribution Retirement Program (DCRP) Employee Seminars are provided through a choice of classroom sessions and live online webinars.

Available topics include:

[Solving MBOS Login Issues](#)

[PERS and TPAF Retirement Estimates](#)

[PERS and TPAF Pension Options](#)

[Reviewing a Sample Retirement Application for PERS and TPAF Members](#)

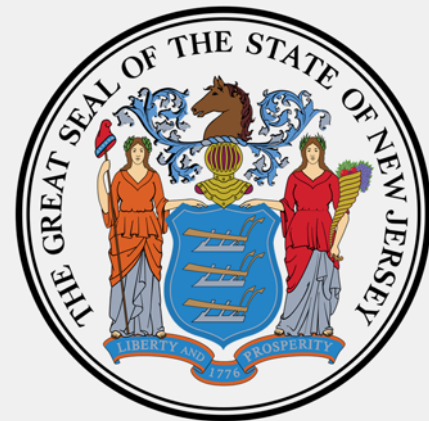
[Reviewing a Sample Retirement Application for PFRS Members](#)

[Understanding Your Pension Benefits for PERS or TPAF Members](#)

[Overview for Employees in DCRP](#)

[Retirement Planning Seminars for PERS and TPAF Members](#)

[Retirement Planning Seminars for PFRS Members](#)



Space is limited! Register Today!

To see a full description of all topics, available seminar/webinar dates and/or locations, or to register, please visit www.nj.gov/treasury/pensions/ and click on the appropriate link under "Counseling and Training."

Available Grant Programs

by Grantwriters.net

Grant Name: NEA Art Works

Deadline: February 15, 2018

Available: \$10,000.00 - \$100,000.00

Number of

Awards: Not Specified

Link to RFP:

<https://www.arts.gov/grants-organizations/art-works/grant-program-description> This National Endowment for the Arts program supports the creation of art that meets the highest standards of excellence, public engagement with diverse and excellent art, lifelong learning in the arts, and the strengthening of communities through the arts. These programs seek to deepen and extend the arts' value, including their ability to foster new connections and to exemplify creativity and innovation.

Funding

Uses:

General Eligibility Requirements:

US nonprofit organizations; units of state or local government; and federally recognized tribal communities or tribes.



Available Grant Programs *(continued)*

by Grantwriters.net

Grant Name: Homeless Providers Grant and Per Diem Program - Transition in Place Per Diem Funds

Deadline: February 21, 2018

Available: Maximum of \$1,250,000.00 over a period of 2 years. Maximum of \$50,000.00 per bed for up to 25 beds

Number of Awards: 20

Link to RFP: <https://www.va.gov/HOMELESS/GPD.asp>

Funding Uses: This US Department of Veterans Affairs program encourages reapplication for those applicants who seek to continue providing Transition in Place (TIP) grants and new applicants that will serve the homeless Veteran population through a TIP housing model to facilitate housing stabilization. The TIP housing model provides transitional housing and a milieu of services that facilitate individual stabilization and movement of the Veteran to permanent housing in the residence as rapidly as clinically appropriate.

General Eligibility Requirements:

501c3 or 501c19 nonprofit organizations; state and local governments; Indian Tribal Governments; and faith and community-based organizations.

Funder Match Requirement: Not required



Digital Health Trends to Watch in 2018

by Dr. Marilyn Gordon, Chief Medical Officer for UnitedHealthcare of New Jersey

Technology continues to change how Americans work and live, especially when it comes to health care. Here are five digital health trends that consumers and business leaders should watch in 2018.

- **Mobile Payments:** The health care system is modernizing how care is paid for, including the addition of mobile payments. More consumers are using mobile wallets such as Apple Pay®, to pay for qualified medical services from a health savings account with their mobile devices. These new capabilities allow for more convenient transactions at health care providers' offices and pharmacies, which can help save people time and facilitate faster payments for care providers.
- **Wearable Sensors:** The wearable-technology market is booming, with revenues expected to reach nearly \$52 billion by 2022, according to a [recent research report](#) from Markets and Markets. This is good news for consumers, as these wearable devices enable people to track their daily steps, monitor their heart rates and even analyze sleep patterns. Employers and health plans are including fitness trackers as part of corporate wellness programs to help improve health outcomes and reduce health care costs.

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Digital Health Trends to Watch in 2018 *(continued)*

- **Remote Medical Monitoring and Treatment:** In addition to wearable sensors, other consumer devices are being offered to help enable more widespread remote medical monitoring and treatment. More consumers now have access to telemedicine services through smartphone apps and online, to help provide more convenient and cost-effective care. People with specific medical issues can also access resources such as wireless scales, which can notify health care professionals about sudden weight fluctuations that could signal the need for immediate medical attention.
- **Artificial Intelligence** Artificial intelligence and machine learning leverage troves of data to help improve the effectiveness and efficiency of health care services. The potential applications are wide-ranging, including closing gaps in care, eliminating unnecessary treatments and improving the speed and accuracy of customer service calls. In the future, artificial intelligence will be increasingly deployed to predict disease before someone is afflicted; understand what facilities or physicians produce the best outcomes for a specific condition; and engage patients so they receive care in a timely manner.
- **Blockchain:** The rise of cryptocurrencies, such as bitcoin, has garnered numerous headlines, but the underlying technology, known as blockchain, has significant potential for health care. A blockchain securely and cooperatively shares database transactions across multiple computers to provide a synchronized source of truth that can help automate processes and may improve the security and integrity of health care information, reducing data reconciliation costs and easing administrative burdens. Blockchain can help consumers store and share complex health data, which may help health professionals personalize care and make it easier for everyone to navigate the health system.

UnitedHealthcare invests more than \$3 billion annually in data, technology and innovation to help consumers take a more active role in their health. By using technology to encourage people to pursue healthy behaviors, and to more easily navigate the health system, our goal is to advance better care management today and set the foundation for better health outcomes in the future.



Atlantic City Electric Provides Tips to Help Ward Off Scammers

by Frank Tedesco, Media Relations for Atlantic City Electric

Popular “green dot” scam targeting South Jersey customers resurfaces

Atlantic City Electric is urging customers to be aware of a scam that has been targeting utility customers across the United States for more than five years. Customers in South Jersey have recently contacted the company to report they have been targeted with the popular “green dot” scam.

The scammers, who target both residential and business customers, call individuals claiming that they are behind on their account and must make an immediate payment to avoid service termination. As part of the scam, customers are asked to purchase a pre-paid debit card, such as a Green Dot MoneyPak, for a specific amount from local pharmacies, retail chains or convenience stores. The customer is then directed to contact a number to use the card to make a payment to their account. Once the information is provided to the scammer, the funds on the card are removed.

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Tips to Help Ward Off Scammers *(continued)*

During the last five years, scammers have become increasingly sophisticated, going to extreme measures to present themselves as official utility representatives. Scammers have gone so far as to replicate utility phone numbers through caller ID, with some even replicating the messaging and prompts provided to customers through their interactive voice response system.

To help customers ward off these scammers, Atlantic City Electric offers the following tips:

- If a customer receives a call from someone stating they are calling to collect a bill payment for Atlantic City Electric, the caller should be able to provide specific information including:
 - * Account name
 - * Account address
 - * Account number
 - * Amount of current balance

If the caller cannot provide this information, it is likely the call is not coming from Atlantic City Electric. In this case, customers should not provide any information, and call Atlantic City Electric immediately at 1-800-642-3780 to report the situation.

Customers should never provide their social security number or banking or credit card information by phone unless they have initiated the call.

Additionally, customers should never provide anyone access to their home who claims to be from Atlantic City Electric, or a contractor working for Atlantic City Electric, unless the person has proper identification. Customers can always contact the company at 1-800-642-3780 to confirm an official visit.

Readers are encouraged to visit [The Source](#), Atlantic City Electric's online news room. For more information about Atlantic City Electric, visit atlanticcityelectric.com. Follow us on Facebook at facebook.com/atlanticcityelectric and on Twitter at twitter.com/aceleconnect.

Atlantic City Electric, a public utility owned by Exelon Corporation (NYSE: EXC), provides safe, reliable and affordable regulated electric delivery services to approximately 550,000 customers in southern New Jersey.



BECOME A MEMBER OF THE

NEW JERSEY ASSOCIATION OF COUNTIES

Learn about the benefits of being a part of NJAC and how you can join.

Contact Loren Wizman, Business Development Director at

(609) 394-3467 or loren@njac.org

[Click here for an application.](#)

Top Workplace Trends for 2018

by Jennifer Dowd, Marketing Director for Kronos, Inc.

Following its annual board of advisors meeting, **The Workforce Institute** at **Kronos Incorporated** identified the top trends that will impact the workforce in 2018.

1. Top organizations treat employee engagement as a financial strategy while thinking creatively about the employee experience. We've devoted billions of dollars to chasing the white whale of employee engagement – yet engagement has remained stagnant for decades worldwide. Worse, many C-level leaders are questioning the ROI of culture-driven investments on the bottom line. HR must change their vernacular to better connect engagement with business challenges while using operational data to show how engagement is financially driven (e.g. better productivity). Simultaneously, to attract and retain the best talent, employers must weigh all the different “currencies” accepted by today's workers (e.g. pay, benefits, flexibility), while thinking creatively about the entire employee experience lifecycle, matching expectations during the recruiting phase all the way through succession planning.

2. Employee appetite for accessible, applicable workplace data grows. Outside the workplace, people expect fast and easy access to information of all kinds. Yet when they get to work, good, valuable information across their organizations can be hard to access and near impossible to process in order to make an informed decision in the moment. Employers are increasingly expected to provide a consumer-grade technology experience in the workplace with one-touch access to information that helps employees – both laptop-toting and frontline workers – work smarter and work their way.

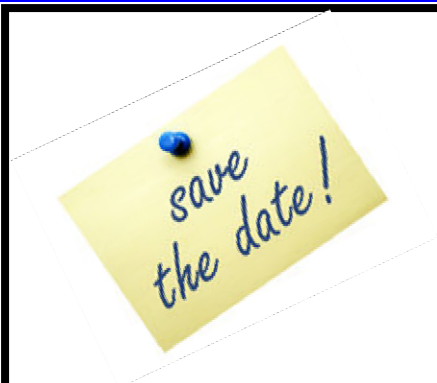
3. Artificial intelligence (AI) and machine learning make HR and operations more strategic. Innovations in workforce management and HR software have simplified the delivery of data intelligence to help solve real business problems that directly impact an employee's daily work routine. AI can dramatically speed up time-consuming, everyday tasks while proactively identifying potential compliance risks and employee burnout concerns before they become a problem. Managers and employees alike must be properly trained to strategically utilize and, above all, trust this unprecedented ability to mine information, while transforming their daily responsibilities to accomplish more strategic tasks they didn't have the time to complete before.

4. A focus on the human side of leadership. As innovations in workforce management and HR technology increasingly automate daily tasks, managers have more time to interact with employees than ever before. Yet many people managers are lost with these newfound opportunities for human interaction thanks to historically weak manager onboarding programs combined with years of hiding behind devices, remote work, and mountains of administrative tasks. Since people managers are the number one driver of the employee experience, organizations must focus on programs to help managers forge relationships, develop their people, and build the courage it takes to be a great leader.

5. Retirement moves from a casual conversation to a full-blown crisis. Organizations aren't prepared for the loss of inherent knowledge as thousands of Baby Boomers retire each day. Many Boomers plan to ease into retirement by working part-time hours or taking on an entirely new, lower-paying job with more meaning. Many more retirement-aged employees aren't financially capable of leaving the workforce. The perfect storm created by these trends will challenge organizations to test their succession planning, deliver meaningful roles to employees sun-setting their careers, and maintain productivity and engagement of those employees who continue to work primarily because they can't afford to retire.

To learn more about Kronos, please contact Wesley Witherington, Kronos Sales Executive State of New Jersey, Public Sector and Education, at wesley.witherington@kronos.com or via telephone at





Meetings & Events 2018

January 19, 2018

10:00 a.m.

NJAC Conference Committee Meeting*Chemistry Council Conference Room - 3rd Floor
150 West State Street, Trenton NJ 08608***January 26, 2018**

11:00 a.m.

NJAC Reorganization Meeting & Ceremony*Senate Chambers - NJ State House
125 West State Street, Trenton NJ 08625***Annual Conference Seminar Proposals Due***Email your seminar proposals to Loren Wizman at loren@njac.org by close of business.***March 23, 2018**

10:00 a.m.

NJAC Board of Directors Meeting*State House Annex Building - Committee Room 6
125 West State Street, Trenton NJ 08625***May 9 - 11, 2018****NJAC Annual Conference***Caesar's Hotel and Resort
Atlantic City, NJ 08401***June 29, 2018**

10:00 a.m.

NJAC Board of Directors Meeting*State House Annex Building - Committee Room 6
125 West State Street, Trenton NJ 08625***July 26, 2018**

7:00 p.m.

NJAC Night of Baseball & Fireworks*Arm & Hammer Park, One Thunder Road, Trenton NJ 08611***September 14, 2018**

10:00 a.m.

NJAC Board of Directors Meeting*State House Annex Building - Committee Room 6
125 West State Street, Trenton NJ 08625***December 14, 2018**

9:00 a.m.

NJAC Board of Directors Meeting & Summit*Trenton Country Club - Oakland Room & Grand Ballroom
201 Sullivan Way, West Trenton NJ 08628*

ESSEX COUNTY EXECUTIVE DIVINCENZO ANNOUNCES TURTLE BACK ZOO FINISHES 2017 WITH RECORD 907,522 ATTENDANCE

by Anthony Puglisi, Director of Public Information Office for Essex County



Essex County Executive Joseph N. DiVincenzo, Jr. announced Essex County Turtle Back Zoo finished 2017 with an all-time record attendance of 907,522. This is the first time that attendance eclipsed the 900,000 mark and the 13th consecutive year a new annual attendance record was established.

“We have made tremendous improvements to Turtle Back Zoo and the large turn-out of visitors each year shows how popular our Zoo has become. Introducing new natural habitat exhibits like the African Adventure featuring giraffes, along with our Carousel, Treetop Adventure Course, miniGOLF Safari and Train Ride attractions, make coming to Turtle Back Zoo a fun, learning adventure for children and families,” DiVincenzo said. “We would not be here without the continuing support of our loyal visitors, sponsors, volunteers and staff. We look forward to seeing everyone next year for even more adventures, excitement and family fun,” he added.

Within the last six weeks of the year, Turtle Back Zoo reached three new milestones. On Friday, November 17th, the old attendance record was broken when the

Fleming-Kendrick family from Newark – Stafon Kendrick and Melva Fleming and their children Myles Fleming and Makenzie Kendrick – became the 795,559th visitors to the zoo when they came to view the Holiday Lights Spectacular. A week later, on Friday, November 24th, the Penn family from Middletown, N.J. – Vincent and Heather Penn and their children Ashley, age 7, and Britney, age 5 – were recognized as the 800,000th visitors to Turtle Back. Finally, the 900,000 attendance mark was passed on Wednesday, December 27th when the Owens/Kusik family from East Orange – Joseph Kusik, Alanah Williams and Ikea Owens – visited the Holiday Lights Spectacular.

The previous annual attendance record of 795,558 was set in 2016. A new annual attendance record has been set every year since 2005. The 500,000 milestone was first reached in 2010, 600,000 was first reached in 2013 and 700,000 was first reached in 2015.

Turtle Back Zoo is open seven days a week from 10 a.m. to 3:30 p.m. Through November 30th, regular admission is \$12 for children and senior citizens, \$15 for adults and free for children under 2 years. Beginning December 1st, admission is \$10 for children and senior citizens, \$12 for adults and free for children under 2 years. For additional information, please call 973-731-5800 or visit www.essexcountynj.org.

Revitalizing Essex County Turtle Back Zoo

Currently under construction is a new Exhibit for the South African Penguins. Since taking office in 2003, DiVincenzo has spearheaded over \$70 million in upgrades to Essex County Turtle Back Zoo, which have included developing a new Educational Building, the Carousel with 33 figures of endangered animals; building the African Adventure Exhibit with Masai Giraffes, Lions and Hyenas; Sea Lion Sound Exhibit with sea lions, sharks and sting rays; the Big Cat Country Exhibit with jaguars and cougars; Tam-ring Gibbons Reserve with white cheeked

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TURTLE BACK ZOO FINISHES 2017 WITH RECORD *(continued)*

gibbons apes, Reeves muntjac and white naped cranes; Australian Exhibit that features kangaroos, wallabies, emus and over 500 birds in the Aviary; Reptile and Education Center, open air dining pavilion and playground, Penguin Exhibit, Otter Exhibit, Wolf Exhibit, Alligator Exhibit, North American Animal Exhibit, Black Bear Exhibit, Animal Hospital, Essex Farm Petting Zoo and South American Animal Exhibit; building the Savanna Café and making upgrades to the entrance as well as fencing and infrastructure to meet AZA requirements. Funding has been provided through Green Acres grants, existing capital improvement bonds, or donations from the Zoological Society, Essex County Parks Foundation, corporations or private foundations. Corporations that have provided support include Investors Bank, Prudential Financial, Inc., Wells Fargo (Wachovia Bank), PNC Bank, PSE&G, Verizon, Horizon Blue Cross Blue Shield of New Jersey, Coca Cola, Capital One Bank, TD Bank, Aramark, Covanta Energy and OxyMagic carpet cleaning.

The Essex County Park System was created in 1895 and is the first county park system established in the United States. The Park System consists of more than 6,000 acres and has 23 parks, five reservations, an environmental center, a zoo, Treetop Adventure Course, ice skating rink, roller skating rink, three public golf courses, golf driving range, two miniature golf courses, three off-leash dog facilities, a castle and the Presby Memorial Iris Gardens. Turtle Back Zoo is located in Essex County's South Mountain Reservation and was opened to the public in 1963.



Nationwide Economics

Weekly Economic Review & Outlook for January 16, 2018

by Ben Ayers, Senior Economist of Nationwide Mutual Insurance Company and
Ankit Gupta, CFA, Economist of Nationwide Mutual Insurance Company

Weekly Review

Consumers Close 2017 Solidly

Retail sales were up by 0.4 percent in December, with upward revisions to prior months, wrapping up a solid year for retail spending. Holiday shopping provided a significant boost this year as fourth quarter spending increased by 5.5 percent versus the same period last year. Total growth in retail sales during the quarter was the fastest since 2010. Spending at retailers climbed by 5.4 percent from December 2016, a faster annual pace than the 30-year average. Consumer spending patterns continue to shift away from brick-and-mortar stores toward e-commerce. Non-store retail spending (a proxy for online sales) rose nearly by 13 percent during 2017, riding a sharp increase during the fourth quarter for the holidays. Trends in consumer spending are pointed upward across the board. Retail sales growth is near the fastest rate over the past five years. Total home sales are on pace to set an expansion high during 2017, while auto sales remained solid. With job and income gains still solid and consumer confidence near the highest levels since 2000, we look for consumers to have a strong encore in 2018.

Core Inflation Data Higher

The Consumer Price Index (CPI) rose by only 0.1 percent in December as lower gasoline prices held down overall price growth. This led the 12-month inflation rate to end 2017 at a modest 2.1 percent — slightly below most expectations at the start of the year. The core CPI (excluding food and energy) was up more strongly, rising by 0.3 percent in December. Increased shelter costs, pushed up by rising housing demand and limited supply gains, were the primary cause. The 12-month core inflation rate edged up to 1.8 percent in December, but the trend remains relatively flat overall. The trend core rate has risen by 1.7 or 1.8 percent for eight consecutive months. The trend in core prices in early 2018 will be closely watched as a bellwether for interest rate increases by the Fed. It is still too early to tell if December's gain represents a turning point for underlying inflation. We project that inflation measures will slowly move higher in 2018 with low and falling unemployment rates and rising wage pressures leading to tighter product markets.

Interest Rates Moving Up

After ending 2017 roughly flat for the year, the 10-year Treasury note yield has moved up sharply during the first two weeks of 2018. Friday's close of 2.55 percent was the highest closing level since March and sits near the peaks of the past three years. The trend in short- and long-term interest rates should continue to be higher in 2018. Additional rate hikes by the Fed should steadily push up rates for shorter-duration securities. Longer-term interest rates are likely to fluctuate more in response to market demand for Treasuries and geopolitics, but they should move higher as well.

The Week Ahead

In this holiday-shortened week there are only a few economic releases, including industrial production and housing starts for December along with weekly claims for unemployment insurance.

Industrial Production on the Rise with Manufacturing

Industrial production is on track for growth in December with contributions from all three underlying industry groups. Manufacturing activity is likely to follow the ISM manufacturing survey, which showed

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Nationwide Economics *(continued)*

the fastest monthly production increase in over seven years. Utility output should move higher with more seasonal weather, while mining activity should increase with rig count figures up this month as oil prices edge higher. Taken together, **industrial production** likely to grow by 0.5 percent for December.

Housing Starts to Decrease for the Month but Remain Strong

Housing demand is on the upswing due to solid job gains and the aging of the millennial generation into ages with higher homeownership rates, both of which promote faster household formation. Following rapid increases in the prior two months, **housing starts** will likely pull back to an annualized pace of 1.25 million units for December - with both single - and multi-family starts likely down. Even with the modes dip, total housing starts for all 2017 would be the highest since 2007.

Weekly Jobless Claims Should Remain Limited

The labor market remains in good shape with a high level of job openings, continued payroll expansion, and a low unemployment rate. These factors support fewer layoffs as employers are hesitant to cut payrolls as the supply of available qualified workers remains tight. **Jobless claims** for the week of January 13 should edge down to 249,000.

To view the full report online, please click [here](#).

For further information please contact Emanuel Mahand, Program Director Of DE/NJ/PA, at MAHANDE@nationwide.com, or Bina Kumar, Managing Director - East Region, at kumarb1@nationwide.com.



BECOME A MEMBER OF THE NEW JERSEY ASSOCIATION OF COUNTIES

Learn about the benefits of being a part of NJAC and how you can join.
Contact Loren Wizman, Business Development Director at
(609) 394-3467 or loren@njac.org

[Click here for an application.](#)

Entries for NACo-Nationwide Scholarship Now Being Accepted

by Bob Beasley, Communications Consultant for Nationwide

The NACo-Nationwide Scholarship Program will award four \$2,500 grants to students whose parents, grandparents or guardians contribute to NACo Deferred Comp Programs.

High-school seniors whose parents, grandparents or legal guardians actively contribute to a 457(b) plan offered through the NACo Deferred Compensation Program are eligible to apply for a \$2,500 college scholarship. Four \$2,500 scholarships will be awarded in Spring 2018 in honor of the Scholarship Program's 13th year in existence.

The NACo-Nationwide scholarship essay contest is an educational opportunity for high-school students about to transition into a new stage of their lives. "Young adults should understand the importance of preparing for a comfortable financial future as well as be aware of potential obstacles," NACo President Roy Brooks said. "The NACo-Nationwide essay contest allows the next generation of retirees to give insight into what retirement services look like to them, a group of consumers whose purchase decision is years away.

"By the same token, educating our next generation on the importance of retirement savings will not only benefit the individual but their entire microsystems. The continued NACo-Nationwide partnership not only raises awareness in this vital area, it also continues the discussion and works to take the current retirement system to a whole new level. I expect great things from our 2018 winners. May their contributions be a ripple effect towards new and improved lifestyles," Brooks said.

How Eligible Students Can Apply

Parents, grandparents or legal guardians should talk to their eligible high school seniors about applying right away. Starting January 3, 2018 the application can be completed online at www.nrsforu.com/scholarship.

Eligibility Requirements

Graduating high school seniors who are legal US residents are eligible to apply.

Applicant's parent, grandparent or legal guardian must be enrolled in and actively contribute to a 457(b) plan offered through the NACo Deferred Compensation Program.

Applicants must enroll in a full-time undergraduate course of study no later than the Autumn term of the 2018-2019 school year at an accredited two or four-year college.

Immediate family members of NACo employees, members of the NACo Defined Contribution and Retirement Advisory Committee or its governing board of directors, staff of individual State Association of Counties that are members of the LLC, and Nationwide employees are not eligible to apply; this program is not offered outside the United States.

Application and entry must be submitted online at www.nrsforu.com/scholarship between January 3, 2018 and March 5, 2018.

Scholarship Honors 39 Years of Partnership

The NACo-Nationwide Scholarship is just one of many benefits of nearly four decades of partnership between Nationwide and the National Association of Counties and its member counties. For additional information about the NACo Deferred Compensation Program, please contact David Belnick at david.belnick@nationwide.com or (410) 790-5440; or contact your Nationwide representative at (877) 677-3678.



White House to Allow States to Impose Work Requirements for Medicaid

By Valerie Brankovic, Legislative Assistant for NACo

On January 11, the Trump Administration announced it would support state efforts to impose work requirements for Medicaid, the federal program providing health coverage for disabled, elderly and low-income individuals. The announcement reversed guidance issued during the previous administration barring implementation of work requirements for the Medicaid program.

Under the new guidelines, states would be permitted to require Medicaid enrollees to participate in “community engagement activities” to receive the program’s health benefits, which, in addition to traditional work or job training, could include education, caretaking and volunteering, among other activities. States would still be required to apply for Medicaid waivers to implement these or other new program requirements, and the administration’s guidelines would exempt certain populations from participating in work requirements, such as pregnant women, disabled individuals and the elderly.

According to administration officials, states enacting work requirements for Medicaid would be able to align conditions with those already instituted for other federal safety-net programs such as the Supplemental Nutrition Assistance Program (SNAP) and the Temporary Assistance for Needy Families (TANF) program.

While NACo does not have policy on work requirements in the Medicaid program, state implementation of work requirements could impact counties in two ways. First, adding work requirements could increase administrative burdens on counties in states where Medicaid is county-administered. In these states, counties play a central role in financing and delivering Medicaid services to residents. The addition of new work requirements could also lead to higher rates of uncompensated care, and therefore increased costs, for county hospitals and governments if residents no longer qualify for health coverage through the Medicaid program and are unable to pay their medical bills.

NACo will continue to monitor the administration’s guidance and Congressional action on the Medicaid program.

For more NACo resources on the Medicaid program, please see the following links:

[County News: Medicaid supports strategies that have cut Ohio county’s overdose rate](#)

[County News: Medicaid plays a vital role in rural counties](#)

[Policy Brief: Protect the Federal-State-Local Partnership for Medicaid](#)

[Legislative Presentation: Medicaid and Counties](#)

Valerie Brankovic can also be reached at (202) 942-4254 or vbrankovic@naco.org.

As a reminder and **SAVE THE DATE**, the [NACo Annual Conference](#) will take place in Davidson County of Nashville, TN from July 13 through July 16, 2018. NACo is currently accepting exhibitor applications. You may apply by visiting the [Events category](#) on their website.



FROM THE EXECUTIVE DIRECTOR

I hope that you and your families have a happy, healthy, and successful 2018. NJAC is kicking off the New Year with a very busy January, so please take a moment to review the important details below that provide information about our upcoming conference committee, conference workshops, and reorganization meeting.

CONFERENCE COMMITTEE - Don't miss the opportunity to serve on NJAC's conference committee as we begin planning for our 68th annual celebration of county government from May 9th through May 11th at Caesars in Atlantic City. The committee is hosting a kick-off meeting at 10:00 a.m. on *January 19, 2018* at NJAC's office located at 150 West State Street in Trenton. Please let Kim Nolan at knolan@njac.org know if you're interested in helping us prepare for county governments premiere event of the year.



John G. Donnadio, Esq.

CONFERENCE WORKSHOPS – We're also accepting proposals for conference workshops. Space is very limited, so please submit your proposal no later than *January 26, 2018* to Loren Wizman by email at loren@njac.org. To make sure that our elected officials, administrators, finance officers, purchasing officials, planners, engineers, attorneys, public works employees, accountants, and other county officials actively participate in our conference, the conference committee will give priority consideration to workshops approved for continuing education credits by the appropriate State agencies and the Rutgers University Center for Local Government Services.

- Workshop sessions must be educational and informative, and 50-60 minutes long.
- Proposals must include the name, title, and company information of those presenting.
- Proposals must be typewritten in Garamond font Pitch 9.
- Proposals must contain a title and one-page informative summary of the workshop, so that we may include these details in our conference journal.
- Proposals must include handouts, power point presentations, and other similar materials.
- Proposals must be submitted by close of business on *January 26, 2018 and no later to* Loren Wizman, Business Development Director (loren@njac.org).
- NJAC will notify you in writing of the time, location, and other important details concerning your workshop two weeks in advance of the conference.

NJAC REORGANIZATION MEETING – Please make sure to join us at 11:00 a.m. on *January 26, 2018* in the Senate Chambers of the State House for NJAC's Reorganization Meeting where Hunterdon County Clerk Mary Melfi will become our 77th President. Following the ceremony, students from Hunterdon County Polytech will provide a fantastic lunch to guests at the Historic Trenton Masonic Temple located near the State House at 100 Barrack Street in Trenton. Thank you as always for your time and consideration, and I look forward to seeing you soon.

WHAT'S HAPPENING IN YOUR COUNTY?

SUN	MON	TUES	WED	THURS	FRI	SAT
	JAN 15  MLK Day	16  2018 Inauguration of NJ Governor 11:00 a.m. Trenton	17  KIDZ MUSIC 10:30 a.m. - 11:15 a.m. PlayCity Weehawken Hudson County	18 Magic Tree House: Space Mission 3:00 p.m. - 3:45 p.m. RVCC Planetarium Branchburg Somerset County	19 2018 NJAC Conference Committee Meeting 10:00 a.m. 3rd Fl. Conference Rm. 150 West State St. Trenton	20 History Matters Program 10:00 a.m. Historical Society Salem Salem County
21 Jersey Shore Winter Comic Book Show 10:00 a.m. - 4:00 p.m. Toms River Elk Lodge Toms River Ocean County	22	23	24 Health & Nutrition 7:00 p.m. St. Matthew Baptist Church Williamstown Gloucester County	25 Body Rock! 8:00 p.m. - 9:00 p.m. Dance Studios Fairlawn Bergen County	26 2018 NJAC Reorganization Meeting 11:00 a.m. Senate Chambers NJ State House Trenton	27  Annual Winter Festival 12:00 p.m. - 3:00 p.m. High Point State Park Yadon Meadows Sussex County
28  WINTER ARTISAN MARKET JANUARY 27 & 28 2018 5PM 12:00 p.m. - 5:00 p.m. Ringoes Hunterdon County	29 Career Connections Mobile Lab 2:00 p.m. - 8:00 p.m. Vauxhill Public Library Vauxhill Union County	30  CHOCOLATE HIGH HEEL SHOE PAINTING LOVE Shoes! LOVE Chocolate! 10:00 a.m. - 12:00 p.m. Vauxhill Public Library	31			
				FEB 1 Community Health Improvement Coalition Meeting 10:00 a.m. - 12:00 p.m. Warren County Library Headquarters Belvidere Warren County	2 Grant Funded Business Training 9:00 a.m. - 1:00 p.m. Cumberland County College Vineland Cumberland County	3  Shark in the Dark Overnight at Adventure Aquarium 6:00 p.m. - 10:00 a.m. Camden Camden County
4 Yoga is Life w/Lululemon 8:00 a.m. Palmer Square Princeton Mercer County	5  Scrabble Club 10:00 a.m. Morris County Library Whippany Morris County	6 Senior Citizens Walk & Talk Tuesdays 10:00 a.m. - 12:00 p.m. Convention Hall Cape May Cape May County	7  Wine Tasting Art Show 10TH ANNIVERSARY Scholarship Fundraiser 5:00 p.m. - 8:00 p.m. Noyes Arts Garage Atlantic City Atlantic County	8 People Power 5:30 p.m. - 7:30 p.m. 54 Halsey Street Newark Essex County	9	10  A VALENTINE CABARET DINNER/SHOW 6:30 p.m. Orange Avenue Community Theater presents
11  Sunday Brunch Buffet ME's @ Butternut Manor 11:00 a.m. - 2:00 p.m. Matawan Monmouth County	12	13  Cooking Class Chocolate Covered Strawberries 6:00 p.m. - 7:00 p.m. Agriculture Center Moorestown Burlington County	14  Happy Valentine's Day			